



Department  
of Energy &  
Climate Change

# Green Deal Customer Journey survey

Technical 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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# Green Deal Customer Journey

## Background to the research

As part of the Green Deal and ECO evaluation, GfK NOP was commissioned to undertake a programme of research in order to understand the Green Deal customer experience.

This research with ICF International builds upon previous surveys of Green Deal Assessment customers carried out in 2013 by GfK NOP<sup>1</sup>.

The Green Deal Customer Journey survey was designed to understand the Green Deal customer journey, from initial awareness and the decision to have an assessment, to arranging an assessment, experiences of the assessment, receipt of the Green Deal Advice Report, post-assessment actions (including decisions to install, financing and barriers to installation), through to post-installation outcomes.

This report provides the technical details for the fifth wave of the survey.

## Research objectives

The research was commissioned in order to collect the following information:

- The profile of households having Green Deal Assessments;
- Motivations for having an assessment;
- Exposure to marketing materials/prompts to have an assessment;
- Reactions to the assessment;
- Post-assessment actions and intentions;
- The benefits and barriers related to each recommended measure.

In addition, a key objective of the research is to conduct follow-up interviews with respondents in order to look at changes over time to determine:

- Whether intentions to take recommendations forward have been acted upon;
- Reasons for any changes in actions and intentions;
- Ongoing customer experience.

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<sup>1</sup> Data from that research are available at <https://www.gov.uk/government/collections/green-deal-assessments-research>.

## Methodology and sampling

GfK NOP drew the sample from a list of households (the 'universe') in Great Britain that had had a Green Deal Assessment in October to December 2014. The data came from DECC administration sources that are used to compile Official Statistics (Green Deal assessors are required to lodge assessments once they have been conducted<sup>2</sup>). The universe contained addresses of the households that had an assessment, but no names or other contact details.

Only households which had had a Green Deal assessment which was carried out in October to December 2014 were included in the sample universe. The database contained a number of assessments lodged during October to December 2014 that had assessment dates which fell outside of the relevant quarter, but these were excluded from the sample. This explains why the total population of assessments covered by the research is different to the Official Statistics. The Official Statistics shows the total number of assessments lodged across the three months as 89,293<sup>3</sup>, whilst the research is representative of 84,887.

GfK NOP analysed the lists of households in order to create efficient 'clusters' from which to draw the sample. For the purposes of fieldwork efficiency, practicality, cost and timing, clusters were formed from addresses which were sufficiently close to other addresses. A cluster was formed where there were ten or more addresses in a single postcode sector. As a result, some households were excluded from the sampling frame because they were not in areas that could be clustered.

Table 1 below shows the number of addresses that had a Green Deal Assessment during October to December 2014, the number of addresses that could be clustered into interviewing points and the proportion of addresses that was therefore covered by the sampling process. The profile of the clustered addresses was checked against key variables to see if it was broadly representative of the sample universe. Therefore, even though parts of the population were excluded from the sample, analysis was undertaken to make sure the sample profile was close to the universe or, where it differed, the implications of those differences were understood.

**Table 1: Sample selection**

October - December 2014	N
Universe	84,887
Number of addresses that could be clustered into interviewing points	60,788
Proportion of addresses that could be clustered into interviewing points	72%

<sup>2</sup> Green Deal assessments should be entered onto the Landmark database ("lodged") within 14 days of the date of the assessment.

<sup>3</sup> Source: <https://www.gov.uk/government/statistics/green-deal-and-energy-company-obligation-eco-monthly-statistics-january-2015>

In order to draw a representative sample, all addresses that could be clustered into interviewing points were stratified by Region, Urbanity<sup>4</sup>, Tenure, Property Type and Energy Performance Certificate (EPC) rating (in the order shown).

Following stratification, a random sample of 180 starting addresses was selected from the eligible sample. The 180 sectors in which these addresses fell were then used as the 'points' from which to draw the full sample. These points were stratified in exactly the same way as described above and a random selection of 10 addresses per point was made, giving 1,800 addresses in total in the issued sample.

Table 2 shows the profile of the clustered sample compared with the universe.

**Table 2: Sample selection**

October - December 2014	Universe (%) 84,887	Sampled (%) 1,800
<b>Region</b>		
East of England	5	5
East Midlands	9	9
London	7	6
North East	6	7
North West	14	15
Scotland	9	9
South East	16	14
South West	9	8
Wales	4	2
West Midlands	10	11
Yorkshire and The Humber	12	13
<b>Urbanity</b>		
Urban	53	56
Suburban	29	26
Rural	18	18
<b>Tenure</b>		
Tenants	18	19
Owner-occupied	81	80
Unknown	1	1
<b>Property Type</b>		
Flats	9	10

<sup>4</sup> The urbanity stratifier is broken down into three groups; Urban, Suburban and Rural. Urban areas are defined as those in which the population density is greater than 7 persons per hectare, Suburban areas are defined as those in which the population density is greater than 1.5 persons per hectare but less than 7 and rural areas are defined as those in which the population density was less than 1.5 persons per hectare.

October - December 2014	Universe (%) 84,887	Sampled (%) 1,800
Non Flats	91	90
<b>Energy Band</b>		
A-D	55	56
E-G	45	44

The profile of the interviewed sample is shown in Table 3.

- The 'Universe' column shows the profile of all households which had a Green Deal Assessment during the relevant time period October – December 2014;
- The 'Unweighted' column shows the profile of all households interviewed;
- The 'Weighted' column shows the profile of the interviewed sample once corrective weights had been applied.

Overall, the table shows that the achieved (unweighted) sample looks very similar to the universe.

**Table 3: Sample profiles**

October - December 2014	Universe (%) 84,887	Unweighted (%) 796	Weighted (%) 796
<b>Region</b>			
East of England	5	5	5
East Midlands	9	12	9
London	7	7	7
North East	6	5	6
North West	14	15	14
Scotland	9	7	9
South East	16	13	16
South West	9	10	9
Wales	4	2	4
West Midlands	10	10	10
Yorkshire and The Humber	12	14	12
<b>Urbanity</b>			
Urban	53	53	53
Suburban	29	29	29
Rural	18	19	18
<b>Tenure</b>			
Tenants	18	18	18

October - December 2014	Universe (%) 84.887	Unweighted (%) 796	Weighted (%) 796
Owner-occupied	81	82	82
Unknown	1	-	-
<b>Property Type</b>			
Flats	9	7	9
Non Flats	91	93	91
<b>Energy Band</b>			
A-D	55	54	55
E-G	45	46	45

## Fieldwork

The first contact with sampled households was via an advance letter which was used to introduce the survey and to invite respondents to complete the survey online (see Appendix). Following a short 'online only' fieldwork period of four days, face-to-face fieldwork amongst households which had not completed the online survey began. Field interviewers made a minimum of three calls at each address to attempt to secure an interview.

To reduce the impact of mode effects, the questionnaires were exactly the same, with face-to-face interviews being self-completed by respondents rather than interviewer administered (using the interviewer's laptop). On average, the questionnaire took 34 minutes to complete.

Fieldwork was conducted between 6<sup>th</sup> February and 8<sup>th</sup> March 2015. In total, 796 of the 1,800 sampled households took part in the research (199 online interviews and 597 face-to-face interviews), equating to an unadjusted response rate of 44%. The adjusted response rate (that is, where inaccurate and ineligible addresses are removed from the sample) was 48%.

**Table 4 Response rate**

<b>Outcome</b>	<b>N</b>	<b>Unadjusted response (%)</b>	<b>Adjusted response (%)</b>
<b>Total issued addresses</b>	<b>1,800</b>	<b>100</b>	<b>-</b>
Ineligible <sup>5</sup>	140	8	-
<b>Total eligible addresses</b>	<b>1,660</b>	<b>92</b>	<b>100</b>
Non contacts <sup>^</sup>	559	31	34
Refusals <sup>^^</sup>	297	17	18
<b>Completes</b>	<b>796</b>	<b>44</b>	<b>48</b>
<i>Online</i>	<i>199</i>	<i>11</i>	<i>12</i>
<i>Face to face</i>	<i>597</i>	<i>33</i>	<i>36</i>
Partials	8	*	*
<i>Online</i>	8	*	*
<i>Face to face</i>	0	0	0

<sup>^</sup> Non contacts includes 38 addresses that could not be covered by face to face interviewers during fieldwork, therefore whilst these households had the opportunity to complete online, they did not receive any face to face calls

<sup>^^</sup> Refusals includes one respondent who completed the survey but subsequently asked for their responses to be withdrawn

An asterisk (\*) denotes a value less than 0.5% but greater than zero.

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<sup>5</sup> Ineligible properties are those at which no interview was possible because a resident claimed that they had not had a Green Deal Assessment, or because an interviewer coded the property as vacant, not found or non-residential (i.e. "deadwood"),

## Questionnaire development

The questionnaire<sup>6</sup> was designed initially by GfK NOP in conjunction with DECC and ICF International for the first wave of the survey. It built upon:

- The questionnaire which GfK NOP and DECC designed for the Green Deal Assessments surveys;<sup>7</sup>
- Feedback from the qualitative research which GfK NOP carried out with households who had recently had a Green Deal Assessment;
- A small cognitive pilot carried out by GfK NOP quantitative researchers. These interviews were conducted by telephone with 12 respondents to ensure the questionnaire was 'fit for purpose'.

In addition, the survey questionnaire also included questions from the 2012 Green Deal segmentation research to enable the recreation of the Green Deal segments<sup>8</sup>. In order to facilitate comparisons between previous waves and Wave 5 of the survey the questionnaire was largely unchanged.

## Data processing and analysis

### Data tables

A single set of data tables was produced for the survey. Crossbreaks were agreed with ICF International and DECC and were added to data tables to allow for sub-group analysis by a number of variables including standard respondent demographics (for example age, gender, ethnicity), housing characteristics (for example house/flat, tenure, Energy Performance Certificate rating), assessment outcomes (for example whether installed any energy saving measures, whether received a Green Deal Advice Report) and Green Deal segments.

### Coding

The questionnaire contained a number of open-ended questions and questions which included 'other' answers which required coding. In order to get the most out of these open responses, codeframes were developed by executives working on the project with reference to the objectives of the question. GfK NOP's team of coders were fully briefed by project executives about the objectives of each individual question in advance of starting work.

### Post survey weighting

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). Weighting is the adjustment of the relative importance or influence

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<sup>6</sup> A copy of the questionnaire is available at: <https://www.gov.uk/government/publications/green-deal-customer-journey-survey-summary-report-quantitative-survey-wave-5>

<sup>7</sup> Green Deal Assessments surveys are available at <https://www.gov.uk/government/collections/green-deal-assessments-research>.

<sup>8</sup> The technical report relating to the development of the Green Deal segments can be found at [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/49751/Green\\_Deal\\_segmentation\\_-\\_technical\\_report.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/49751/Green_Deal_segmentation_-_technical_report.pdf)

that each response has on the total survey responses, generated in such a way as to ensure that the profile of the total sample matches some pre-defined criteria or target.

Each respondent was assigned a weight based on their region, property, tenure, urbanity and energy band: weights were calculated to ensure that the results represented the universe of all properties which had a Green Deal Assessment in October to December 2014.

The effective sample size was calculated. This describes the effect of the weighting on the accuracy of survey estimates. The effective sample size is dependent upon the size of weights applied to respondents: the more the weights deviate from 1, the smaller the effective sample size and the less accurate estimates will be. The effective sample size for this survey was 95% of the interviewed sample size (equating to 764 interviews). The unweighted and weighted sample profiles are shown in Table 3 on page 7 of this report.

## Reporting conventions

All survey reports use the following conventions:

- All differences commented upon are statistically significant at the 95% confidence level (unless otherwise stated);
- Significant differences between waves are indicated by arrows (↑↓) within charts and tables;
- Significant changes across several waves are indicated by the arrows (↑↓) within charts;
- All base sizes quoted in the report are unweighted;
- All reported data are weighted;
- A finding of less than 0.5% but greater than zero is indicated by an asterisk (\*).

## 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 within which the true (overall population) value is likely to sit. In general, the larger 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.

Table 5 indicates the confidence intervals associated with each wave of the survey for various survey estimates (calculated based on the effective sample size 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 5: Confidence intervals for Waves 1-5**

Wave	Sample size	Survey response		
		10% / 90%	30% / 70%	50% / 50%
<b>Wave One</b>	439	3.3	5.0	5.4
<b>Wave Two</b>	946	2.0	3.0	3.3
<b>Wave Three</b>	904	2.1	3.1	3.4
<b>Wave Four</b>	878	2.1	3.1	3.4
<b>Wave Five</b>	796	2.1	3.2	3.5

The table shows that at Wave 5, for example (with a total sample size of 796 and an effective sample size of 764), 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 6 below shows the confidence intervals for a range of sub-group sizes between 100 and 500 at Waves 2 to 5.

**Table 6: Confidence intervals for various sub-group sizes (Waves 2-5)**

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

## Approach to analysis

The analysis was designed to answer the key research objectives. In order to answer objectives related to households' post assessment intentions and actions, responses to a number of questions were combined to provide summary statistics as follows:

- Household level data: Where households had been recommended more than one measure as part of their Green Deal assessment, they were often at different stages. The variable 'most action taken' was calculated to provide information at a household

level (for example if a household had installed one measure, and was in the process of installing another, the 'most action taken' would be 'already installed');

- Measure level data: Other statistics were provided on the basis of recommended measures, rather than at a household level. Some charts and tables are therefore reported on the basis of 'all measures recommended' (for example, "X% of all measures recommended had been installed");
- Further, some statistics are provided based on the individual measure recommended (for example, "X% of recommended cavity wall insulation had been installed").

Tables are clearly labelled to show whether findings are based on household or measure-level data.

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 between January and March 2014 for Wave 2, April and June 2014 for Wave 3, July and September 2014 for Wave 4, and October and December 2014 for Wave 5).

# Appendix

## Advance letter



<Address1>  
<Address2>  
<Address3>  
<Address4>  
<Postcode\_first\_part\_plus>

Date: 5<sup>th</sup> February 2015

Ref: 30177/ <ID>

Dear householder

### GREEN DEAL ASSESSMENTS – HAVE YOUR SAY

I am writing to ask for your help **and to offer you a £10 gift voucher to say thank you.**

I understand that your household has recently had a Green Deal Home Energy Assessment which was carried out on <Assessment\_date>. We would like to know your views and experiences of this assessment and what you intend to do next.

The Department of Energy and Climate Change (DECC) is the Government department responsible for household energy efficiency and the Green Deal. DECC has asked an independent research company called GfK NOP to conduct a survey of households which have had an assessment recently.

Your address has been chosen at random from a list of such households and we would like to ask for some information from the person/people who were there when the assessment took place. The survey should take up to **30 minutes** to complete, and as a thank you for taking part we will send you a **£10 gift voucher**.

You can take part in one of two ways:



You can visit [www.surveys.com/GDEXP5](http://www.surveys.com/GDEXP5) and when prompted, please enter your ID <ID> and password <Password> - this will take you to the survey. Your voucher will be sent to you in the post after you complete the survey.



An interviewer will visit your address to invite you to take part in the survey. He/she will make an appointment to return at a more convenient time if you're unable to do it when they first call.

Your responses will be treated in the strictest of confidence and in line with the Data Protection Act. They will not be passed to your assessor or installers, and you will not be contacted again without permission.

If you have any more questions about the research, you can ask the interviewer when they call or you can contact GfK NOP by email at [GDSurvey@gfk.com](mailto:GDSurvey@gfk.com) or on 0800 5280722. If you have any concerns or want to contact an official at DECC you can contact Max Stanford by email at [HouseholdEnergyEfficiencyResearch@decc.gsi.gov.uk](mailto:HouseholdEnergyEfficiencyResearch@decc.gsi.gov.uk)

I hope that your household will be able to take part. The information from this research will be a valuable input to services for households in Britain, and we will use it to try to make the Green Deal better for all.

**Thank you in advance for your help.**

Yours sincerely,

A handwritten signature in black ink that reads "Richard Mellish".

**Richard Mellish**  
Deputy Director for Green Deal

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