



<b>Date</b>	10:00 – 12:00 on <b>Thursday 25<sup>th</sup> June</b> (Institute for Government, 2 Carlton Gardens, London, SW1Y 5AA).
<b>Next meeting</b>	September/October 2015 - <b>TBC</b>

### 1. Introductions.

### 2. ECO Stakeholder Delivery Group scope and purpose.

The main aim of the group is to provide an interactive forum for industry and consumer representatives to share good practice, highlight delivery issues, and develop ideas to improve and simplify delivery. The Terms of Reference are currently being drafted and will be circulated for comment in the next few weeks.

### 3. Quality and standards

DECC gave an overview of the issues around the quality and standards of measures under previous and current household schemes that have been raised by industry. Feedback from DECC's ECO Lessons Learned event held in March 2015, was provided to the group and included proposals for improving delivery under ECO.

#### Presentations on issues with quality and standards from:

- Energy UK - Suppliers recommendations for improvements to PAS2030.
- Green Deal Consortia - Quality and standards from a GDP perspective.
- The National Insulation Association (NIA) - Quality and standards of solid wall insulation.
- The Association of Technical Monitoring Agents (ATMA) - The role and ambitions of the ATMA.

Further information on the industry presentations can be found in the published slide pack.

### 4. Breakout Session: Is there more that industry and government can do to improve quality and standards?

The key ideas raised were:

#### Industry

- Increasing monitoring levels to 5% across all energy efficiency schemes.
- Defining who should be responsible for monitoring, for example the technical monitoring agents or others.
- Finding ways to give certification bodies more teeth.
- Industry should share information and knowledge of poorly performing installers.
- Certification bodies should police their standards more strongly.
- Additional training around understanding EPCs is required.

#### Government

- Set clear and simplified rules around compliance and provide greater consistency on how breaches could be dealt with.
- Government should create a central repository for reporting, however further work would need to be done as to how this would work in practice.
- Government should enable data sharing, so as to identify poor performing installers.
- Tougher action on fraud.
- Ofgem's whistleblowing policy should cover all schemes.

- There should be consistency in policy and delivery across government schemes, including understanding of and engagement with Scottish Government schemes.
- Introducing an ombudsman for Green Deal and ECO so that ECO measures hold the same implications as Green Deal measures.
- Government should define how certification bodies can become more accountable.
- There is a conflict of interest as certification bodies get their funding from approving assessors and it may not be in their interest to strike people off. Independent funding from government is needed.
- Government needs to put the consumer first. Policy design should be driven by quality rather than low costs.
- Government should look to improve EPCs and transfer the policy control of EPCs into one department.
- Increase the PAS 2030 monitoring requirement up to 5%. Consistently good performers should then be reduced to 1% monitoring.
- Government should improve PAS 2030.

## 5. ECO Brokerage

DECC provided an update to the brokerage contract review work that started in November 2014 and summarised the key changes that have been made. The group were asked if the proposed changes go far enough in reducing the risk on suppliers and if they would use the platform more if these changes were made. Most views were that they would not, but more information on the changes was wanted.

Other key points discussed:

- Is there an option to close down brokerage altogether.
- There is uncertainty whether Brokerage supports a drive towards improving quality and standards.
- There are issues with organisations completing the Green Deal Provider fitness test, just to gain access to ECO brokerage and as such may not have completed the full Green Deal financial aspects of the on-boarding process. Therefore, confidence in GDP's ability to deliver is less on Brokerage.
- Brokerage will only work if the risk is placed on the sellers.
- Brokerage sanctions are too weak, as well as financial penalties poor sellers should be removed from the platform.
- The platform should be more transparent.

**Action - DECC to circulate the draft contract to brokerage buyers asking for views as to whether they would use the trading platform more based on the proposed revisions.**

## 6. Delivery Progress

Ofgem presented on ECO 1 delivery progress and ECO2 reports and communications going forward. These can be found in the published slide pack.

## 7. AOB

Richard Mellish gave a general update of DECC's current policy landscape.

## 8. Next Meeting

ECO Stakeholder Delivery Group meetings will be held on a quarterly basis. The next meeting will be due around September/October 2015.

## 9. Actions

Number	Actions	Owner	Deadline	Status
Action 1	DECC to circulate the draft contract to brokerage buyers asking for views as to whether they would use the trading platform more based on the proposed revisions.	DECC	Next SDG Meeting	In Progress