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EVALUATION OF THE DECARBONISING SKIPTON PROJECT

Final Summative Assessment Report from PFA Research Ltd

JULY 2022 – Updated to include results from the survey of residents



Authors:

Katherine Stewart, Researcher | katherine.stewart@pfa-research.com

Robert Rush, Managing Director | robert.rush@pfa-research.com

pfa-research.com

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1 Executive Summary

1.1 Introduction

Craven District Council (CDC) has been awarded 50% funding by ERDF for a £1.2million project to decarbonise Skipton. The project started in March 2021 and ends in July 2022 and will install a combination of carbon reduction and renewable energy technologies across the Craven District Council property portfolio. This includes online energy monitoring, insulation, approximately 1800m² solar panels, large ground source heat pumps, heat recovery and public displays of carbon emissions in our buildings. CDC is also partnering with Yorkshire Housing to reduce carbon emissions and fuel bills in 28 properties.

The contracted output targets are:

Indicator		Target
C31	Number of households with improved energy consumption	6
C32	Decrease of annual primary energy consumption of public buildings	1,180,247kWh
C34	GHG reductions	288

PFA Research, an independent research company, was appointed to undertake a final summative assessment through the collation of data and compilation of the Summative Assessment report (updated in July 2022 to reflect feedback from residents).

The objectives of this interim Summative Assessment are:

- Report on achievement of the project's outputs: number of households with improved energy consumption – 6 (C31), decrease of annual primary energy consumption of public buildings - 1,180,247kWh (C32) and estimated GHG reductions – 288 tonnes (C34)
- Assess achievement of the project's impacts: lower carbon emissions from public buildings, 6 households taken out of fuel poverty, 276,000kWh's annually reduction from grid, £42,000 saved by public authorities per annum, 28 households supported to change their behaviour around energy, decarbonising heat of 6 households, 22 households with improved energy consumption classification
- Assess wider potential impacts in the local community including awareness raised of the approach
- Undertake an independent assessment and analysis of the project context and objectives, project progress, project delivery and management and value for money
- Investigate stakeholder confidence and awareness and assess the strategic added value created through the project
- Collate and summarise lessons learned and best practice for future decarbonising and retrofitting projects

1.2 Brief methodology statement

The research methodology for the interim summative assessment comprised:

- Background review and desk analysis
- 4 telephone interviews with the Craven District Council/Yorkshire Housing delivery team
- 5 telephone interviews with stakeholders
- Online survey of the general public in Craven
- 7 telephone interviews with residents (undertaken in July 2022)
- Analysis of data collected and delivery of findings through a written report

1.3 Findings

The key findings from the report have been summarised below.

1.3.1 Context and relevance

The Zero Carbon Craven project was set up as a fundamental part of CDC's target of achieving net zero by 2030 and is contributing to various policy and strategy areas. Feedback received from the delivery team stated that the ERDF funding was vital as it was a large project (for a small council) and to reduce the risk from using innovative approaches and technologies. It is hoped that the project will be a catalyst for the future, a demonstrator project for the wider public and also help those on the lowest incomes to reduce their carbon footprints.

1.3.2 Project delivery and management

It was agreed by stakeholders and the delivery team that the management and governance of the project has been good, although there were some concerns about a lack of resources impacting on the project's progress. External communication was rated highly, although internal communication could be improved.

1.3.3 Project progress and achievements

As per the Table 1.1 below, the expenditure performance has been rated as green, as it is highly likely that the targets will be reached during the last three months of the project. The outputs targets have all been rated as amber, as there is some way to go before they are achieved. The work on the housing has only just started but will be completed by the end of May, and then it looks likely that the C31 output (number of households with improved energy consumption) will be reached. Once the rest of the capital work on the public buildings has been completed, it is also likely that the C32 (decrease of annual primary energy consumption of public buildings) and C34 (GHG reductions) targets will be reached, but it is too early to confirm this at the current stage of the project, which is why the amber status has been applied.

Table 1.1 - Performance to date (as of claims 31/12/21)

Indicator	Target	Performance No.	Performance % of target	Overall Assessment
Capital Expenditure	£564,252.48 ¹	£ 407,834.32	72%	
Revenue Expenditure	£33,394.52 ²	£ 30,435.45	91%	
C31 – number of households with improved energy consumption	6	0	0%	
C32 – Decrease of annual primary energy consumption of public buildings	1,180,247 kWh	480,483.3 kWh	41%	
C34 – GHG reductions	288	63.7	22%	

When the delivery team were asked about progress and achievements, they felt that good progress has been made but they are slightly behind on where they had hoped to be due to a change in planned activities, which was partly because of a lack of interest from contractors and increased costs due to Covid/Brexit.

Progress on the housing side has been slow, as it has taken a long time to find appropriate properties. In addition, as each property has had an individual retrofitting approach and the residents have needed to be persuaded to participate, it has taken longer to progress. The recent rises in energy prices have made things difficult too.

1.3.4 Outcomes and Impacts

The delivery team and stakeholders were asked about the progress made towards achieving the outcomes and impacts of the project. It was reported that it is still very early to be making assessments but some benefits are being realised as the work is completed. It was also reported that they have had positive feedback from the general public around the retrofitting to the public buildings.

The online survey of the wider public showed:

- 62% have heard of the Zero Carbon Craven project
- 54% of Craven respondents have heard of at least one of the environmental measures that Craven District Council have implemented across public buildings
- 58% think these types of projects have a positive impact on Skipton
- 52% think that investing in environmental/low carbon measures have made Skipton a better place to live/work
- 35% agree that enough is being done to make the buildings in Skipton low carbon/environmentally friendly
- 44% of respondents are confident that they know where to start reducing their energy usage and bills but 17% are not
- 83% of respondents have taken some action as a consequence of hearing about the environmental measures through the Zero Carbon Craven project

¹ Adjusted target due to PCR = £39,904.96 (total) or £19,952.48 (50% ERDF intervention rate) was moved from revenue to capital, therefore the capital target is £544,300 plus £19,952.48, which equals £564,252.48

² Adjusted target due to PCR = £39,904.96 (total) or £19,952.48 (50% ERDF intervention rate) was moved from revenue to capital, therefore the revenue target is £53,347 minus £19,952.48, which equals £33,394.52

1.3.5 Strategic Impact

The delivery team and stakeholders were asked whether they felt that the project has created strategic impacts, such as strategic leadership, influence and engagement. One team member felt that the nature of the large ERDF project helped to provide strategic impact: *“The fact that Craven, a small council, has got a million-pound project, with all of these parts of it, I think that adds strategic value to it as an organisation.”*

Another team member reported on the internal strategies that they are using to try and reduce carbon by engaging with site managers via regular monthly reports to remind and keep it in the forefront of people’s minds about what they can do to reduce energy. One of the stakeholders was pleased about how the different asset/facility managers had worked together and learnt from each other.

Wider influence throughout local government, the benefits of being able to show customers and members of the Leisure Centre about reducing carbon and the collaborative work with Yorkshire Housing were also all mentioned as strategic impacts of the project.

1.3.6 Value for Money

The delivery team and stakeholders were asked to comment on whether they felt the project has achieved value for money and whether they can benchmark against any other similar projects. There was a mixed response from the interviews, with some people responding positively and others feeling that VFM has not been achieved yet.

1.3.7 Feedback from the Residents

Seven residents from 28 properties fitted with the environmental improvements to reduce energy consumption took part in the resident survey. Overall, interest in environmental and sustainability issues prior to having environmental upgrades fitted in their home was high. When asked if their interest and/or knowledge had increased as a result of the project, five participants replied that it had not. Two participants answered that their knowledge had increased in understanding of appliances such as ASHP (air source heat pump).

The length of installation was not an issue for respondents. However, missed appointments or unscheduled work was seen as a problem and the fact that the scaffolding stays up for up to three weeks after the work was completed was an irritation to residents. Potentially managing expectations at the beginning and ensuring smooth running of appointments would mitigate those issues.

The noise level during the installation did not pose a problem to respondents. At worst it was as expected, but two respondents actually found it more quiet than expected.

The interaction with personnel from Yorkshire Housing/contractors worked well. However, there are potentially improvements to be gained by providing after-installation information and ensuring staff involved with the installation as well as those answering calls to the housing association have the necessary information to help with enquiries.

Residents believe their participation in the Zero Carbon project has had a positive impact on them. There were no outright negative feelings, though there is some uncertainty around the feed-in tariff and the how the systems will work during the winter or on less sunny days. Some further after-installation information might help to remove some of the uncertainty for those participants.

Overall, respondents found it difficult to cite any consequences of the environmental upgrades to date. Mainly this is due to the fact that the installations were made in the summer when heating is not used and warm water potentially to a lesser amount. However, some had noticed the advantages of a warmer bathroom due to a new heater being installed, thus probably preventing damp. The upgrade to radiators from 'dated' storage heaters was also welcome as it made the house look 'less dated.'

When asked if they thought that the environmental upgrades will make them financially better off in the future, five respondents were positive it would do so and two hoped it would.

Although some respondents have already changed the way 'they do things', there is some uncertainty if this is as a result of the environmental upgrades. The changes seen are mainly around 'saving money' and/or 'using less electricity.'

1.3.8 Lessons Learned

Lessons learned were collected from the CDC team interviews and from the stakeholders and are presented in the report under various themes:

- Administration
- Delivery and installation
- Wider benefits

2 Background and Context

2.1 The Decarbonising Skipton Project

Craven District Council (CDC) has been awarded 50% funding by ERDF for a £1.2million project to decarbonise Skipton. The project started in March 2021 and ends in July 2022 and will install a combination of carbon reduction and renewable energy technologies across the Craven District Council property portfolio. This includes online energy monitoring, insulation, approximately 1800m² solar panels, large ground source heat pumps, heat recovery and public displays of carbon emissions in our buildings. CDC is also partnering with Yorkshire Housing to reduce carbon emissions and fuel bills in 28 properties.

2.2 Project Aims and Objectives

The Decarbonising Skipton project fits under the ERDF Priority Axis PA4 (supporting the shift towards a low carbon economy in all sectors) and was set up to support this ERDF investment priority: *Investment Priority 4c* –Supporting energy efficiency, smart energy management and renewable energy use in public infrastructure, including in public buildings and in the housing sector.

The specific contracted outputs for the project are as follows:

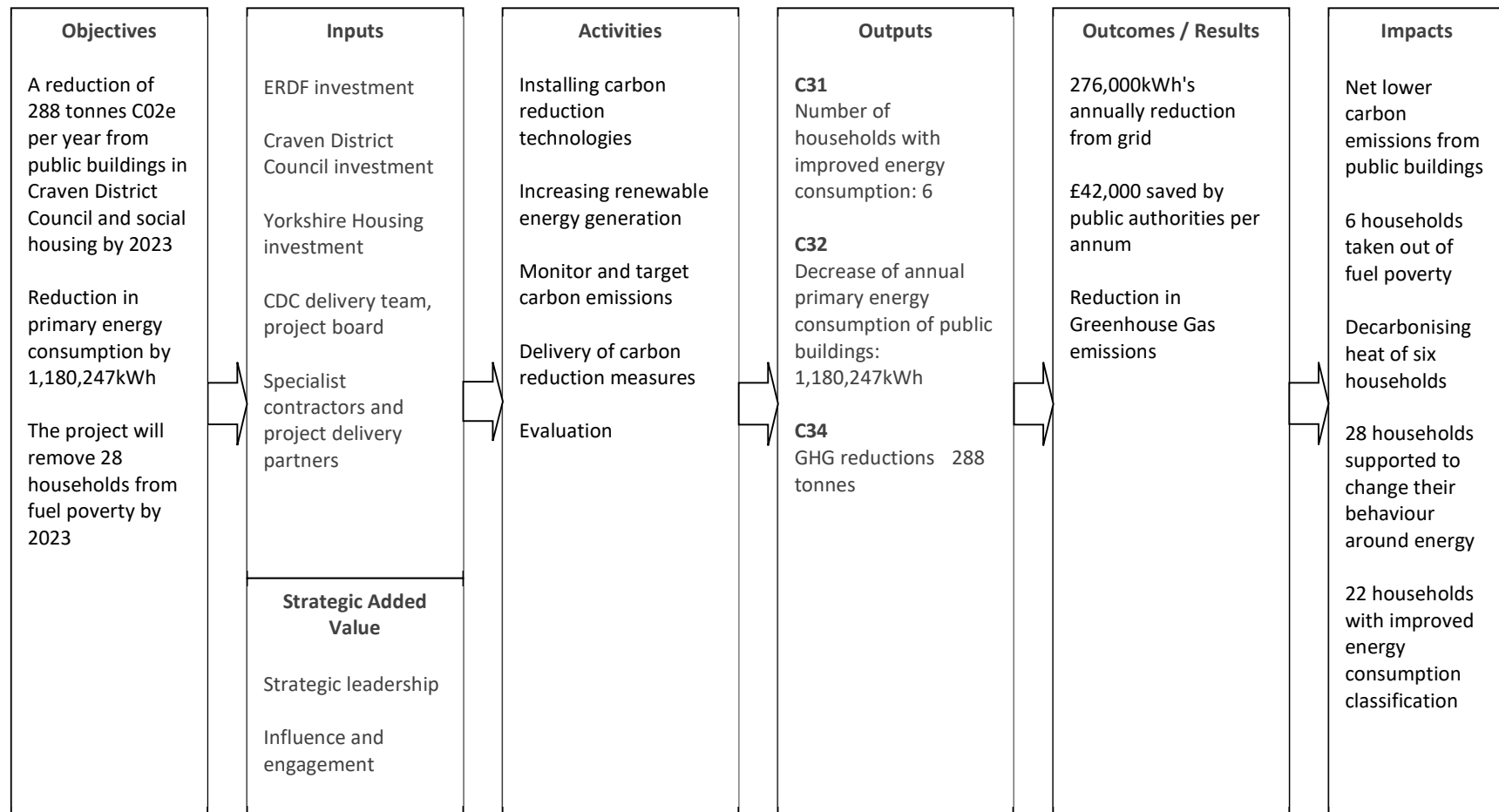
Indicator		Target
C31	Number of households with improved energy consumption	6
C32	Decrease of annual primary energy consumption of public buildings	1,180,247kWh
C34	GHG reductions	288

One Project Change Request was submitted to the Managing Authority in January 2022, which involved moving budget from the revenue to capital stream (£39,904.96). The amount of staff time required for the project was considerably less than expected and the revised budget submitted included more time for contracted project management and low carbon expertise and also more funds for the Leisure Centre heat pump installation due to Northern Powergrid requiring works for installation of the heat pumps.

In addition, other changes to the project have included the addresses of the 28 residential properties, removing the heat pump installation at Otley Street (due to timescales) and heat recovery from Skipton Crematorium (due to no tenders submitted). There has been no change to the overall expenditure or outputs.

The following diagram shows the updated logic chain for use during the summative assessment.

Figure 2.1 - Logic Chain



2.3 Role of the Evaluation

PFA Research, an independent research company, was appointed to undertake a final summative assessment through the collation of data and compilation of the Summative Assessment report.

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2.4 Evaluation Methodology

The research methodology was made up of the following elements:

- Background review and desk analysis
- Primary data collection – interviews with the Craven District Council delivery team and stakeholders
- Online survey of the general public
- Analysis of data collected and delivery of findings through a written report

Review of key documentation

This has included a review of the ERDF project application form, claim forms and progress reports and project change requests. The review has assessed the context, rationale, market failures etc of the Decarbonising Skipton project. Assessment of claims from CDC has been used to quantitatively assess the costs and timescale targets for the project.

Primary Research: Delivery Team

Telephone interviews have been undertaken with four team members from Craven District Council/Yorkshire Housing:

- **Marian Kempson** – Project Lead (project management and providing low carbon impact and knowledge)
- **Rachel Sewell** - Property manager for CDC (operational side of the project, involved in planning, procurement, onsite management of contractors).
- **Darren Maycroft** - Responsible for all assets and commercial services, produced the business case
- **Paula Horton**, Yorkshire Housing - Contact coordinator role between YH and CDC to make sure that the people in the project deliver the work

The first set of interviews was undertaken in August 2021 and the second set in April 2022. The first set collected baseline information (rationale/context, planned project activities, delivery and management including the tendering process and supply chain and plans for wider stakeholder/community involvement). The latter set of interviews collected data in the following areas:

- Feedback on programme delivery and management
- Progress made and achievements
- Feedback on beneficiary engagement and marketing
- Impact of the Covid-19 pandemic
- Lessons learned

Primary Research: Stakeholders

Five stakeholders have been interviewed in order to capture the strategic aspects of the programme, as well as feedback on progress, delivery, management and lessons learned. The stakeholders were:

- **Anthony Slater** – Operations Manager, Craven Leisure
- **Clair Cooper** – Bereavement Services Manager
- **Danielle Daglan** - Cultural Services Manager (Skipton Town Hall)
- **Paul Ellis** – Director of Services
- **Jess Wiles** – Hubbub environmental charity

Primary Research: Online Survey of the General Public

A short online survey was created to get feedback from the general public in Craven about the Zero Carbon Craven project. In total, 103 people completed the survey from postal codes (at the 'first part' sector level) of which 52% identified as living directly in the Craven district.

Primary Research: Telephone Interviews with Residents

Seven residents from 28 properties fitted with the environmental improvements to reduce energy consumption took part in the resident survey via telephone. This research was conducted in July 2022, after the work on the properties was completed. The telephone covered the following topics: participant background, prior environmental interest, increased interest/knowledge, length of installation, noise levels during installation, interaction with personnel from Yorkshire Housing/contractors, participation in the Zero Carbon Craven project, consequence of the environmental upgrades, financial improvements and other benefits.

3 Summative Assessment Findings

The summative assessment findings incorporate the background document review, feedback from the delivery team, feedback from stakeholders and the online survey. The findings are set out to cover the key areas required by ERDF when undertaking a summative assessment.

3.1 Context and relevance

The Zero Carbon Craven project was set up as a fundamental part of CDC's target of achieving net zero by 2030. In the initial application paperwork, it was stated that there is a need for an innovative shift in approach and this project aims to achieve this by providing infrastructure throughout Craven's public buildings to enable effective monitoring of energy and carbon use.

Having reviewed the original project ERDF application form and more recently analysed published policy documents, it is believed that the Zero Carbon Craven project is contributing to the following policy and strategy areas:

- Craven District Council's target of achieving net zero carbon emissions by 2030
- Investment priority of clean energy and environmental resilience in the Leeds City Region Energy Delivery plan, with a view to being the UK's first carbon neutral city region
- Government's Clean Growth Strategy to drive the deployment of low carbon heat technologies in homes and businesses (through the Renewable Heat Incentive)
- Government's Net Zero Strategy: Build Back Greener³
- Retrofit for the Future, a retrofitting guide by the Technology Strategy Board⁴

During the first set of delivery team interviews, the need for the ERDF funding was discussed and one team member gave their view: *"The scale of the project (for our small council) meant that ERDF funding was needed. It is a huge ask to move to saving 30% of carbon emissions and in order to have internal and external visible commitment, it needed to be a larger project. There is also some uncertainty in the project due to the innovative approaches, so external funding is needed to help reduce the risks. The net zero 2030 target is very ambitious but not all achievable unless we have this project as a starting point."*

Another person commented that: *"it is hoped that the project will be a catalyst for the future and will help to sell the low carbon message to residents and to businesses. By having Craven District Council setting an example, it is hoped that this will have a wider positive effect."*

The team member responsible for housing commented: *"We need to do a lot to reduce our carbon consumption and we need to help and educate people. However, we also need to ensure that those obligations don't sit badly with those on the lowest incomes. We must help people to make it affordable to reduce their carbon consumption."*

³ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1033990/net-zero-strategy-beis.pdf

⁴ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/669113/Retrofit_for_the_future_-_A_guide_to_making_retrofit_work_-_2014.pdf

3.2 Project delivery and management

All the interviewees from both the delivery team and the wider stakeholder group agreed that the management and governance of the project has been good, with regular project team and project board meetings, one person commented, *“I think we’ve done everything we can in terms of managing the project within the bounds of the resources that we’ve got to meet the quite strict ERDF conditions.”*

Several people stated that communication could have been a bit better internally and it has been difficult with the project manager not working full time. For example, meetings were organised where all the properties were discussed and for people who were responsible for certain properties as part of bigger services, that’s quite a drain on time. It was suggested that separate update meetings for the properties could have been organised.

External communication was cited as being positive, for example at Skipton Town Hall the contractors have been working above the concert hall. This was not ideal because when people walk on the scaffold beams in the roof void it can be heard in the events hall: *“The site had had to liaise very closely with the contractors and they’ve taken that on really well. I’m not sure how much they thought they would get involved but they’ve just got on with it.”*

One of the stakeholders involved with the marketing campaign, stated that the huge pressure on CDC due to the council mergers, Covid-19 etc has meant that it has been a very busy time. The impact was that it was slightly unclear at times who to report to. There were also delays to the campaign as they lacked a communication team resource, resulting in a delay in project momentum and not getting the resources out as widely: *“It felt slightly awkward, we were asking community groups and volunteers to do things, to put things on their social media channels and stuff but there wasn’t that much presence from the council, even though it was council branded. It was a resource thing but it was a slight missed opportunity in terms of being able to reach more people.”*

Project management and governance was highly rated by our interviewees but some concerns were raised around communication and lack of resources.

3.3 Project Progress and Achievements

3.3.1 Project Spend and Output Achievements

The following tables show a breakdown of the spend and outputs achievements over the course of the project, based on the quarterly claims submitted to MHCLG. Table 3.1 shows the spend by quarterly claim.

Table 3.1 - Spend

Claim Date	Capital Expenditure	Revenue Expenditure	Total Expenditure
Q3 (Jul – Sep 2021)	£ 60,232.00	£ 11,469.21	£ 71,701.21
Q4 (Oct – Dec 2021)	£ 347,602.32	£ 18,966.24	£ 366,568.56

Table 2 is a spend and output performance table for the project; showing the targets, performance to date (as of December 2021) and an overall RAG assessment.

Table 3.2 - Performance to date (as of claims 31/12/21)

Indicator	Target	Performance No.	Performance % of target	Overall Assessment
Capital Expenditure	£564,252.48 ⁵	£ 407,834.32	72%	
Revenue Expenditure	£33,394.52 ⁶	£ 30,435.45	91%	
C31 – number of households with improved energy consumption	6	0	0%	
C32 – Decrease of annual primary energy consumption of public buildings	1,180,247 kWh	480,483.3 kWh	41%	
C34 – GHG reductions	288	63.7	22%	

The expenditure performance has been rated as green, as it is highly likely that the targets will be reached during the last three months of the project. The outputs targets have all been rated as amber, as there is some way to go before they are achieved. The work on the housing has only just started but will be completed by the end of May, and then it looks likely that the C31 output (number of households with improved energy consumption) will be reached. Once the rest of the capital work on the public buildings has been completed, it is also likely that the C32 (decrease of annual primary energy consumption of public buildings) and C34 (GHG reductions) targets will be reached, but it is too early to confirm this at the current stage of the project.

As per the latest claim form (Dec 2021) the project has achieved:

- Installation of Solar PV panels at Skipton Town Hall completed.
- Installation of Solar PV panels and insulation at Book of Remembrance Chapel and insulation at Skipton Town Hall is ongoing, due to complete mid-January 2022.
- Installation of Solar PV panels at Craven Leisure completed.
- Design finalised for Craven Leisure air source heat pump system, this has been changed from ground source as originally proposed due to feasibility following further investigation.
- Design finalised for Solar PV on Otley Street.
- Yorkshire Housing air source heat pumps and solar PV tender sent out.
- The residential buildings are due to be completed by May 2022.

3.3.2 Craven Resident Energy Saving Campaign

Hubbub were appointed to carry out the wider public campaign to encourage residents to save energy. The campaign had the overall aspiration to “*raise awareness of the need to reduce energy at home, to enable and inspire residents in Craven to consider retrofitting their home.*” With a different focus each month (Get Set for Winter, Get Energy Efficient, Get Fit for the Future), the campaign used infographics, social media posts, press articles and liaison with community groups to reach out to the wider public.

⁵ Adjusted target due to PCR = £39,904.96 (total) or £19,952.48 (50% ERDF intervention rate) was moved from revenue to capital, therefore the capital target is £544,300 plus £19,952.48, which equals £564,252.48

⁶ Adjusted target due to PCR = £39,904.96 (total) or £19,952.48 (50% ERDF intervention rate) was moved from revenue to capital, therefore the revenue target is £53,347 minus £19,952.48, which equals £33,394.52

3.3.3 Delivery team and stakeholder feedback on progress and achievements

When the delivery team were asked about progress and achievements, they felt that good progress has been made but they are slightly behind on where they had hoped to be due to a change in planned activities, for example: *“the heat recovery at Skipton Crematorium we weren’t able to do, we went to tender twice and we never received any responses.”*

Another team member agreed that progress has been difficult due to contractors: *“there are some areas where it’s been quite slow because there just hasn’t been the interest from contractors that we expected. We’ve had to drop certain elements of the project because there’s been nobody bid for it at all. I guess it’s a reflection of the state of the market at the moment.”*

It was noted that the Leisure Centre work came in significantly over the cost that they were originally anticipating when they spoke to suppliers, which is probably due to the increase in material costs.

Progress on the housing side has been slow, as it has taken a long time to find appropriate properties (the ones that were initially identified were not fit for purpose). In addition, as each property has had an individual approach and the residents have needed to be persuaded, it has taken longer to progress. The recent rises in energy prices have made things difficult too: *“A lot of the work has gone into persuading the customers and then going round a second time and checking that they were still happy given the increase in electricity prices. We’ve been really clear to them that they won’t actually see any financial savings but it will be warmer and their costs won’t have gone up as much as they might have done.”*

The stakeholder involved with Craven Town Hall was positive about what had been achieved there: *“We had the insulation fitted into the concert hall ceiling which was the oldest part of the building. That was great because it was a really appropriate material for the space. We’ve got solar panels as well on the side of the building that can’t be seen, as a condition of it being a listed property. We’ve also got a Building Management System so we can now control different parts of the building which is really useful because it’s such a vast building, it’s really helpful to be able to control different areas of it according to whether they are in use or who’s using it.”*

3.4 Outcomes and Impacts

The delivery team and stakeholders were asked about the progress made towards achieving the outcomes and impacts of the project. It has been reported that it is still very early to be making assessments but some benefits are being seen as the work is completed. The team are just in the process of reviewing it now: *“A lot of things were installed late last year in terms of PV, so we’ve not really had the benefit of the sun up until now really. We’ve got the energy management system in place and we do have data from previous years and obviously going forward. We will be reviewing the usage at each site to see how we’re doing against what we set out to do.”*

The person involved with the housing side of the project thought that it was quite hard to determine at this stage, for example: *“It’s a complete change of fuel for some people and it is going to change their behaviour, but how much, it’s very difficult to say. I think the change from solid fuel will benefit them in that it will allow them to stay longer in their home, in some cases for many years. That gives you great peace of mind when people, even if they’re*

ill, they only have to flick a switch as opposed to physically get up, get the coal or logs and get it lit."

Another stakeholder commented that even though it is very early to evidence the impacts, they have had positive feedback from the general public: *"I've had positive feedback because the solar panels have been put on a building that's 140 years old, it was quite a job with the Remembrance Chapel to make sure that it was all still in keeping. We did get very favourable feedback that it's not obtrusive and we are doing something to cut our emissions."*

Another person agreed that it is too early to determine yet, but: *"we've done everything that we possibly can towards achieving those reductions. We shan't really know whether CO2 emissions have been reduced year on year until further down the line. It was quite a reasonable payback period, less than 5 years but it's going to be difficult to determine whether that has been the case because of the increase in energy prices."*

3.4.1 Results from the Online Survey of the Wider Public

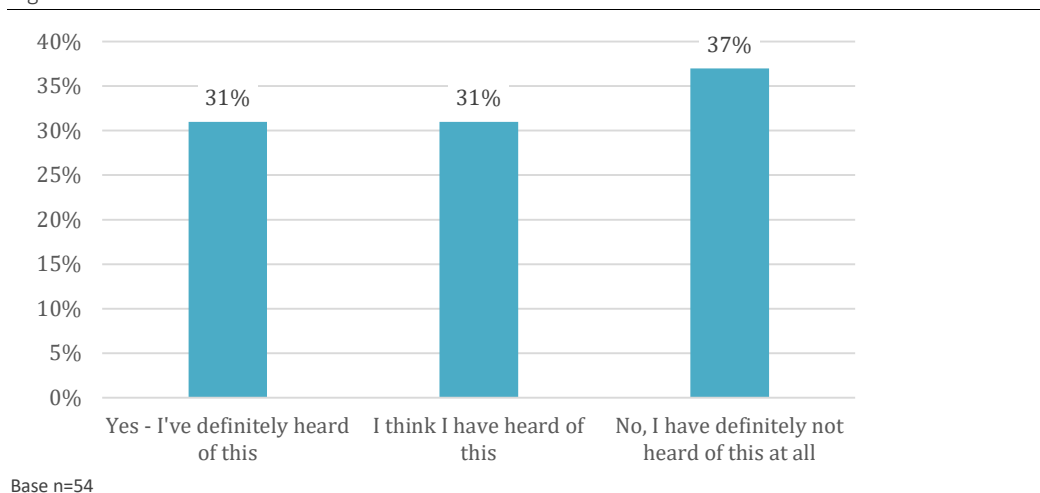
Participant Background

The survey participants were asked where they live and 39% of respondents live on the outskirts of Skipton (within a 5 miles radius) and 19% live in Skipton. 43% of respondents live within the boundaries of Craven District, but outside a 5 miles radius of Skipton. There was a range of ages of the participants with 42% of respondents being between 18 and 34 years of age, 38% between 35 and 64 years of age and 18% are aged 65 or over. Over two thirds (69%) of respondents are working full-time, part-time or self-employed. 17% of respondents are retired and 7% are in full-time education. Also, 17% of respondents have a long-standing illness, disability or infirmity.

Key Results

Out of the people that live in the Craven district, just under two thirds (62%) have heard of the Zero Carbon Craven project:

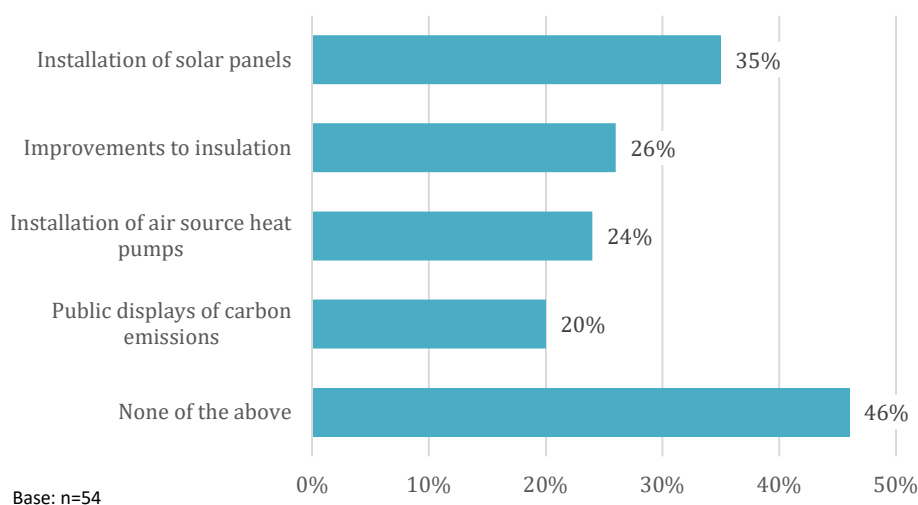
Figure 3.1



When compared with respondents from outside of the Craven district, only 34% had heard of the Zero Carbon Craven project (see Appendix 7.1 for a comparison between Craven residents and those who live outside of the district).

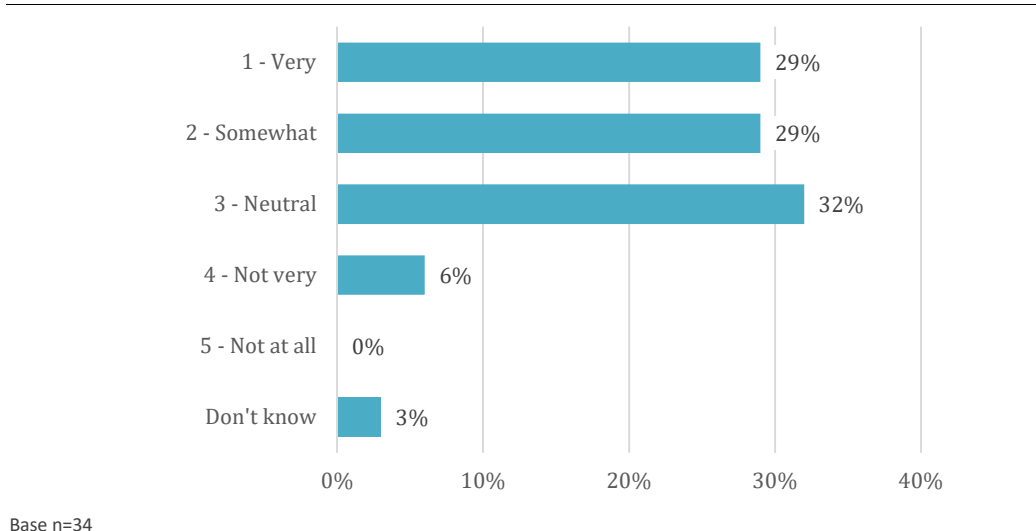
Over half of Craven respondents (54%) have heard of at least one of the environmental measures that Craven District Council have implemented across public buildings. The installation of solar panels has been noted by over one third of respondents (35%) and over a quarter (26%) are aware of improvements to insulation. Just under a quarter (24%) are aware of the installation of air source heat pumps and 20% have seen or heard of public displays of carbon emissions:

Figure 3.2



Over half (58%) of Craven respondents think these types of projects have a positive impact on Skipton:

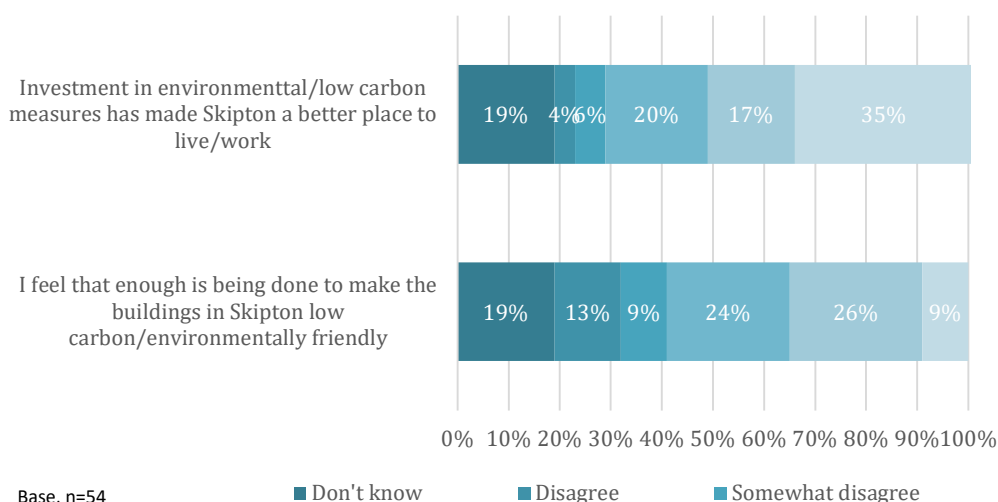
Figure 3.3



Over half (52%) of respondents think that investing in environmental/low carbon measures have made Skipton a better place to live/work. Over a third (35%) agree that enough is being

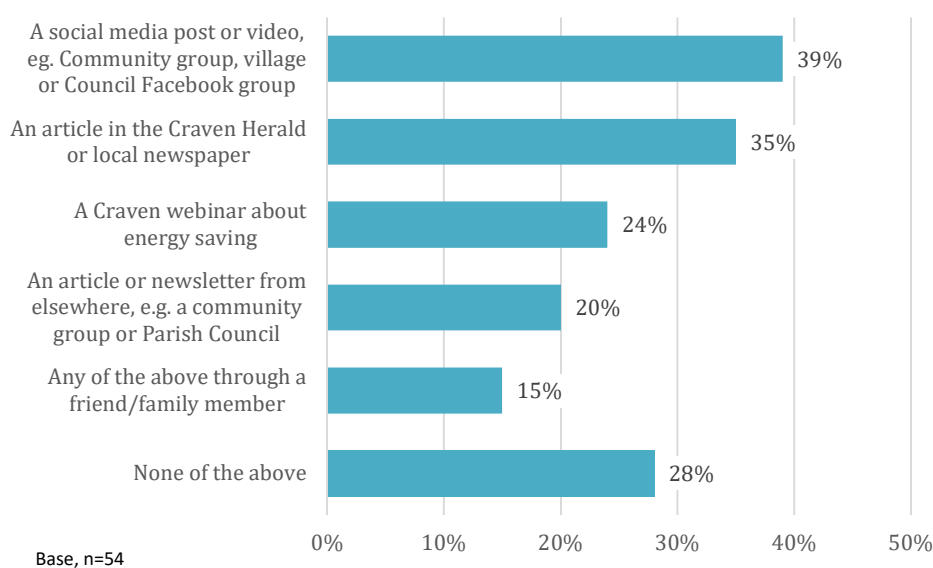
done to make the buildings in Skipton low carbon/environmentally friendly. However, 22% don't agree that enough is being done:

Figure 3.4



In order to assess the success of the marketing campaign, Craven respondents were asked whether they had heard about saving energy at home. Nearly three quarters (72%) have seen or heard something specific to Craven about saving energy at home. Most often cited source are social media posts (39%), followed by local newspapers (including the Craven Herald) (35%). 24% have taken a webinar about energy savings and 20% have seen an article or newsletter from, for example, a community group or Parish Council. For 15% of respondents, family and friends are the source of information:

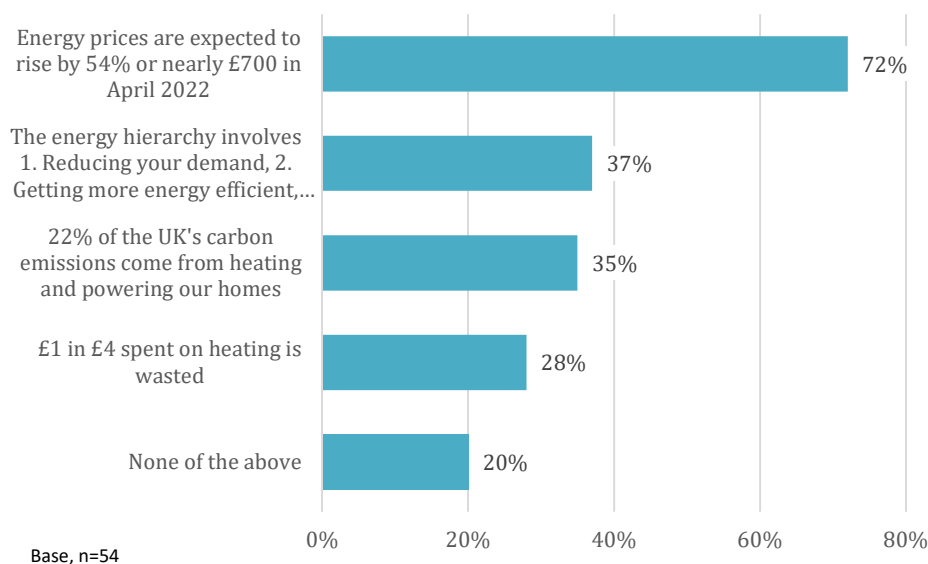
Figure 3.5



The majority of respondents (72%) are aware of the energy price increase by 54% in April 2022. 37% of respondents are aware of the energy hierarchy and 35% of the concept that 22% of the UK's carbon emissions come from heating and powering homes. The concept

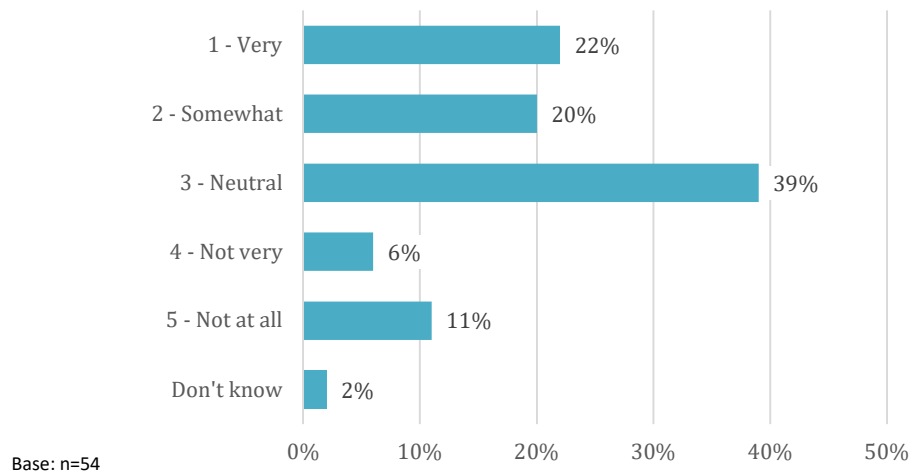
that £1 in £4 spent on heating is wasted is familiar to 28%. 20% of respondents are not familiar with any of the concepts:

Figure 3.6



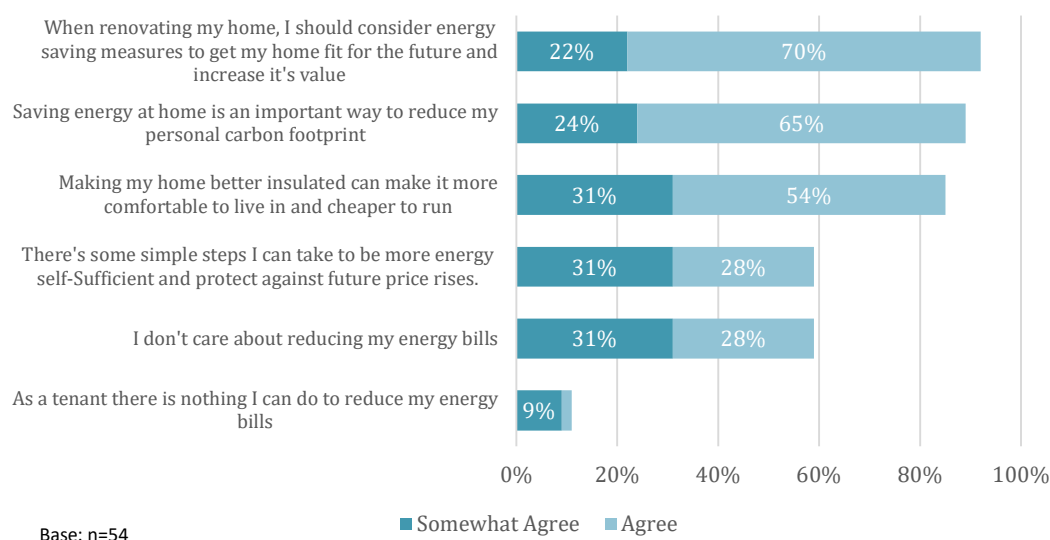
44% of respondents are confident that they know where to start reducing their energy usage and bills, but 17% are not:

Figure 3.7



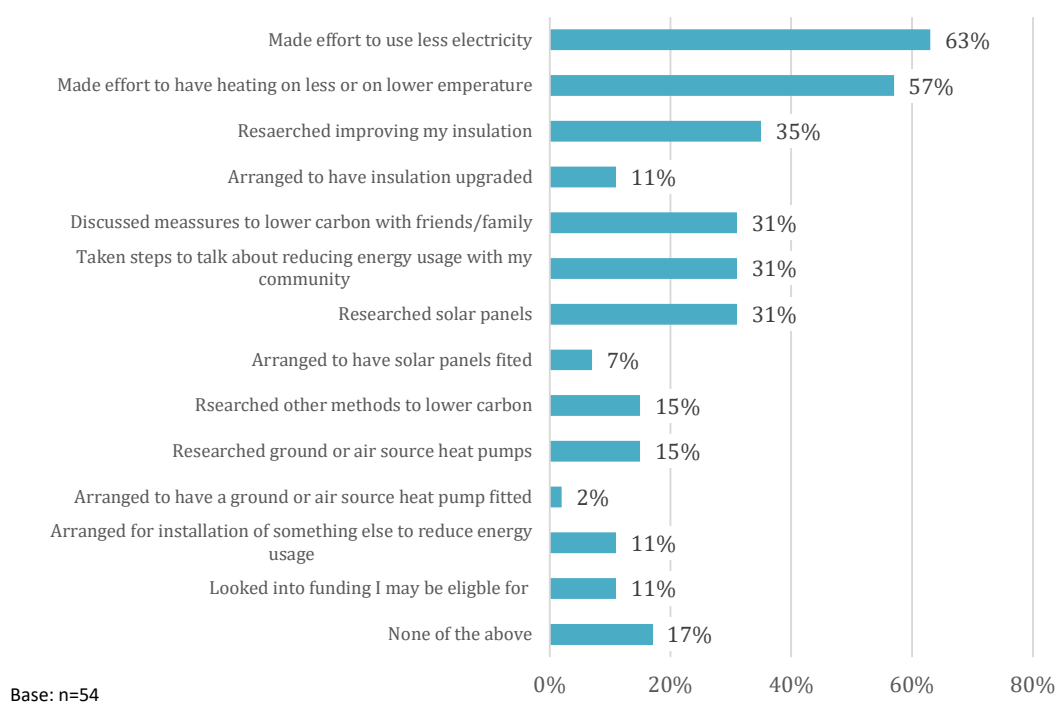
Over two thirds disagree with the statement that they don't care about reducing energy bills. Only 11% think they cannot do anything to reduce their energy bills because they are in rented accommodation. 92% of respondents agree that they should consider energy savings measures to get their home fit for the future and increase its value. 89% agree that saving energy at home is an important way to reduce personal carbon footprint and 85% agree that making their home better insulated can make it more comfortable to live in and cheaper to run. 58% think there are some simple steps they can take to be more energy self-sufficient and protect against future price rises:

Figure 3.8



83% of respondents have taken some action as a consequence of hearing about the environmental measures through the Zero Carbon Craven project. 63% have made an effort to use less electricity and a further 57% have made an effort to have heating on less or lower temperature. Over a third (35%) have researched improving their insulation and 11% have arranged to have their insulation upgraded. 31% discussing measures to lower carbon with friends/family and likewise 31% taken steps to talk about reducing energy usage within the community. 7% have arranged to have solar panels fitted and 31% have researched solar panels:

Figure 3.9



3.5 Strategic Impact

The delivery team and stakeholders were asked whether they felt that the project has created strategic impacts, such as strategic leadership, influence and engagement.

One team member felt that the nature of the large ERDF project helped to provide strategic impact: *“The fact that Craven, a small council, has got a million-pound project, with all of these parts of it, I think that adds strategic value to it as an organisation.”*

One team member reported on the internal strategies that they are using to try and reduce carbon as much as possible: *“We are engaging with our site managers via regular monthly reports to remind and keep it in the forefront of people’s minds about what they can do to reduce energy. Where there are peaks and various anomalies, they can get that rectified and we are also reporting to our leadership team as well so they are aware of our current aims and objectives and the carbon emissions that the council’s buildings are producing. It is being seen by senior leadership and it’s something that the council is signed up to and there are ambitions to become carbon neutral.”*

In addition, one of the stakeholders was pleased about how the different asset/facility managers had worked together and learnt from each other: *“I think there were some useful discussions particularly between properties that you wouldn’t have thought perhaps that we would need to learn anything else about each other because we’re a small authority, but I think that we learned quite a lot from our Leisure Services building through the process. That was quite interesting for us, in terms of how the buildings work together and things, they’re not natural bed fellows but there’s quite a lot that we can learn from one another that we discovered. That was quite useful, just learning about how the buildings are operated and what operational staff are required and things like that. We found some similarities in terms of operating the BMS system and in terms of how buildings are managed. It’s minor knowledge sharing but it was still something interesting that came out of the project that I wouldn’t have expected really.”*

An external stakeholder commented: *“It’s been helpful too to be able to see what the Council is doing, there was sharing and knowledge exchange about what they’ve done and there were new tips and ideas about how to approach things.”*

Another person talked about wider influence throughout local government: *“Part of my involvement with local government reorganisation is providing feedback on climate change and the green agenda and the things that we’re doing within Craven and how that might have a bearing on the new unitary authority so definitely, yes, in terms of its impact, strategically.”*

One stakeholder reported about the benefits of being able to show customers and members of the Leisure Centre about reducing carbon: *“In terms of communication and what we’re showing to our customers and members, the project definitely has added value, because it’s showing what we’re doing to help the climate and make things better and I think that’s a good message to send to customers and members of the facility.”*

It was also noted that the collaborative work with Yorkshire Housing has had a strategic impact: *“It’s allowed us to work with one of the council’s partners because this was a shared project with Yorkshire Housing who are retrofitting some of their housing stock, we’ve built the relationship there.”*

3.6 Value for Money

The delivery team and stakeholders were asked to comment on whether they felt the project has achieved value for money and whether they can benchmark against any other similar projects. There was a mixed response from the interviews, with some people responding positively and others feeling that value for money has not been achieved.

One team member felt that value for money was good on this project: *“The technologies are changing all the time and I’m sure once it all becomes a bit more mainstream, the cost will start reducing. As it stands there’s a bit of a premium on prices, (due to Covid and Brexit), that doesn’t help with equipment and kit and general trade prices. On the whole I would like to say yes, it has been value for money.”*

Another team member disagreed: *“No, it hasn’t been value for money, it’s been more expensive than certainly we anticipated and has taken an awful lot of resource. But the value of what it’s given us and where it’s taken us in terms of our aspiration, then that’s where the value is.”*

4 Feedback from Residents

The environmental upgrades on the Yorkshire Housing properties were completed at the end of May, after the date of completion for the summative assessment report. In order to fully capture feedback on all areas of the project, a telephone survey of residents was undertaken in June/July and the results are presented below.

4.1 Introduction

Seven residents from 28 properties fitted with the environmental improvements to reduce energy consumption took part in the survey and the interviews were conducted via phone.

Of those taking part:

- Five participants live in flats with a single bedroom and under single occupancy
- One occupies a house with three bedrooms with two other occupants
- One occupies a one-bedroom bungalow in single occupancy

All participants were aged between 45 and 64; four are unemployed; two participants work full time and one participant works part time. Five out of seven participants have health problems or disabilities that are limiting.

All seven participants had roof solar PV fitted and two additionally had an air source heat pump (ASHP) fitted. Other environmental upgrades mentioned were fire alarms and renewed windows and doors. One person said that 'all retrofitting measures' had been undertaken.

4.2 Prior environmental interest

Overall, interest in environmental and sustainability issues prior to having environmental upgrades fitted in their home was high. Using a scale of 0 to 10, where 0 = not at all interested and 10 = very interested, respondents scored their interest as follows:

- 10 – one respondent: *"Actually got involved by talking to Yorkshire Housing and if they would retrofit. Got involved in the Environmental Steering Group. I approached them."*
- 8 - Two respondents
- 7 – One respondent
- 3 – One respondent (as priorities are on own health issues)

Two respondents didn't offer a score, but commented as follows: *"Very interested, because we don't have much left if we don't"* and *"anything that saves me money is good."*

4.3 Increased interest/knowledge

When asked if their interest and/or knowledge had increased as a result of the programme, five participants replied that it had not. Two participants answered that their knowledge had increased in understanding of appliances such as ASHP.

One respondent commented that: *"...but I have a better understanding of feedback tariffs now, as they are only a fraction of what they sell it for."*

Regarding ASHP one respondent commented: “Yes, I think it has [increased interest and/or knowledge]. I didn’t really know about how ASHP worked, but do now.”

4.4 Length of installation

Overall, the length of installation was not an issue for respondents. However, missed appointments or unscheduled work was seen as a problem and the fact that the scaffolding stays up for up to three weeks after the work was completed was an irritation to residents. Potentially managing expectations at the beginning and ensuring smooth running of appointments would mitigate those issues.

Scoring the length of the installation process on a scale of 1 to 5⁷ the length of time taken for the installation process was scored as follows:

- **2, slow** – one respondent: “They turned up half-way through the morning when I had to go to work in the morning. No appointment was made. You need to be there for the installation, then they needed entry to the flat at the end of the installation. Took about a week. The scaffolding stood up for longer than it should have, probably a couple of weeks after they finished.”
- **3, as expected** – two respondents.
- **4, quicker than expected** – three respondents: “4, for the time it took to come in. But the scaffolding was a big pain in the ****. It stayed up for three and a half weeks and impacted the TV signal for some residents. There was a lot of prep work to strengthen the roof. They also needed to access to the house next door – both sides. So really it dealt with three houses. It helped that I didn’t need to take time off work, otherwise this would have been difficult.” – and – “All very quickly done.”

One respondent commented without scoring: “Hit and miss. I had 4 appointments and nobody came or cancelled the appointment. Wasn’t as smooth as it could have been. Half the time I didn’t know what was going on. If they came in the mornings I needed to know to be up, for example. No issues with the work – just the appointment keeping. The girl that rung up didn’t know what was going on here.”

4.5 Noise level during installation

Overall, the noise level during the installation did not pose a problem to respondents. At worst it was as expected, but two respondents actually found it more quiet than expected.

Scoring the installation process regarding noise on a scale of 1 to 5⁸ the noise level was scored as follows:

- **3, as expected** – four respondents: “All the heaters got taken out and the piping from under the floorboards. So, I knew it would be noisy” – and – “No bother, didn’t know what to expect.”
- **4, quieter than expected** – one respondent.
- **5, Much quieter than expected** – one respondent: “Not particularly noisy.”

⁷ 1 = Very slow; 2 = Slow; 3 = As expected; 4 = Quicker than expected; 5 = Much quicker than expected

⁸ 1 = Very noisy; 2 = Noisy; 3 = As expected; 4 = Quieter than expected; 5 = Much quieter than expected

One respondent was unable to comment as they were not present during the installation.

4.6 Interaction with personnel from Yorkshire Housing/contractors

Overall, the interaction with personnel from Yorkshire Housing/contractors worked well. However, there are potentially improvements to be gained by providing after-installation information and ensuring staff involved with the installation as well as those answering calls to the housing association have the necessary information to help with enquiries.

Scoring the interaction with personnel from Yorkshire Housing and/or contractors on a scale of 1 to 5⁹ the scores were as follows:

2, poor – one respondent: *“The contractor just turned up, no appointment.”*

4, good – three respondents: *“Yorkshire Housing provided really good contacts and communications. The actual workman on the day was great in collecting information they needed on the day. They didn’t seem to understand the process. But overall they were good in explaining. The workman on the day didn’t have all the name and address details. There were lots of forms to sign on how the installation was, and they wanted to have them signed before the installation was done.”* – and – *“All went well.”*

5, very good – one respondent.

Two respondents didn’t provide a score but commented: *“They just got on with the job and I left them to it. The man who checked the smoke alarm explained what not to touch.”* – and – *“Was okay, but didn’t explain much. Only said it is ‘connected and working’. I don’t know if I have to do anything to do with it. When I called Housing when it started, they didn’t know anything about it.”*

4.7 Participating in the Zero Carbon Craven project

Overall, respondents believe their participation in the Zero Carbon project has had a positive impact on them. There were no outright negative feelings, though there is some uncertainty around the feed-in tariff and the how the systems will work during the winter or on less sunny days. Some further after-installation information might help to remove some of the uncertainty for those respondents.

Respondents were read five statements to gauge how they felt about participating in the Zero Carbon Craven project:

1: It was invaluable – it has made a big difference to me and my home. – One respondent: *“Hopefully it will save electricity.”*

2: It was good – it has made some difference to me and my home. – Two respondents

3: It was OK but has not made much difference to me and my home. – One respondent

4: It was not great and had a negative impact on me and my home. - None

5: It was a hindrance and has had a very negative impact on me and my home. - None

Three respondents found it hard to pick a statement and commented: *“Hard to say, because they did it in May. No experience with the heat yet, as we would have in [the] winter. So I’m not really sure. I think it will be valuable.”*

⁹ 1 = Very poor; 2 = Poor; 3 = As expected; 4 = Good; 5 = Very good

"At the moment a '1', because the sun is shining, but I don't know if that will hold. I don't know the longer-term implication and I don't know the feed-in tariff yet. But I'm very positive about it, as I'm able to have a little more income."
"Don't know, I haven't noticed any difference."

4.8 Consequence of the environmental upgrades

Overall, respondents found it different to cite any consequences of the environmental upgrades to date. Mainly this is due to the fact that the installations were made in the summer when heating is not used and warm water potentially to a lesser amount. However, some had noticed the advantages of a warmer bathroom due to a new heater being installed, thus probably preventing damp. The upgrade to radiators from 'dated' storage heaters was also welcome as it made the house look 'less dated.'

One respondent had noticed a decrease in the electricity bill – small, but noticeable. Respondents were given three different examples on things they might have noticed since the environmental upgrades and, given the change, to name anything they might have noticed additionally.

1: warmer house: *"Difficult to say at the moment as the weather is nice at the moment. I might know more when the rest of the upgrades are done. The windows have not yet been done. Now we also have an ASHP and no longer have storage heaters. That has made a difference."*

"Hard to say as it is middle of summer."

"When it is sunny, I noticed it is warm. When it is raining in the day it is colder at night."

"No, because the weather has been warm. So no difference and the heating is gas not electric."

2: better ventilation/less damp: *"Didn't have a particular damp problem, so no change. But some of the houses on the end have damp problems. But because of ASHP I can heat all the rooms and the bathroom is nice and warm."*

"Hard to say as in the summer windows are wide open."

3: improvement in health or well-being: *"Not yet. But in the winter with chronic fatigue, I can't do anything to keep warm so I hope to have a warmer house then without having to worry about the electricity bill. So psychologically I'm feeling better. Using less energy and the energy is less expensive and the house will be warmer equals to mentally less worried. And I care about the planet and if you can't do anything about it, it is a big worry. So that helps now. That is why I called Yorkshire Housing during the lock down"*

"Replaced the insulation and doors and windows. So hopefully it will be warmer and less damp. The house being better improves your mood."

"No, don't have any damp to start with".

4: Any other types of benefit (tangible or non-tangible): *"The fact that the storage heaters looked ugly and were old, the new ones look nicer. The house looks less dated and neater."*

"Not really. Hopefully it will make a big difference in the winter."

"Brought the bills down a bit [noticeable]."

Two respondents were unable to answer the question. One respondent was only able to answer in relation to damp: *"Don't know, but probably will be, now we have a heater in the bathroom that will help with the damp."*

4.9 Financial improvements

Being asked if they thought that the environmental upgrades will make them financially better off in the future, five respondents were positive it would do so and two hoped it would.

"Has bought bills down a bit."

"Yes, probably in the summer it will, but in the winter it won't as there is no sun to make the solar work." [Please note: the respondent was overall unsure how the Solar PV worked and if it needed to be switched on/off, etc.]

"I think they will, even just the better insulation will. And Solar PV won't be a bad thing either."

"I may not be better off but I will be less out of pocket. If there hadn't been a rise in electricity costs I would have been better off, now less out of pocket."

"I'm hoping so, especially with the Solar PV."

"Hopefully!"

"Hope so, but don't know how it works."

4.10 Doing things differently

Although some respondents have already changed the way 'they do things', there is some uncertainty if this is as a result of the environmental upgrades. The changes seen are mainly around 'saving money' and/or 'using less electricity.'

"While it has been sunny, I haven't put on the central heating as much. Think I saved some money. "

"Not just yet. I only use [the] electricity I need already."

"I think by fact that I have the ASHP I can use the tumble dryer less as I can dry things off on the radiator, whereas I had to use the tumble dryer. I already use low energy bulbs and have curtains with lining. Other than that will have more comparison in the autumn and winter."

"No, not yet. But have loads of hot water now."

"Not really, not yet."

"Not yet."

4.11 Recommendation to others

Scoring their propensity to recommend that others should have similar environmental upgrades to help reduce energy consumption on a scale of 0 = not at all recommend to 10 = definitely recommend, the scores were as follows:

10, definitely recommend: three respondents: *"I think there might occasionally be people who would find it difficult to have so much work done. [Using the environmental upgrades] – It's easier if you are at home during the day. If you are working you can't put the washing machine on when the sun is shining."*

8 – Two respondents: *"Because I haven't really used yet, can't go higher."* – *"Because the contractor turned up late."*

7 – One respondent: *"Difficult to say as I don't what benefits there will be."*

One respondent did not offer a score, but commented: *"Yes and no. It saves you money in the summer, but no because the worry of what happens when there is a power cut."*

4.12 Other Comments

There were a couple of comments respondents made at the closure of the interview. Two respondents mentioned the insurance for the Solar PV. One respondent said he was contacted by the insurance company to make him aware that the insurance would 'run out' at a certain date and needed to be renewed. Both respondents were worried that they had to find the financial means to pay for the insurance.

One participant seemed completely unaware on how the Solar PV worked and on how to use it to the full potential. For example, she thinks that the Solar PV will not create energy (or very little) during the winter as 'there is no sunshine'. Furthermore, she didn't know if it needed to be switched on or off and was worried what would happen following a power cut.

5 Lessons learned

Lessons learned were collected from the CDC delivery team interviews and from the stakeholders and these are presented thematically below.

5.1 Administration

One of the delivery team members commented on the design of the project and the fact that it was an integrated and multi-faceted approach and not just installing technology: *“I was able to design a project so that it was structured under a strong carbon reduction approach so we could get an energy management system in the project which was absolutely key.”*

Another team member thought a key lesson learnt was to do more investigative work prior to submitting an application in order to lessen risks: *“For example, the liaison with the district network operator (northern power grid), if we had known that we needed to upgrade the supply before installing these technologies would have made the project flow a lot easier.”*

Another learning point was around personnel and it was felt that it would be helpful to have cover five days a week when contractors are on site to make sure that there’s always someone available to liaise, direct and communicate. It was felt that a dedicated full-time person was needed for this project, but resources were very tight. However, another team member commented that a positive thing was to hire a specialist: *“the project manager is a zero-carbon specialist who has done work elsewhere. They were able to come onto the team and run with the project and we’ve been using her knowledge and experience to get to where we needed to be.”*

Another area of learning was around procurement: *“we did not follow the correct procurement rules, which has led to additional expenditure. It was a down to a misunderstanding of the terminology in the requirements process, we’d taken the advice that we felt we needed to take, including explaining the approach we were taking with the ERDF. There is that there was no shared responsibility or ownership of the procurement process.”*

Another team member commented on procurement too: *“we have learnt to avoid tendering frameworks, as that came to a dead end. We also found that qualitative questions were really important in the tendering process, to ensure that the contractors can actually do the work.”* In addition, someone else commented: *“we’ve made a checklist to make sure we do the process right, step by step. This has enhanced our procurement processes, and we will take the process forward for future non-ERDF projects. The process is now straightforward and it is easy to check on progress.”*

5.2 Delivery and Installation

Costs have increased on the project and it was felt that Covid was to blame: *“Covid has had the biggest impact on the project in terms of pushing the costs out and the availability of contract resource and the scarcity of some of the technology and the components that’s driving those prices up.”* The impact has been that the team have had to re-evaluate and leave out certain things out that would have been done otherwise. The lesson learned was given the Covid environment, that focusing on the big items allowed the greatest returns:

"it's trimming back in certain areas just to make sure that we can cover the things that are going to give us the biggest return, like the Leisure Centre."

Another area of learning highlighted was working in listed buildings: *"I would say to contractors that when you're working with listed properties or with limited access that you really need to interrogate your timetable and your work plan with the building managers before you submit your proposals. It is a very different prospect from just going into a new build or a modern property and just whacking things in. For example, the access to our concert hall ceiling void, is 30 feet up and the access is through the roof, there's limited walkways, which need to be taken into account."*

The delivery team member involved with housing stated that a key lesson learned was to get the residents involved in a project before getting absolutely committed: *"That's a very difficult thing because you don't want to get people's hopes up when you don't yet know whether you've got the funding, but I think we could have done more checking out on the ground that the original proposal would have worked."*

There was also an issue with the number of different contractors visiting residents homes: *"we were using a different contractor for different bits of the installation, they all wanted to go and visit before they tendered for the work. It was a long process before we said, 'this property is suitable' and it was quite wearing I think for the customers, how often we asked them to be in and how many different people had to come through their home."* This process could be streamlined to minimise the impact on the residents.

Another area of learning was around the strict ERDF criteria and not having flexibility about choosing the properties: *"The ERDF criteria were quite strict about the current level of the properties in terms of its EPC. It would be better if they could recognise that you'll sometimes have several in a street and they will have different EPCs and actually it's better to do the whole street at one go. We were very fortunate because we found a way to get some other funding to do some of the properties in the same street as the property getting funding under ERDF. That has really helped us enormously and we would look at that again and think hard about what we do with a street where only a couple of properties are entitled to the funding."*

The external stakeholder involved with the communications campaign felt that the insight thinking that was undertaken was a real strength: *"We spoke to all of the community groups to understand their challenges and any opportunities in what they're already doing. That helped us to group them and understand the bits that we could influence."*

5.3 Wider benefits

One of the key lessons learned is that is really good to have some examples of best practice moving forward: *"the work at the Town Hall is exceptional, really good quality in terms of the insulation and the solar panels, the building management system that we put in there. The Leisure Centre is going to be an exemplar model, for how they should operate because it takes us that extra step towards zero carbon operating. Leisure Centres typically are one of the worst facilities within a local government's estate in terms of carbon efficiency. If we can achieve this it gives a really good exemplar model that we can start to work to. That, in itself, is really good news."*

One of the stakeholders felt that the real strength of the project was being able to apply different approaches to a really different range of buildings: *“we’ve got the Leisure Services building that is quite modern and the possibilities there for installing solar panels and really having a huge impact on that side of things was there. Then you’ve got a listed property (Town Hall) and a crematorium that was involved in the project so I think the parameters of it being able to cope with the variety of different building involved was really good. From my perspective that meant that as a council, we could really make a difference across our property portfolio rather than just applying for something that would fit for one of the properties and not the others.”*

6 Conclusions

As the Zero Carbon Craven project reaches its final stages, there have been a lot of positive findings highlighted through this summative assessment. It is felt that Zero Carbon Craven is a much needed and important project for helping the district to achieve its net zero carbon aspiration by 2030. The rationale for the project is still strong; it is a demonstrator project and shows what can be achieved by a small council.

It is believed that the project is on track to achieve its objectives, outputs, outcomes and impacts; and although it is too early to absolutely confirm that all the outputs will be achieved, it is suggested that the final phase of the project will allow for demonstrating these impacts. As documented in the previous chapter, there have been many lessons learned, which can hopefully be implemented for similar projects in the future.

“This project has enabled a huge step forward for us in how our building portfolio improve their environmental impact. I’m really pleased with the outcomes of the project, there were a couple of minor challenges but nothing in terms of major derailments. It was a really fantastic opportunity for us and I think it will make a big and really positive impact on the properties that we run.”

7 Appendix: Online Public Survey Results

Q: Where do you live			
Craven District (including Skipton)	52%		
Outside Craven District	47%		
Total	100%		
	Skipton/Craven District	Outside Craven District	Total
Q: Have you heard of the Zero Carbon Craven project?			
Yes – I’ve definitely heard of this/Think I have heard of it	62%	34%	49%
Q: Have you seen or heard about any of these environmental measures at Craven District Council’s public buildings?			
Improvements to insulation	26%	16%	21%
Installation of solar panels	35%	24%	30%
Installation of air source heat pumps	24%	8%	17%
Public displays of carbon emissions	20%	10%	16%
None of the above	46%	71%	58%
Q: Have you seen or heard about any of these environmental measures at residential buildings in Skipton?			
Improvements to insulation	33%	24%	29%
Installation of solar panels	43%	20%	32%
Installation of air source heat pumps	22%	85	16%
None of the above	48%	69%	58%
Q: Overall, to what extent do you believe these types of projects are making a positive impact to Skipton?			
Top 2 – Very positive impact / positive impact	58%	53%	57%
Q: To what extent do you agree with the following statements?			
Investment in environmental/low carbon measures has made Skipton a better place to live/work. (Agree / somewhat agree)	52%	47%	51%
I feel that enough is being done to make the buildings in Skipton low carbon/environmentally friendly. (Agree / somewhat agree)	35%	26%	31%
Q: Since December 2021, have you seen or heard anything specific to Craven, about saving energy at home?			
An article in the Craven Herald or local newspaper	35%	8%	22%

An article or newsletter from elsewhere	20%	4%	13%
A social media post or video	39%	10%	25%
A Craven webinar about energy saving	24%	2%	14%
Any of the above through a friend/family member	15%	18%	17%
None of the above	28%	69%	48%
Q: Have you heard any of these facts or concepts before?			
£1 in £4 spent on heating is wasted	28%	20%	24%
22% of the UK's carbon emissions come from heating and powering our homes	35%	18%	27%
Energy prices are expected to rise by 54% or nearly £700 in April 2022.	72%	69%	71%
The energy hierarchy involves 1. Reducing your demand, 2. Getting more energy efficient, 3. Installing renewable energy.	37%	16%	27%
None of the above	20%	27%	23%
Q: How confident do you feel in knowing where to start reducing your energy – electricity and heating usage / bills at home?			
Very confident / confident	42%	24%	34%
Q: To what extent do you agree with the following statements?			
Saving energy at home is an important way to reduce my personal carbon footprint. (Strongly agree / agree)	89%	78%	83%
When renovating my home, I should consider energy saving measures to get my home fit for the future and increase its value. (Strongly agree / agree)	72%	72%	82%
As a tenant there is nothing I can do to reduce my energy bills. (Strongly agree / agree)	11%	24%	18%
I don't care about reducing my energy bills. (Strongly agree / agree)	9%	8%	9%
There are some simple steps I can take to be more energy self-sufficient and protect against future price rises. (Strongly agree / agree)	59%	57%	58%

Making my home better insulated can make it more comfortable to live in and cheaper to run. (Strongly agree / agree)	85%	80%	83%
Q: Have you done any of the following as a consequence of hearing about the environmental measures through the Decarbonising Skipton Project? (Top 5)			
Made effort to use less electricity	63%	31%	48%
Made effort to have heating on less or on lower temperature	57%	35%	47%
Researched improving my insulation	35%	27%	31%
Researched solar panels	31%	22%	27%
Discussed measures to lower carbon with friends/family	31%	10%	21%
Q: Your age:			
18 – 34	42%	30%	37%
35 – 64	40%	52%	45%
65 or over	18%	16%	18%
Q: Your employment status:			
Working – full-time / part-time / self-employed	69%	65%	67%
Not working – retired / unemployed / not looking for work	22%	30%	26%
Full time education	7%	-	4%
Q: Do you have any long-standing illness, disability or infirmity?			
Yes	17%	20%	18%