

# Green Deal Oversight and Registration Body



Annual Report 2013 - 14

September 2014

Administered by



**Gemserve**



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# Foreword

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I am writing this foreword having recently taken up the role of Minister for Climate Change. Energy efficiency plays a very significant part in the Government's work to reduce carbon emissions and combat climate change. Encouraging consumers to take action on energy efficiency depends to a large extent on those consumers having confidence and trust in the advice they receive; both on the improvements they can make to their home and the quality of the work that will be done.

The Green Deal Oversight and Registration Body (GD ORB) plays a very important role in helping Government to maintain that trust. Its role is partly about ensuring that only firms who will follow the Code of Practice are approved under the Green Deal and that, once approved, they continue to operate in accordance with the Code.

But more than that, the GD ORB is there to support firms in becoming active in the market. The Green Deal offers great potential for green growth in the economy; as this annual report indicates, there are a large number of new and smaller firms who are Green Deal participants and who need help and advice. The GD ORB also acts as a valuable channel for communication, not only disseminating information on Government policies to those in the industry but also feeding back to Government on what it's like for businesses working at the sharp end.

My Department and the GD ORB know there are areas where we can work together to improve the framework within which the Green Deal operates. We can streamline processes without damaging consumer protection and we can make it easier for consumers to find the companies that will provide the services they want. But while these are still early days in our great plan to transform the UK's worst performing homes, I believe we have established the right framework and given long-term certainty to encourage investment and develop an exciting new market for the energy efficiency sector.

I therefore congratulate the GD ORB on its second year of operation and look forward to the year ahead.



Department  
of Energy &  
Climate Change

**MINISTER OF STATE**



# INTRODUCTION

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The Green Deal Oversight and Registration Body (GD ORB), on behalf of the Secretary of State, manages the authorisation scheme for participants in the Green Deal and is responsible for a number of functions aimed at providing effective administration and oversight of the scheme.

The GD ORB completed its second year of operation in June 2014. 2013-14 was a second busy year for the GD ORB, laying the foundations for the long-term arrangements between industry and government that will improve the energy efficiency of the UK's homes and reduce householders' energy bills and emissions.

The year saw a major increase in the number of authorised Green Deal Providers, with nearly a hundred added to the forty-plus of the first year. The statistics don't stop there – there are now over 380 Assessor Organisations employing nearly 3,900 Advisors, three times that of last year. In addition, 2,600 Installers were registered as of June 2014, another three-fold increase.

As a standards scheme, it is important to award the Green Deal Quality Mark to only those organisations that deserve it, and take appropriate action to protect it against mis-use. The GD ORB has dealt with sixty organisations misusing the Quality Mark. We work with companies to resolve issues wherever we can but if necessary we will take action, including referring cases with evidence to Trading Standards.

Careful thought has gone into considering how the differing interests of the various Green Deal stakeholders are represented and engage with Government. Throughout the year, the fora operated by the GD ORB have continued to provide valuable input into various important changes, including the revisions to the Green Deal Code of Practice and Green Deal Assessor Specification, proposals for general operational improvements and the design of the Green Deal Home Improvement Fund incentive scheme. In the interest of openness and transparency, fora decisions and actions are made publically available via the GD ORB website. We will continue to review the role of fora over the coming year to ensure the level of engagement is appropriate.

Finally, just a word about the Green Deal Arrangements Agreement (GDAA). This is the agreement between electricity Suppliers and Green Deal Providers that sets out the governance

for payment collection of Green Deal charges via the electricity meter of the house. This group, administered by the GD ORB, will become self-funding next year as it continues to operate a key platform for the Green Deal.





# 1. Governance

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Stakeholder input is key in evolving the Green Deal and many organisations are involved in making a tangible contribution to its success. The GD ORB has put careful thought into the appropriate structure for stakeholder engagement to ensure all participants are represented and have the opportunity to put forward what really matters to them, and bring this to the attention of DECC. Meeting dates, key decisions and actions are made publically available via the Stakeholder Fora section of the GD ORB website. We will continue to keep these engagement channels under review over the coming year to ensure we have effective two-way communication and feedback.

The Green Deal Governance structure can be found in Annex A.

## 1.1 FORA AND GOVERNANCE STRUCTURE

In the previous year, four stakeholder fora were established under the governance structure; namely the Assessor Forum, Installer Forum, Certification Body Forum and the Consumer Protection Forum. This year, in recognition of the critical role Green Deal Providers play in the developing market, two Provider fora were established; the Green Deal Provider Strategy Group, and Provider Forum. The Green Deal Advisory Group was set up to consider cross-cutting Green Deal issues. Between 1st April 2013 and 31st March 2014 a total of 27 stakeholder fora meetings took place, supported by a number of specialised work groups.

The GD ORB Annual Participant Survey confirmed that stakeholders believe that the fora meetings encourage discussion and sharing of best practice as well as helping to identify industry issues. The fora have provided valuable input for policy developments, including revisions to the Code of Practice and Assessor Specification, suggestions for the Golden Rule refinements and the design of the new incentive scheme.

## 1.2 INDUSTRY EVENTS AND MEETINGS

Between 1st April 2013 and 31st March 2014 the GD ORB actively participated in a variety of events to help raise the profile of the Green Deal and provide updates to the industry, including:

- The National Insulation Association's Green Deal/ECO Briefing;
- Trading Standards Institute (TSI) Consumer Affairs and Trading Standards Conference and Exhibition;
- Energy Saving Trust (EST) and the Scottish Government conference on Green Deal and Consumer Protection;
- The Future for the Green Deal: Engagement, Integration and Tackling Fuel Poverty conference;
- In order to support effective development of the scheme, the GD ORB has regularly participated at a number of external meetings and fora, including the All-Party Parliamentary Green Deal Group, Green Deal Maximisation Forum, PEPA Executive Committee, Green Skills Expert Advisory Group, DECC Delivery Partner Cross Cutting Issues meetings and the Green Deal Technical Steering Group.

## 1.3 COMMUNICATIONS AND ANNOUNCEMENTS

The GD ORB plays an active role in communicating the Green Deal to help potential and existing market participants understand the requirements, how to get involved and keep up to date with the scheme developments. Between 1st April 2013 and 31st March 2014 over 60 communications were issued by the GD ORB to market participants. The GD ORB also issued 16 Guidance and Compliance communications to help explain changes to the scheme documents and specific clarifications on the scheme compliance requirements; a list of these communications is included in Annex B.

## 1.4 GREEN DEAL SCHEME DOCUMENTS

The GD ORB's role is to act as the scheme's delegated administrator, acting on behalf of DECC to ensure that governance documents remain fit for purpose. The GD ORB fora and ongoing engagement with the scheme participants and other stakeholders are used to identify and impact assess potential changes to the governance documents. Between 1st April 2013 and 31st March 2014 the GD ORB supported revisions to the



following documents:

- The Green Deal Code of Practice (Version 3) was published in June 2013. The next revision took place in spring 2014 and the Green Deal Code of Practice (Version 4) went live on 23rd June 2014;
- Revised Assessor Specifications were published in June 2013 and came into force, along with the Code of Practice on 31st July 2013. The next revision took place in 2014 and updated versions were published on 1st April 2014;
- Updated Quality Mark Brand Guidelines were issued on 19th September 2013;
- An updated PAS 2030 was published in January 2014.

## 1.5 GDAA ADMINISTRATION

The Green Deal Arrangements Agreement (GDAA) is the multi-party agreement between Electricity Suppliers and Green Deal Providers. It sets out the governance for payment collection and remittance of Green Deal charges. Between 1st April 2013 and 31st March 2014, 73 Green Deal Providers, one finance party and one Electricity Supplier acceded to the GDAA. In the same period, 13 operational and 28 change proposals were raised. An overview can be found in Annex C and D.

Between 1st April 2013 and 31st March 2014 21 meetings of the GDAA Panel took place. The Panel is elected by the Green Deal Providers and Electricity Suppliers to act as the delegated authority for GDAA management, while ensuring that industry interest are represented. The key achievements and outputs were:

- The Panel, through the GD ORB, selected a firm of solicitors to provide legal support for the modification of the GDAA;
- The Panel created a Cost Recovery and Special Purpose Vehicle group to consider change to the cost recovery mechanism of the GDAA as well as explore the possibilities of creating 'GDAA Ltd' to support the work of the GDAA.
- Through discussions with DECC, the Panel successfully

agreed an extension to DECC funding of the GDAA beyond 14th June 2014, thereby lessening the impact on parties during this early stage of the Green Deal development.

The Panel Technical Sub-Committee met ten times, considering Operational Issues and Change Proposal Impact Assessments, as directed by the Panel and provides opportunity for all parties to participate in the solution development process. The Erroneous Registrations Workgroup and the Early Repayment Expert Sub-Committee, were both established toward the end of the year in order to work on the resolution of specific issues.

Three versions of GDAA document were published during the previous year. GDAA OP01 Issue Resolution and Change Management Procedure was agreed by the Panel and published on 25th October 2013.



## 2. Operations

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In order to operate in the Green Deal market, organisations must become authorised to act as Assessors, Providers or Installers by ensuring that they meet Green Deal standards. Authorisation allows use of the Green Deal Approved Quality Mark, which is designed to build confidence amongst the public and stakeholders.

### 2.1 PARTICIPANT AUTHORISATION

Building on feedback and experience during the first year of operation, the GD ORB has worked closely with Providers and DECC to improve the application process for Provider authorisation to further and assist authorised Providers in their journey to become operationally ready. To achieve this the GD ORB has facilitated a number of events and webinars and published further guidance on the processes for becoming an authorised Green Deal Provider and the necessary steps required to issue a Green Deal Plan once fully authorised.

Between 1st April 2013 and 31st March 2014 the number of authorised Green Deal Providers increased by a third compared with last year, with a further 95 organisations becoming authorised. This brings the total number of authorised Providers to over 143 and still growing.

Similarly, the number of authorised Assessor Organisations, Advisors and Installers increased by, up 40%, 58% and 62% on the previous reporting period respectively. By 31st March 2014, there were 364 Assessor Organisations, employing a total of 3,445 Advisors, compared with 108 and 1,003 respectively at the end of March 2013; and 2,575 Installers were authorised, up from 831 at the end of March 2013. A more detailed breakdown of these figures can be found in Annex E.

### 2.2 HELPDESK

The GD ORB Helpdesk operates a dedicated telephone and email service. Between April 2013 and March 2014, the Helpdesk received an average of 450 phone calls and 250 emails per month. Enquiries can be broadly classified into three areas: a) Provider application enquiries; b) Green Deal Advisor registration

enquires; and c) Supply Chain Tool/ GD ORB Register enquiries. A more detailed breakdown of the monthly figures can be found in Annex F.

In order to improve the stakeholder experience of the Helpdesk, the GD ORB has introduced a new telephone system allowing enquiries to be better directed, thus enabling issues to be resolved more efficiently.

Since its inception the GD ORB has worked proactively with other Green Deal stakeholders, including the Energy Savings Advice Service, Landmark and the Scottish EPC Register to set up bi-party data sharing agreements to ensure enquiries are signposted correctly to achieve prompt resolution.

### 2.3 WEBSITE AND REPORTING

Between 1st April 2013 and 31st March 2014 a number of improvements have been made to enrich the functionality and improve usability of the GD ORB website. Mostly notably, an advanced search function was developed for the Participant Register with work undertaken to enhance the accuracy of the operational data available about Providers, such as contact details, measures offered and geographical coverage. Changes were also made to allow users to search for Providers offering Green Deal finance plans.

Furthermore, clear documentation was produced to instruct Certification Bodies on the correct format for uploading data and how to report the suspension or withdrawal of an Advisor, Installer or Assessor Organisation. This has resulted in significant improvements in the quality of data being submitted by Certification Bodies, further improving the accuracy of the data being displayed to users.

Finally, changes were made to the Provider and Certification Body monthly reporting submission process to enable direct upload of reports to the GD ORB Reporting System by participants. This allows participants to receive instant feedback to confirm whether their submission conforms to the reporting requirements and highlights areas of non-conformance where required. This greatly improves the efficiency of uploading these documents and simplifies the corrective process for participants.

## 3. Monitoring

The GD ORB is responsible for the ongoing monitoring of Green Deal participants and ensuring they continue to uphold the standards outlined in the Green Deal Code of Practice and the Framework Regulations. The GD ORB has developed a monitoring strategy which seeks to be fair and proportionate and helps identify risks to the market. The GD ORB continues to engage with consumer protection bodies to develop practical solutions and reduce the risk of potential consumer detriment.

As part of the monitoring strategy, the GD ORB has committed to undertaking a tranche of desktop audits, mystery shopping exercises, and website sweeps to identify and remedy any incidences of Green Deal Code of Practice non-compliances. The specific tools, methods and timelines which the GD ORB utilises can be found in the Monitoring Strategy, which is published on our website.

### 3.1 GREEN DEAL PROVIDER AND CERTIFICATION BODY AUDITS

One of the methods available to the GD ORB to monitor the Green Deal market is undertaking desktop audits of Green Deal Providers and Certification Bodies. Between 1st April 2013 and 31st March 2014 the GD ORB issued 23 audit notification letters to Green Deal Providers, initiating their audits and 12 draft audit reports were issued. The GD ORB targets Providers which are most active in the market.

The GD ORB has also initiated audits on 15 Green Deal Certification Bodies, with draft reports produced for 12 Certification Bodies.

The most commonly occurring issues which have emerged from the Provider audits centre mainly on some Providers' data protection policies and complaints handling policies. In each case the GD ORB has identified the issue, highlighted the shortcomings to the Provider and taken steps to rectify the issue. The key issue emerging from the Certification Body audits centred on policies for the monitoring of Installers and Assessors that they certified on an ongoing basis against the requirements of the Code of Practice.

### 3.2 ISSUES RESOLUTION

Between 1st April 2013 and 31st March 2014 a total of 467 compliance Issues have been recorded on the GD ORB Issue Log. The GD ORB's role is to ensure that action has been taken in order to ensure consumer protection and scheme integrity. The GD ORB is satisfied that 331 of these have successfully been resolved, 69 have been sent to Trading Standards, 27 require no further action and the GD ORB is actively working to resolve the remaining 40.

The GD ORB sent letters to 61 unauthorised organisations who were using the Quality Mark. Of those organisations, 55 have removed the Quality Mark, and the GD ORB is working towards ensuring that the six remaining organisations remove the Mark accordingly.



### 3.3 MYSTERY SHOPPING

The GD ORB has completed two mystery shopping exercises during the reported period: one exercise on Green Deal Assessors and the other on Providers. The purpose of the exercises was to evaluate the Green Deal Assessor's and Provider's processes in practice and identify areas where the requirements of the Code of Practice were not being met.

The GD ORB has taken post-report action to rectify the issues identified, such as contacting the Assessors' Certification Bodies about the issues and requesting evidence of corrective measures, and requesting that the Certification Bodies undertake further investigations and audits as necessary.





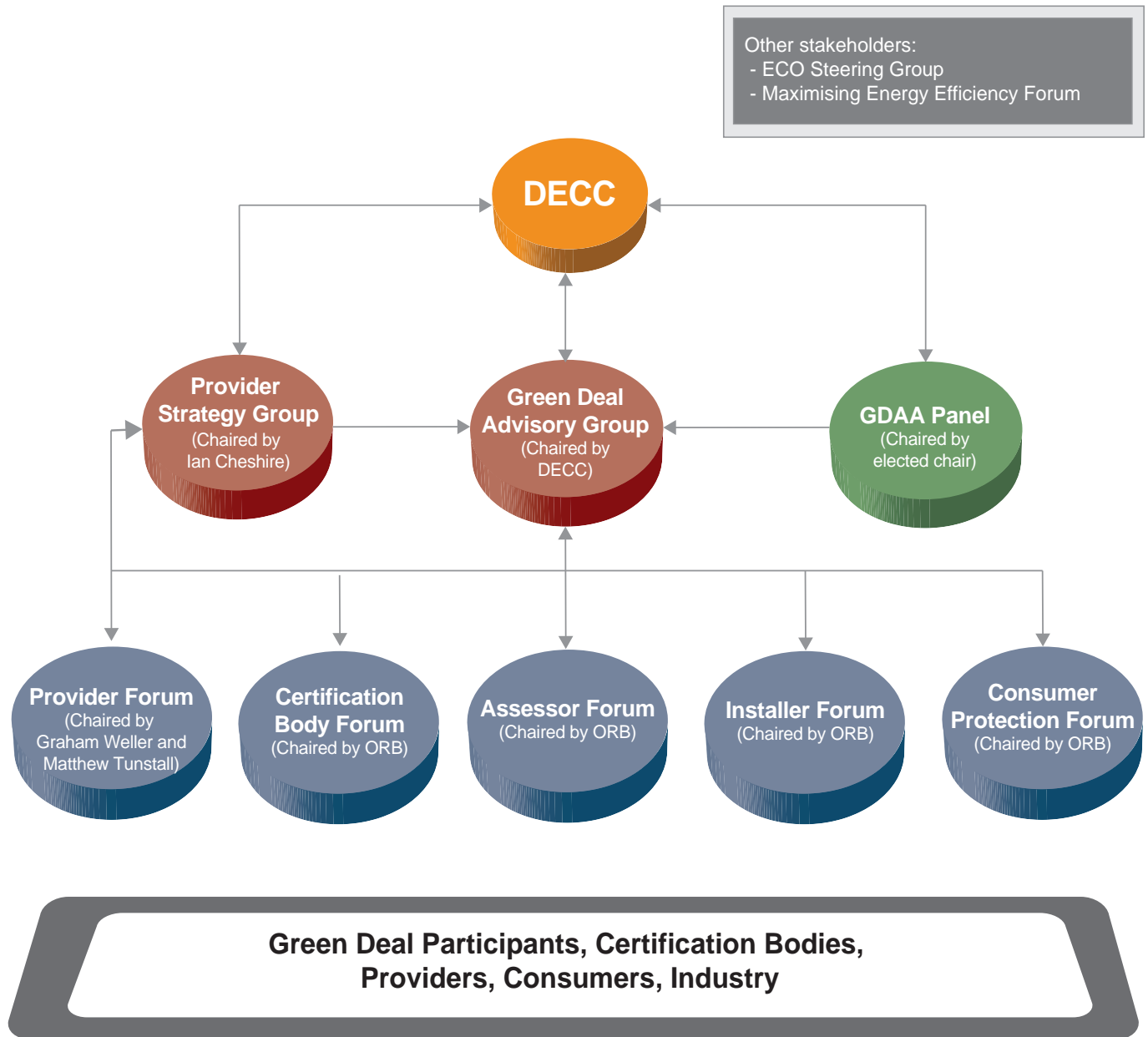
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### 3.4 COMPLIANCE COMMUNICATIONS

The GD ORB actively monitors the Green Deal marketplace and, where it identifies compliance issues or problems, regularly produces communications which are targeted at a specific issue and audience. Between 1st April 2013 and 31st March 2014 the GD ORB has produced and sent six compliance communications to market, which are included in Annex B.



# Annex A: Stakeholder Fora





## Annex B: Governance Communications

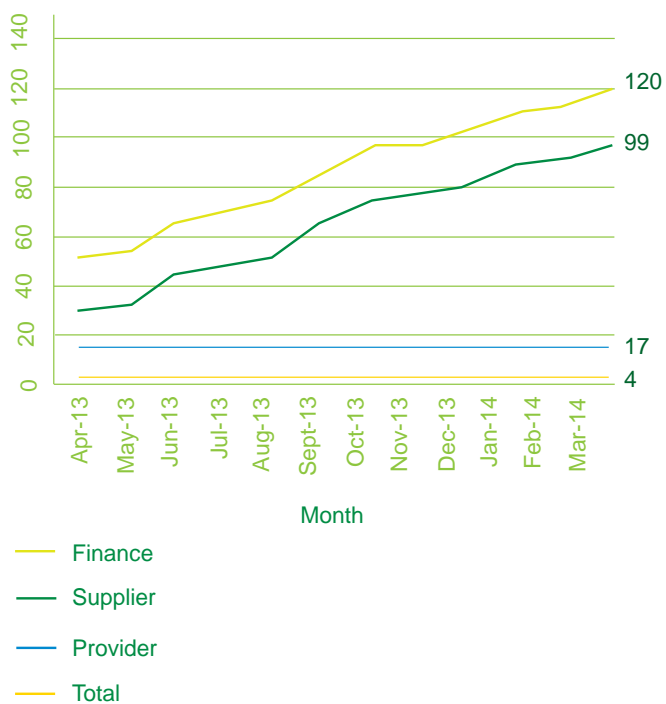
|                |  |             |
|----------------|--|-------------|
| GD ORB COMM001 | Guidance regarding customer services and complaints handling   | Compliance  |
| GD ORB COMM002 | Green Deal Code of Practice Rules on Assessments   | Compliance  |
| GD ORB COMM003 | GD ORB accepted approach to initial evaluation of Green Deal   | Guidance    |
| GD ORB COMM004 | Key changes to the Specification for Certification Bodies and Organisations certifying and providing Green Deal Advice | Guidance    |
| GD ORB COMM005 | Key changes to the Code of Practice  | Guidance    |
| GD ORB COMM007 | Assessor Certification Body Compliance to the Green Deal Code of Practice (version 3)                                  | Compliance  |
| GD ORB COMM008 | Green Deal Improvements Checklist V 1.0  | Guidance    |
| GD ORB COMM009 | BRE GDSAP Occupancy Assessment Tool Close Down   | Information |
| GD ORB COMM010 | Solid Wall Insulation  | Guidance    |
| GD ORB COMM011 | Update to Branding Guidelines  | Guidance    |
| GD ORB COMM012 | Assessor Commercial and Contractual Obligation under Green Deal  | Compliance  |
| GD ORB COMM013 | Code of Practice requirements to act fairly and honestly   | Guidance    |
| GD ORB COMM014 | Transferring Consumer Credit Licence to FCA  | Guidance    |
| GD ORB COMM015 | Green Deal Code of Practice Compliance Monitoring Requirements for Certification Bodies                                | Compliance  |
| GD ORB COMM016 | Green Deal Participants' obligation to ensure their supply chain comply with the Green Deal Code of Practice           | Compliance  |
| GD ORB COMM017 | Updating participant details on the GD ORB Participants Register   | Guidance    |

Table 1 - Governance Communications



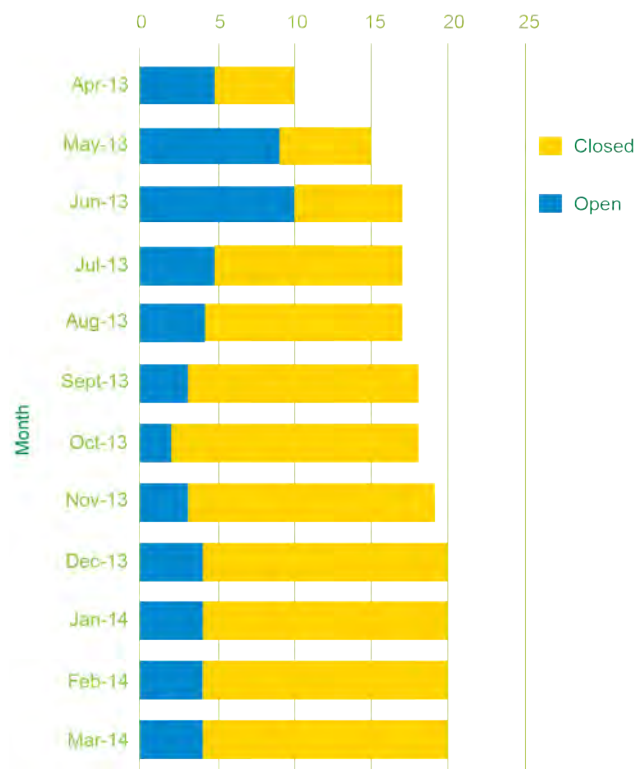
# Annex C. Accession to the GDAA

FIGURE 1 - GDAA PARTIES

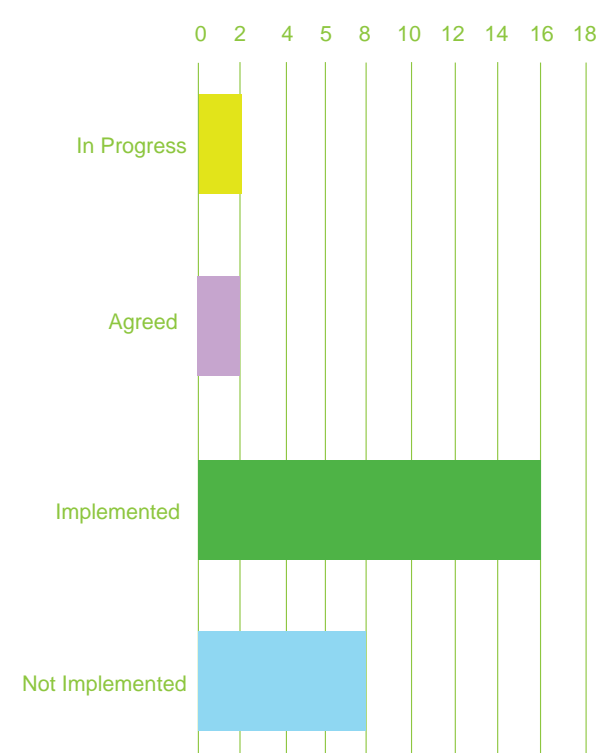


# Annex D. GDAA Issues and Change Proposals

**FIGURE 2 - OPERATIONAL ISSUES**



**FIGURE 3 - CHANGE PROPOSALS BY STATUS**

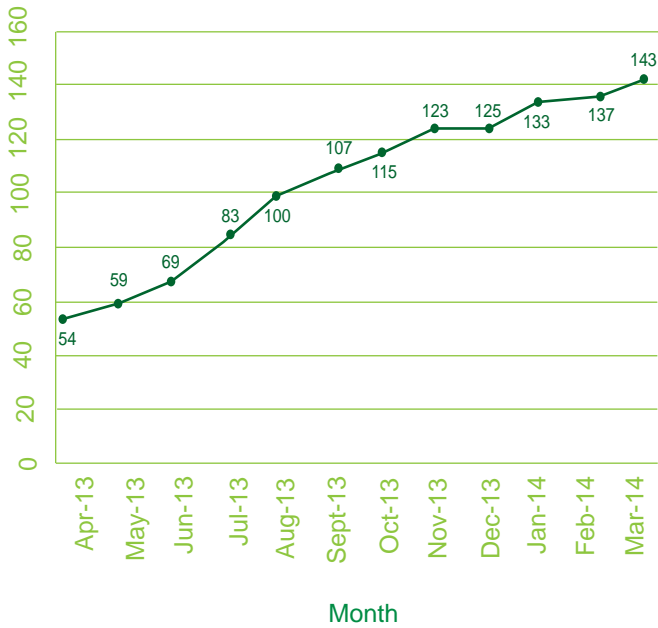




# Annex E: Market Participant Statistics

## GREEN DEAL PROVIDERS

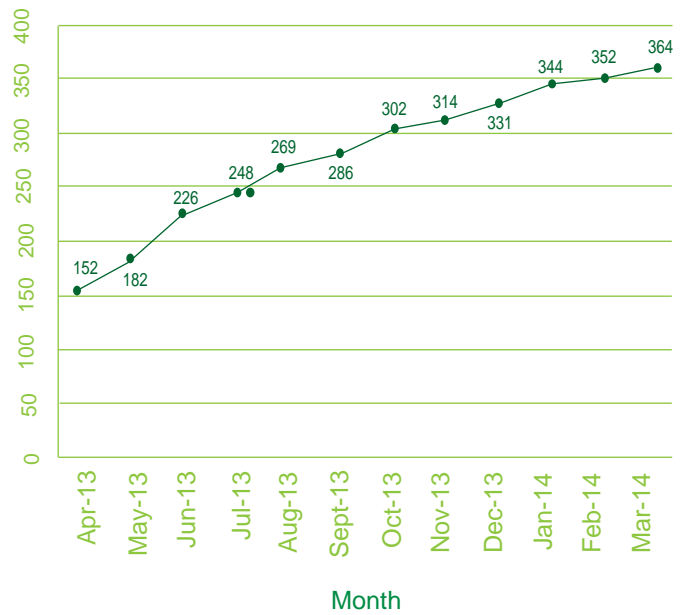
**FIGURE 4 - AUTHORISED PROVIDERS BY MONTH**



\* Please note that the above figure shows the number of Authorised Providers whose authorisation date falls within the corresponding month. These may differ slightly from other reports, where numbers are based on Providers authorised up to the end of the last full week in each month.

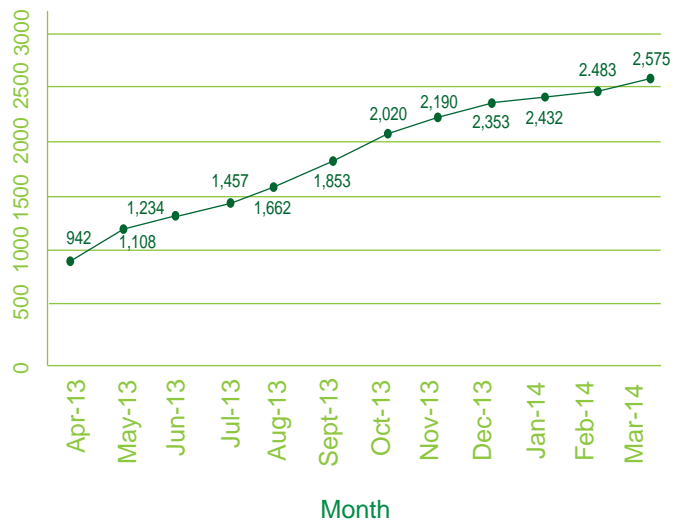
## GREEN DEAL ASSESSORS

**FIGURE 5 - AUTHORISED ASSESSOR ORGANISATION BY MONTH**



## GREEN DEAL INSTALLERS

**FIGURE 6 - AUTHORISED INSTALLER ORGANISATIONS BY MONTH**



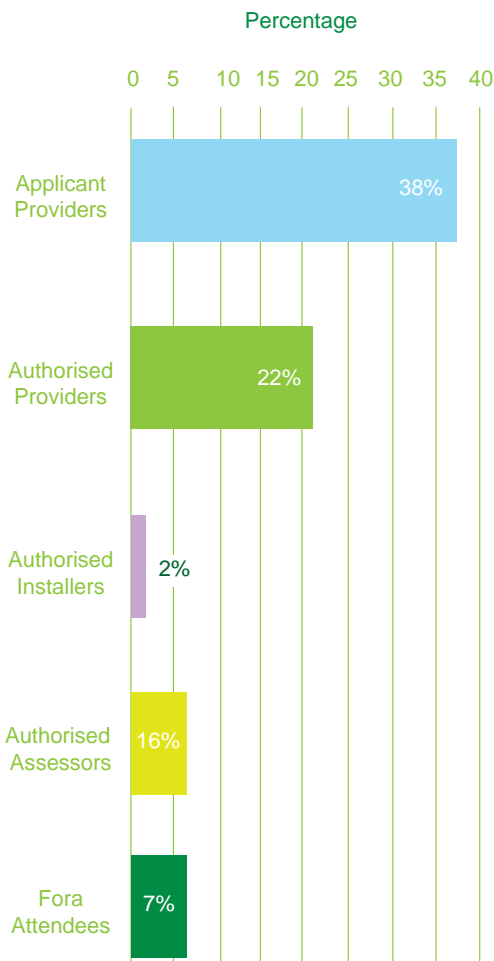


# Annex F: Market Participant Survey Results

The GD ORB Market Participant Survey was issued in April 2014 to Authorised and Applicant Providers, Authorised Installers, Authorised Assessor Organisations and attendees of the various fora. The survey contained a number of questions aimed at all market participants, with additional specific questions targeted at each participant type. Wherever possible the questions remained unaltered from the previous year's GD ORB Market Participant Survey to facilitate comparison between the two.

## RESPONSE RATES

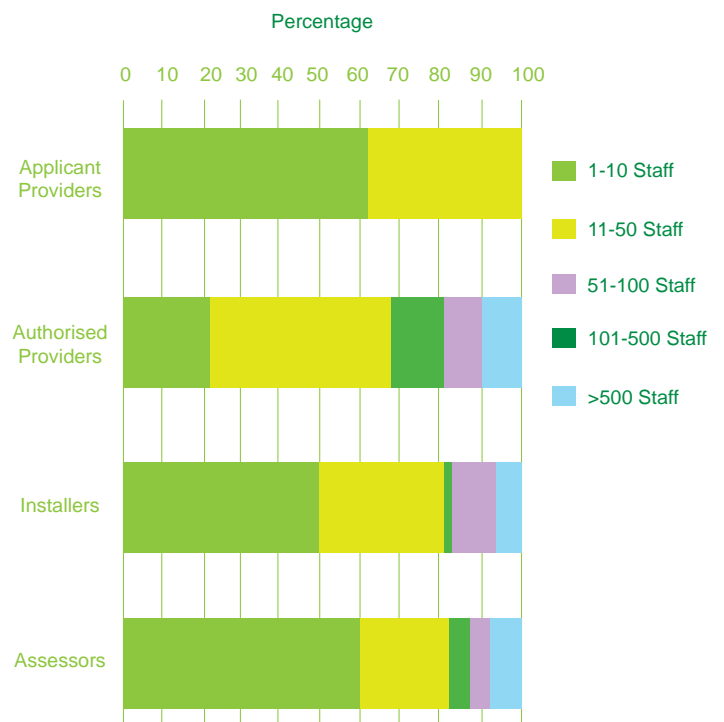
**FIGURE 7 - PARTICIPANTS RESPONSE RATES**



## ORGANISATION SIZE

Question: Please indicate from the choices which best represents the size of your organisation:

**FIGURE 8 - SIZE OF AUTHORISED ORGANISATION**



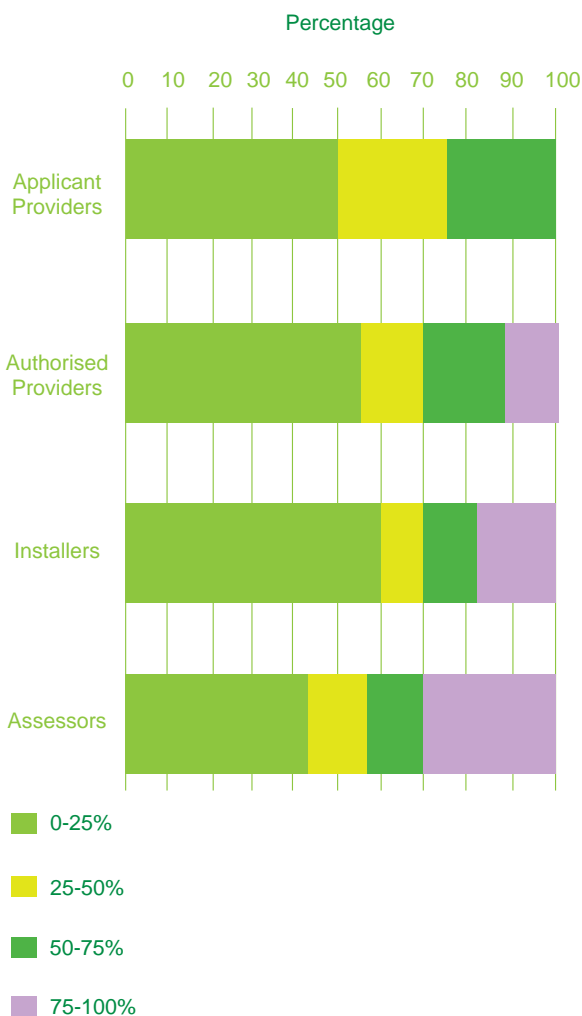
As was the case in 2013 the majority of market participants that responded are SMEs with fewer than 50 employees (67% of Authorised Providers, 100% of Applicant Providers, 83% of Authorised Installers and 84% of Authorised Assessors).



### TIME WORKING ON GREEN DEAL

Question: What percentage of those employees primarily spend time on Green Deal related activities?

**FIGURE 9 - EMPLOYEES SPENDING TIME ON GREEN DEAL ACTIVITIES**

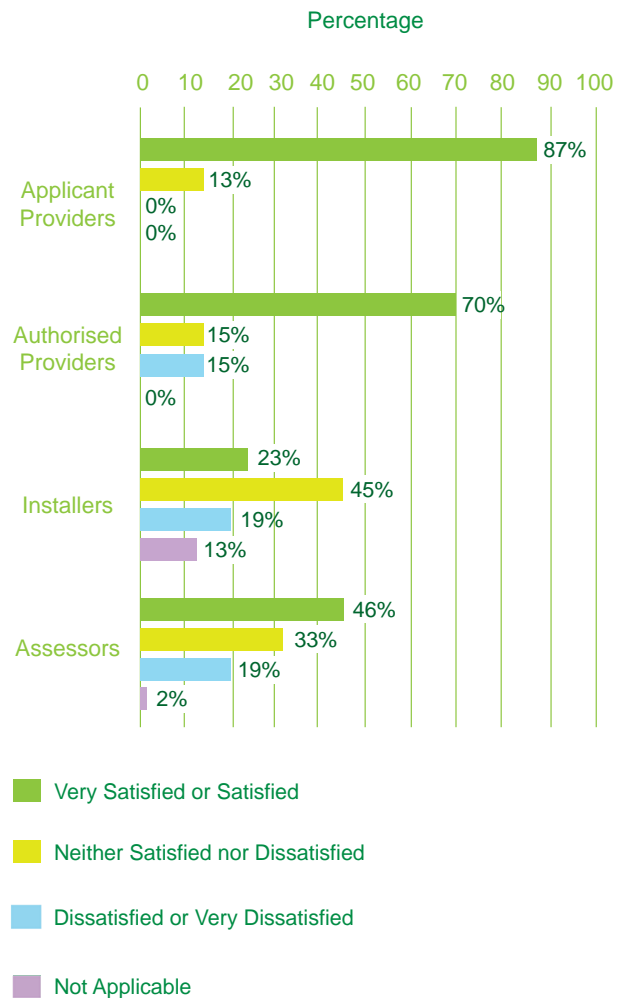


All respondents indicated that at least half of their organisation spent less than 50% of their time on Green Deal related activities (50% of Applicant Providers, 70% of Authorised Providers, 70% of Installer and 55% of Assessor Organisations).

### OVERALL EXPERIENCE

Question: In terms of Overall Experience, please can you rate how satisfied you have been when dealing with the Green Deal Oversight and Registration Body?

**FIGURE 10 - OVERALL PARTICIPANT EXPERIENCE OF THE GD ORB**



The vast majority of Provider respondents were satisfied or very satisfied with their overall experience of the GD ORB. Authorised Installer and Authorised Assessor respondents were on average less satisfied than the Provider group.

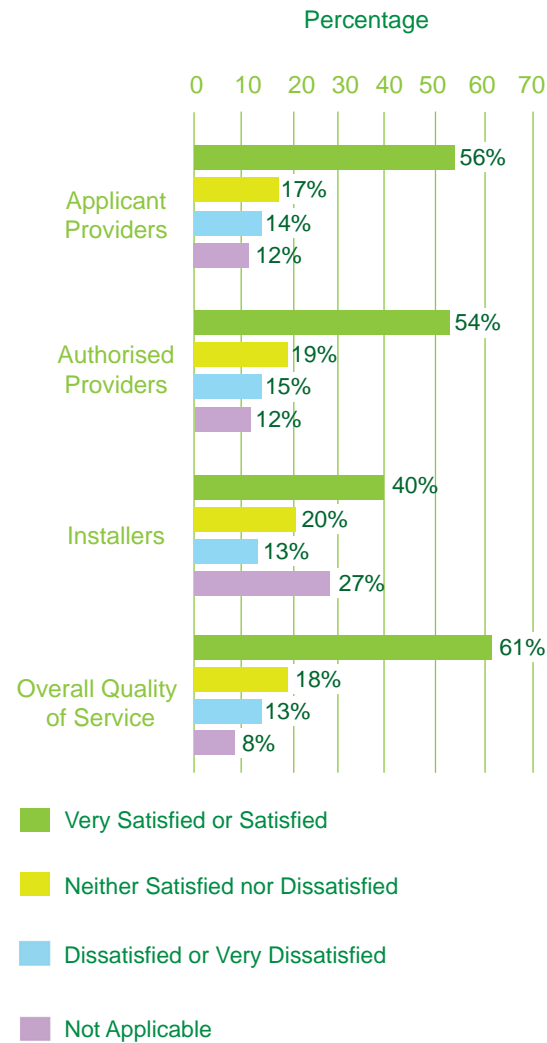




## GREEN DEAL OVERSIGHT AND REGISTRATION BODY HELPDESK

Question: Have you ever made contact with the GD ORB Helpdesk? If “yes”, based on your most recent experience please give ratings for the following.

**FIGURE 11 - GD ORB HELPDESK EXPERIENCE FOR ALL PARTICIPANTS**

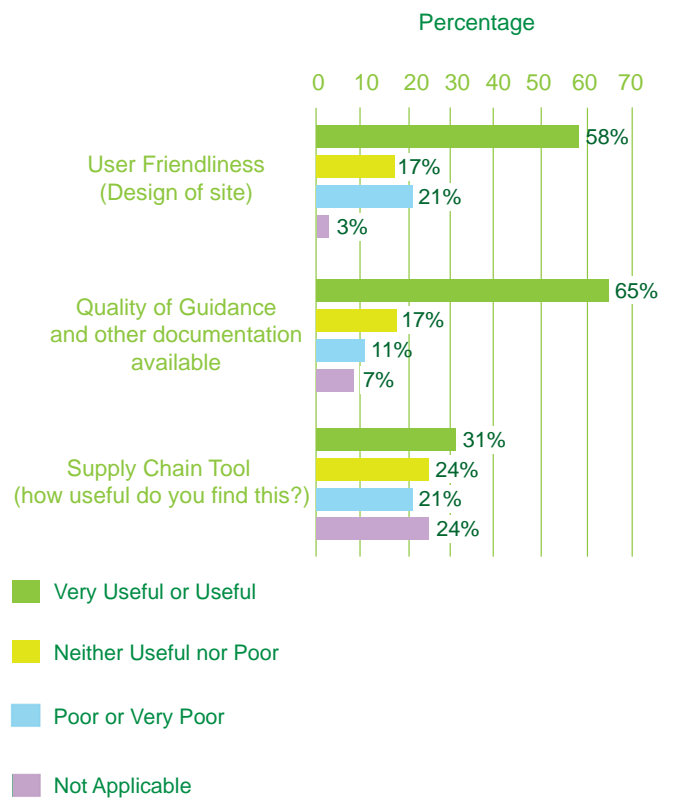


The response to this question was that the majority of respondents were either Satisfied or very satisfied with the overall quality of service offered by the GD ORB Helpdesk. Respondents

from Applicant Provider and Authorised Providers were the groups that were most satisfied with the overall quality of service offered by the GD ORB Helpdesk, with 82% responding that they were Satisfied or Very Satisfied.

Question: Have you ever visited the GD ORB website? If “yes”, for your most recent visit, please give ratings for the following:

**FIGURE 12 - GD ORB WEBSITE EXPERIENCE FOR ALL PARTICIPANTS**



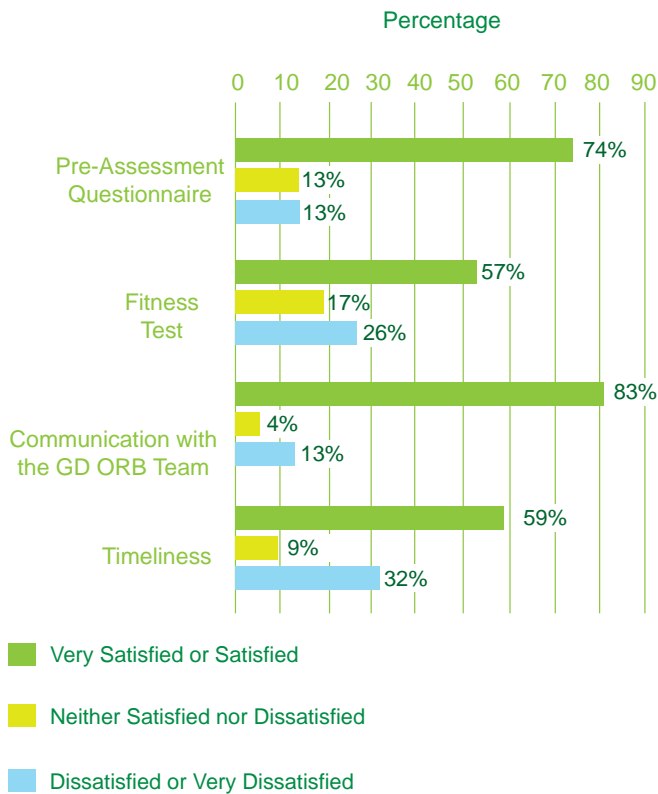
The majority of respondents rated the website highly in terms of its User Friendliness and the quality of the guidance it contains while opinions on the usefulness of the supply chain tool were more divided.



## PROVIDER AUTHORISATION PROCESS

Question: For your authorisation process to become a Green Deal Provider, where applicable, please give ratings for the following:

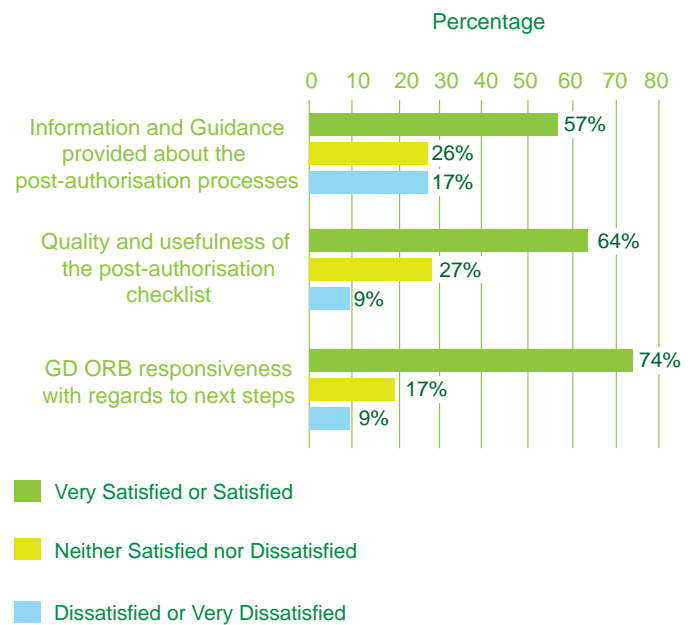
**FIGURE 13 - AUTHORISED PROVIDERS AUTHORISATION PROCESS**



The majority of Authorised Providers who responded were either very satisfied or satisfied with all aspects of the Provider Authorisation Process.

Question: As an Authorised Provider, for your Post-Authorisation process, please give ratings for the following:

**FIGURE 14 - AUTHORISED PROVIDERS' POST - AUTHORISATION PROCESS**



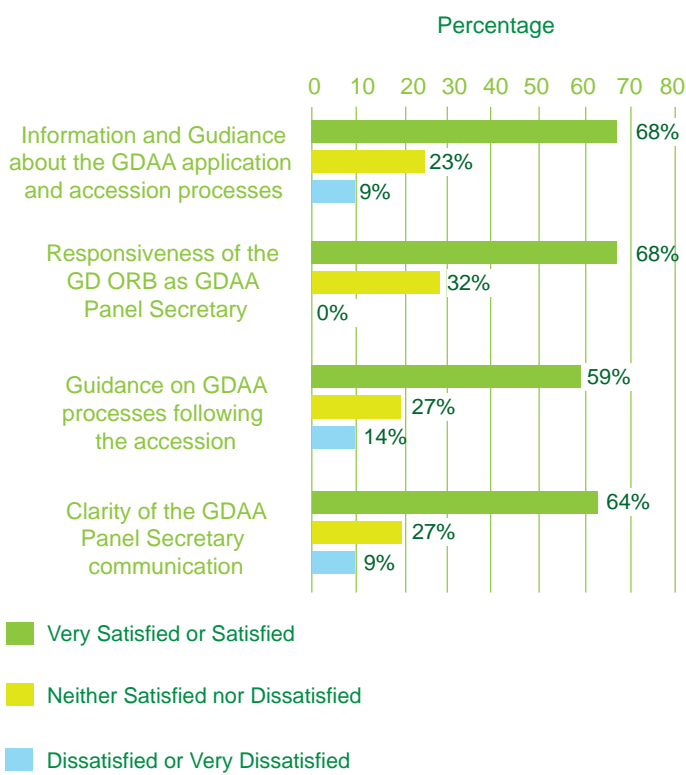
The majority of Authorised Provider respondents were satisfied or very satisfied with the Post-Authorisation experience.



## GDAA PROCESSES

Question: As an Authorised Provider, for the GDAAs, please give ratings for the following:

**FIGURE 15 - GDAAs EXPERIENCE**

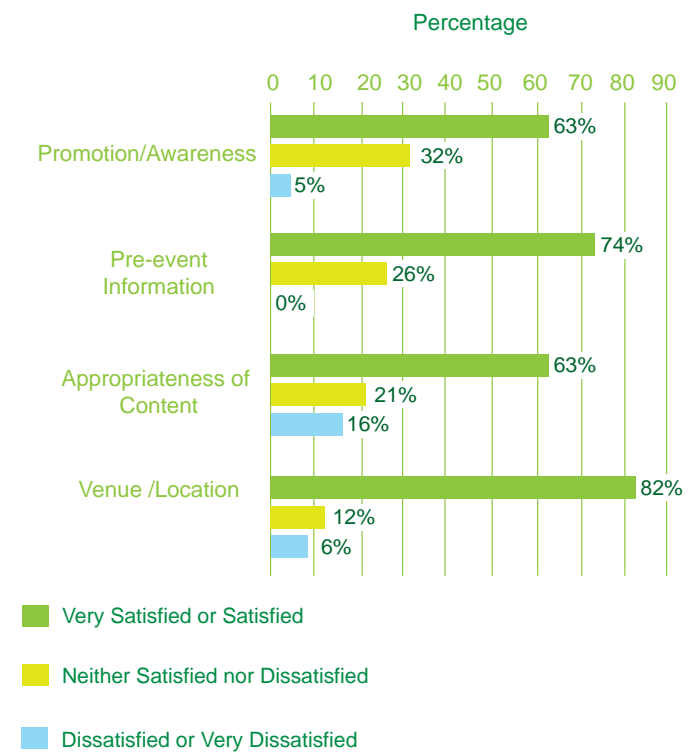


The majority of Authorised Provider respondents were satisfied or very satisfied with all aspects of the GDAAs that they were questioned about in the survey. None of the respondents were dissatisfied or very dissatisfied with the responsiveness of the GD ORB in their role as GDAAs Panel Secretary.

## GREEN DEAL PROVIDER WORKSHOPS

Question: Please rate how satisfied you were with your Provider Workshop, based on the following:

**FIGURE 16 - PROVIDER WORKSHOP EXPERIENCE**



82% of Authorised Provider respondents had attended a Provider workshop. The majority of respondents were satisfied or very satisfied with all aspects of the Provider Workshops attended.

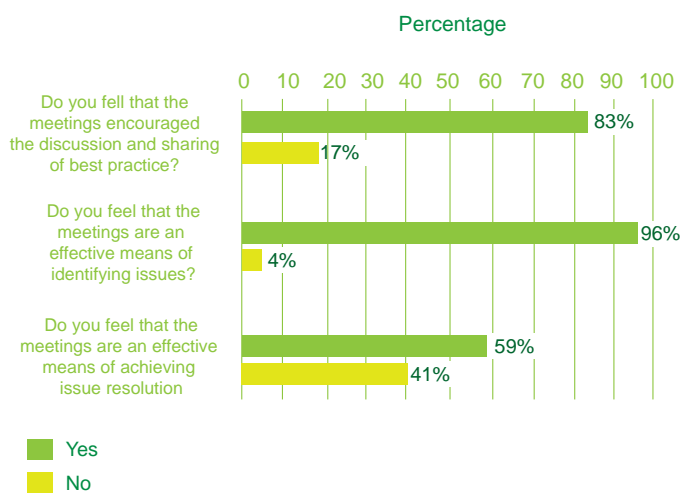


**FORA**

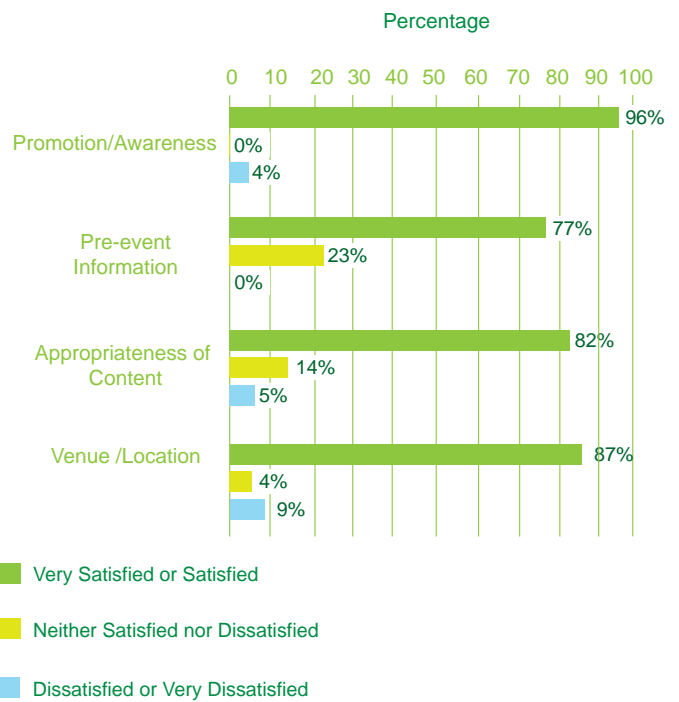
The following high level questions were asked of participants in relation to the Fora Meetings:

Question: In relation to the meetings that you attended, please give ratings for the following:

**FIGURE 17 - FORA MEETING EFFECTIVENESS**



**FIGURE 18 - FORA MEETING ATTRIBUTES**



The vast majority of respondents were satisfied or very satisfied with all aspects of the Fora meetings that they were questioned about in the survey. None of the respondents were dissatisfied or very dissatisfied with the Responsiveness of the Forum Secretariat.

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