# TABLE OF CONTENTS

**FOREWORD** ................................................................................................................................. 4

**1. INTRODUCTION** .......................................................................................................................... 5  
Introduction to the role of the Green Deal Oversight and Registration Body ............... 5

**2. KEY MILESTONES** ....................................................................................................................... 7  
2.1 Registration and Authorisation of Participants ................................................................. 7 
   2.1.1 Authorisation Fees ........................................................................................................... 7 
   2.1.2 Certification Bodies ......................................................................................................... 8 
   2.1.3 Providers, Assessors, and Installers ............................................................................. 8 
   2.1.4 Participant Survey ........................................................................................................... 9 
2.2 Management Functions ............................................................................................................. 11 
   2.2.1 Market Participant Helpdesk Activity ............................................................................. 11 
   2.2.2 Website Development & Participant Search Tool ......................................................... 11 
   2.2.3 Stakeholder Engagement ............................................................................................... 11 
   2.2.4 Managing Updates to the Scheme Documents ............................................................. 12 
   2.2.5 Green Deal Arrangements Agreement (GDAA) ............................................................. 13 
   2.2.6 Communications and Events ......................................................................................... 13 
2.3 Monitoring .................................................................................................................................. 14 
2.4 Non-compliance and Redress ............................................................................................... 15 
2.5 Reporting ................................................................................................................................... 16

**3. FINANCIAL SUMMARY** ............................................................................................................... 17

**ANNEXES** ....................................................................................................................................... 18  
Annex A: Market Participant Statistics ..................................................................................... 18 
Annex B: Helpdesk and Website Statistics ................................................................................. 22 
Annex C: GD ORB Market Participant Survey ........................................................................... 24 
Annex D: Communications and Events ....................................................................................... 30 
Annex E: Green Deal Participant Standards ............................................................................... 32 
Annex F: Monitoring in Year 1 ........................................................................................................ 33 
Annex G: References ...................................................................................................................... 34
Foreword

It has been a challenging but rewarding year for the Green Deal. Although it is still very early days and there is still much to do, I am grateful for the huge effort and commitment that the Oversight and Registration Body (GD ORB) has put into the launch. Over the last year we have turned theory into practice, and started the long journey to make our homes and businesses warmer and more energy efficient.

The GD ORB is pivotal to that journey. From the very start I made clear that the Green Deal would be based on robust - but fair - standards. This will provide certainty and clarity to businesses, enabling them to invest and create new jobs, while ensuring consumers have the confidence to install new energy efficiency measures.

The GD ORB’s central registration function ensures that only those who meet our standards are able to offer Green Deal services, and I am pleased to see that so many businesses have already qualified. To support this, the GD ORB has begun monitoring those who are authorised on the registers, carrying out the first audits of Certification Bodies, mystery shopping of Assessors and will soon begin the process to audit every Provider in their first year of operation. They are also working closely with Trading Standards to ensure companies cannot exploit the Green Deal and damage its reputation by falsely claiming to be authorised. These are all significant and essential tasks for the early stages of the programme, and central to the long term success of the Green Deal market.

I am grateful for the way the GD ORB has worked closely with my Department in its first year of operation and look forward to the year ahead.

Greg Barker, Minister of State
1. Introduction

Introduction to the role of the Green Deal Oversight and Registration Body

The role of the Green Deal Oversight and Registration Body (GD ORB), procured under a competitive tender process, was awarded to Gemserv Ltd, along with our delivery partner Renewable Energy Consumer Code (RECC), in June 2012. The 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.

Minister of State Greg Barker launches the Green Deal Quality Mark with David Thorne, Chief Executive of Gemserv Ltd and Virginia Graham, Chief Executive of RECC, July 2012.

The GD ORB’s main responsibilities are the registration of all authorised Green Deal Providers, Certification Bodies, Advisors and Installers; monitoring and ensuring compliance of all registered participants to the Green Deal Code of Practice and controlling the use of the Quality Mark; gathering evidence of non-compliance; referring participants to the Ombudsman or the Secretary of State where appropriate; and imposing sanctions when directed. This is central to ensuring consumers who take out Green Deal Plans are fully protected.
These responsibilities fall under the following function headings:

1. Registration and Authorisation
2. Management Functions
3. Data Management
4. Monitoring
5. Non-compliance and Redress
6. Reporting

**From August 2012**, the GD ORB began processing Provider applications, analysing applicants’ ability to comply with the key aspects of a Provider’s duties. In the same month, the Participant Registers were made public.

A key role of the GD ORB is engaging with stakeholders. To support this activity, the GD ORB has set up a number of Fora for Installers, Assessors, Certification Bodies and Consumer Protection Bodies, and has hosted and presented Provider workshops.

The GD ORB is responsible for advising DECC in the maintenance of the Green Deal Code of Practice and has developed and put in place a Monitoring Strategy for auditing Certification Bodies and Providers on compliance with the Code of Practice. The GD ORB controls the use of the Quality Mark.

The GD ORB also acts as the Panel Secretary to the Green Deal Arrangements Agreement (GDAA) Panel.

The **first year** has seen key market foundations established to support participants to deliver commercial success in a consumer-driven way. The focus has been on ensuring organisations with high quality standards enter the market and when they do that they are supported in understanding their ongoing commitments.

**Looking ahead** into the next year, the GD ORB recognises that the market has well and truly gathered momentum and understands that proactive monitoring and further participant support is a priority. With the foundations set, working together with the supply chain and consumer protection organisations will ensure that the growth of Year 1 is maintained and develops further into a successful, competitive and consumer-driven market in Year 2.
2. Key Milestones

This section highlights key milestones in the set-up of the GD ORB, and details major events and successes since the launch of the Green Deal. It focuses on information that we believe to be of interest or particular importance. For further, more detailed analysis please make reference to the annexes at the end of the document.

The Annual Report for 2012-2013 covers the initial set up phase for the GD ORB in line with Year 1 of the GD ORB contract (from mid-June 2012 to mid-June 2013).

2.1 Registration and Authorisation of Participants

The Green Deal customer journey involves interacting with a number of organisations that must be authorised to act as Assessors, Providers or Installers to ensure they meet Green Deal standards. Authorisation also allows use of the Green Deal Approved Quality Mark, designed to build confidence amongst the public and stakeholders.

The GD ORB has set up and maintains a public register of all Green Deal participants including all authorised Providers, Installers, Assessor Organisations, and Certification Bodies. As well as being publicly available, this data is used by the Energy Savings Advice Service (ESAS) in England and Wales, and the Home Energy Scotland service, in their provision of advice and assistance to consumers. The registers are available on the GD ORB website: http://www.greendealorb.co.uk/green-deal-participant-register.

2.1.1 Authorisation Fees

DECC made a commitment that the GD ORB would not charge any fees for authorisation during the first two years of the Green Deal. This has been widely welcomed by stakeholders and has helped encourage new participants to enter the market.
2.1.2 Certification Bodies

All Green Deal Certification Bodies are accredited by the United Kingdom Accreditation Service (UKAS). They are responsible for certifying that Assessors and Installers meet the standards, to ensure compliance to the Green Deal Code of Practice, and ensuring there is no misuse of the Quality Mark by those they certify. As of 16th June, there were 21 authorised Certification Bodies.

The GD ORB established the Green Deal Certification Body Forum in July 2012 and it meets quarterly to promote the quality and consistency of certification activity across all the authorised Certification Bodies. The Forum has also supported the GD ORB in identifying changes required to the Assessor Specifications, Code of Practice and Installer Standards. (See 2.2.4. Managing Updates to the Scheme Documents).

2.1.3 Providers, Assessors, and Installers

The GD ORB manages the authorisation of Providers, and is the first point of contact for all prospective applicants; collecting information and then making a recommendation to the Secretary of State regarding suitability. The GD ORB has worked with DECC to publish the Green Deal Provider Authorisation - Guidance for Applicants to assist prospective Providers in completing their application and they can also access the GD ORB Helpdesk for advice and support.

Case Study – Green Deal Installer Experience:

MG Renewables is an installation company dedicated to delivering sustainable energy saving systems, and an MCS certificated company, with experience in the domestic and commercial sectors.

Working under the Green Deal is vital to maximise our business potential. Our experience of authorisation has been very positive and we are eager to collaborate with Green Deal Providers to gain tangible links and secure Green Deal business.

- Martin Dowd, Managing Director, MG Renewables.
Case Study – Green Deal Provider Experience:

“When the Government launched this flagship programme for energy efficiency, we were extremely interested to become a part of the Green Deal. We realised straight away that the role of Provider was going to be key in the customers’ Green Deal journey, from dealing with Installers, to putting the finance in place, to supporting the householders through every part of the process.

We started on the journey and completed our Pre-assessment Questionnaire, and the GD ORB came back to us quickly with a Fitness Test application form which was a lot more in-depth with elements that needed to be covered such as marketing and sales, credit provision, supply chain management, complaints handling, staff training and being fully compliant with data protection legislation.

From day one, we were in contact with the GD ORB Helpdesk, and found the staff there extremely helpful in dealing with our enquiries. As time went by, with Fitness Test information being clarified, we could see the whole process starting to become much slicker and the process starting to become a lot clearer.

As the market place has progressed, we have seen a huge rise in the number of householders who want to have Green Deal Assessments carried out on their property. Without a shadow of a doubt, there is a market there to make homes warmer and reduce carbon emissions. Getting the finance into place for Green Deal Plans to be signed has taken time; however we are very confident that we will soon be able to send sign plans in volumes needed to enable the Green Deal to be a real success.”

- Craig Brown, Director, Green Deal Provider Network.

Since the launch of the scheme, the GD ORB has received a significant number of Green Deal Provider applications, showing strong business confidence in the Green Deal and helping to set the foundations for a competitive Green Deal market. As of the 16th June, 63 Providers were authorised to operate in the Green Deal market (see Annex A: Participant Statistics).

Along with developing a robust authorisation process for Providers, the GD ORB has worked closely with Certification Bodies to enable regular and accurate receipt of authorised Installer and Assessor data, to ensure high consumer protection standards are maintained.

Numbers of Green Deal Installers and Assessor Organisations have been growing at a steady rate, with 1,254 Installers and 206 Assessor Organisations authorised by 16th June 2013. (See Annex A: Participant Statistics). Between them, the 206 Assessor Organisations employ 1,798 Advisors – the individuals who are able to carry out assessments.

2.1.4 Participant Survey

The GD ORB has undertaken the first annual Market Participant Survey. The results of this survey will be used by DECC and the GD ORB to make any changes necessary to the service provision.

Case Study – Green Deal Assessor Experience:

“We decided to become a Green Deal Assessor Organisation because we viewed the Green Deal as an opportunity to help and assist families improve their impact on the environment as well as be a part of a growing industry.

We were well supported through the certification process by the Certification Body, enabling us to become an Assessor Organisation.”

- Michael Brogden, Director, Darren Evans
The GD ORB Market Participant Survey was issued in June 2013 to Authorised and Applicant Providers, Authorised Installers and Authorised Assessor Organisations. A total of 248 responses were received, which equates to an overall 16% response rate.

The survey had a variety of questions aimed at all market participants, with additional specific questions targeted at each participant type. In general, the market participants’ views on the GD ORB team are mixed: feedback states that processes can be quite involved, it also shows the market participants’ consideration that the GD ORB is working hard to ensure they are supported effectively throughout the process. As we now have a year’s experience, we are working with DECC to follow up areas where the survey suggests we could make improvements. For instance, on Provider applications we have already improved the clarity of communication, sought to avoid multiple sets of questions to applicants, and give each applicant a named contact.

The main findings were:

- **80% of market participants are SMEs with fewer than 50 employees (this breaks down into 67% of Authorised Providers, 76% of Applicant Providers, 83% of Authorised Installers and 80% of Authorised Assessors).**

- **The majority of market participants are involved in other activities, with their employees spending less than 50% of their time working on Green Deal related activities.**

- **75% of Applicant Providers reported that they were satisfied or very satisfied with overall quality of service provided by the GD ORB Helpdesk, and rated the GD ORB highly on specific helpdesk categories.**

- **68% of Authorised and Applicant Providers rated the quality of Guidance and other documentation available on the GD ORB website as useful or very useful.**

- **65% of Authorised Providers said they were satisfied or very satisfied with communication with the GD ORB during the Provider Application process.**

See Annex C: GD ORB Market Participant Survey for further information and a detailed analysis of the responses.
2.2 Management Functions

2.2.1 Market Participant Helpdesk Activity
The GD ORB Helpdesk was launched in August 2012 and has since provided advice and support to many organisations and individuals interested in participating in the Green Deal. Since its launch, the GD ORB Helpdesk has received approximately 200 calls and approximately 130 email enquiries per week (see Annex B: Helpdesk and Website Statistics).

2.2.2 Website Development & Participant Search Tool
The GD ORB website launched in August 2012 and has since continuously evolved to include new features, and meet the developing needs of Green Deal Participants and Stakeholders. The Consumer Search Tool launched in January 2013, with the advanced Participant Register being further developed to include a search facility for the supply chain to use. A Participant Login Area allows authorised organisations to manage data on their regions of operation and nominated contact details, to further support the Consumer Search Tool and Participant Register. (See also Annex B: Helpdesk and Website Statistics). The Tool is there to help companies partner with other companies to offer Green Deal services.

2.2.3 Stakeholder Engagement
Close liaison with stakeholders has been an important feature of the Green Deal since DECC introduced the policy and legislation in 2010. Understanding the issues in the marketplace and allowing the Green Deal to evolve remains critical. Over the last year, the GD ORB has established four consultative Stakeholder Fora to identify and assess the impact of potential changes to the scheme governance documents, and to ensure key participant issues are raised and resolved and that policy updates are effectively relayed to relevant parties. Information about the work of these Fora is available on the GD ORB website.

In addition to the previously mentioned GD Certification Body Forum, the GD ORB has also established Fora for GD Assessor Organisations, for GD Installer Organisations, and for Consumer Protection.

The first two include membership from relevant sector trade associations, from some individual authorised participants, from Government, and others. The Assessor and Installer Fora are opportunities for those communities to discuss with the GD ORB and DECC market level operational issues and potential improvements to the governance, and for DECC to take soundings on proposed changes.
The Consumer Protection Forum is about getting consumer-rights organisations together to focus on helping DECC ensure that consumers’ interests continue to be at the heart of the Green Deal.

The GD ORB is currently working with DECC to determine the best vehicle to build on various groups that have to date brought Providers together. Over the first year, the GD ORB hosted a number of Provider workshops to support the Provider authorisation and post-authorisation processes. *(See also 2.2.6 Communications and Events).*

### 2.2.4 Managing Updates to the Scheme Documents

The GD ORB’s role is to act as the scheme’s delegated Design Authority, acting with and on behalf of DECC, to ensure that the scheme documents remain fit for purpose.

**Green Deal Code of Practice**

The GD ORB engages with Stakeholders and with other interested parties to ensure that changes to the Code are identified, consulted on and submitted to DECC for consideration. Where changes have affected other schemes, the GD ORB has worked collaboratively to ensure that appropriate solutions have been developed. An example of this is the clarification of the entry requirements into the Green Deal for Gas Safe registered Installers in summer 2012.

**Installer Standards**

The Green Deal utilises the PAS 2030 Installer Standard and related PAS 2031 Certification Standard, which are managed by BSI. The GD ORB is involved in the PAS 2030 Steering Group and liaises with BSI to ensure that any issues identified by the Green Deal Stakeholder Fora are fed back to the standards development process as appropriate.

The second edition of PAS 2030, published in January 2013, saw microgeneration measures moved from the PAS to the Microgeneration Certification Scheme (MCS)\(^xvi\). The GD ORB worked with MCS to allow MCS certified Installers to be more easily authorised to operate under the Green Deal and to develop transition arrangements for MCS Certification Bodies wishing to offer the new MCS 023 standard.

The GD ORB also developed transitional arrangements for the new measures included in the second edition of PAS 2030. Again, this enabled Certification Bodies to certify Installer organisations against the new annexes by applying to the GD ORB, while they are working towards their UKAS accreditation.
Assessor Specifications

The GD ORB manages updates to both Assessor Specifications. Changes to the Assessor Specification are made by considering issues raised at the Fora meetings and by consulting other relevant parties to ensure that the impact of those changes is assessed and understood.

The first versions of the Assessor Specifications were published in July 2012. Revised versions were published by the GD ORB in December 2012, and following further feedback the GD ORB managed further updates to the Assessor Specifications in spring 2013.

2.2.5 Green Deal Arrangements Agreement (GDAA)

The 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. The GDAA Version 1.0 was published on 1st October 2012.

An elected Panel comprised of GDAA Parties is responsible for overseeing the GDAA. The GD ORB, as the Panel Secretary, organised and managed the election of members to the GDAA Panel, which was subsequently established in March 2013.

By 16th June 2013, the Panel Secretary had facilitated the successful application and accession to the GDAA for a total number of twelve Suppliers, five Voluntary Suppliers, forty-two Providers, and three Finance Parties.

The Panel Secretary has developed a GDAA webpage on the GD ORB website hosting GDAA documents and processes.

2.2.6 Communications and Events

The GD ORB’s role in communicating the Green Deal is to help potential market participants understand the requirements and how to get involved. A selection of the higher profile events are described below (see also Annex D for more details).

In October 2012, the GD ORB participated in Retro Expo 2012 at the NEC in Birmingham, running ten information sessions over three days, and gaining exposure to a variety of existing and potential market participants, and other stakeholders such as Local Authorities and housing associations.
The GD ORB hosted a number of Provider Workshops from December 2012 through to May 2013 which enabled both Authorised Providers and Applicant Providers to enjoy presentations from the key members of the GD ORB, DECC and the Green Deal Finance Company (TGDFC). Discussions included Green Deal Provider guidance, an overview of ECO, the Green Deal Cashback Scheme, the Green Deal Monitoring Strategy, complaint handling, and reporting.

In March 2013, the GD ORB supported DECC on the Green Deal Terrace at EcoBuild 2013 and answered many existing and potential market participant questions.

2.3 Monitoring

Both the GD ORB and DECC are fully committed to ensuring that those organisations wishing to participate in the Green Deal meet the standards set out in the Framework Regulations and comply with the Green Deal Code of Practice (CoP). Monitoring participants’ adherence to those rules, and taking action where non-compliance is identified, is crucial to foster consumer and supply chain confidence in the Green Deal. The GD ORB has set out a Monitoring Strategy which is available on its website: http://www.greendealorb.co.uk/monitoring-strategy.
The GD ORB is responsible for monitoring every active Green Deal Provider and, with UKAS, each Certification Body. The GD ORB receives monthly complaints analysis from Providers, Certification Bodies and other market organisations including the Ombudsman Service and the Energy Saving Advice Service (ESAS).

The GD ORB works closely with stakeholders, including the GD Ombudsman, to ensure a joined-up approach to compliance monitoring, to address serious issues immediately and to identify trends. The table below summarises the roles of those who monitor and actively audit, and those who verify and ensure procedures are in place for compliance:

<table>
<thead>
<tr>
<th>Document</th>
<th>United Kingdom Accreditation Service (UKAS)</th>
<th>Certification Bodies (CBs)</th>
<th>Green Deal Providers</th>
<th>Green Deal Oversight and Registration Body (GD ORB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code of Practice</td>
<td><img src="#" alt="Checkmark" /> Monitor Assessors Installers</td>
<td><img src="#" alt="Checkmark" /> Verify Assessors Installers</td>
<td><img src="#" alt="Checkmark" /> Monitor CBs Providers</td>
<td><img src="#" alt="Checkmark" /> Monitor CBs Providers</td>
</tr>
<tr>
<td>PAS 2031</td>
<td><img src="#" alt="Checkmark" /> Monitor Installer CBs</td>
<td></td>
<td></td>
<td><img src="#" alt="Checkmark" /> Monitor CBs Providers</td>
</tr>
<tr>
<td>PAS 2030</td>
<td><img src="#" alt="Checkmark" /> Monitor Installers</td>
<td><img src="#" alt="Checkmark" /> Verify Installers</td>
<td></td>
<td><img src="#" alt="Checkmark" /> Monitor CBs Providers</td>
</tr>
<tr>
<td>CB Assessor Standards</td>
<td><img src="#" alt="Checkmark" /> Monitor Assessor CBs</td>
<td></td>
<td></td>
<td><img src="#" alt="Checkmark" /> Monitor CBs Providers</td>
</tr>
<tr>
<td>Assessor Standards</td>
<td><img src="#" alt="Checkmark" /> Monitor Assessors</td>
<td><img src="#" alt="Checkmark" /> Verify Assessors Installers</td>
<td></td>
<td><img src="#" alt="Checkmark" /> Monitor CBs Providers</td>
</tr>
<tr>
<td>GD Approved Quality Mark</td>
<td><img src="#" alt="Checkmark" /> Verify Installers Assessors</td>
<td><img src="#" alt="Checkmark" /> Verify Installers Assessors</td>
<td><img src="#" alt="Checkmark" /> Monitor CBs Providers Non-Accredited</td>
<td><img src="#" alt="Checkmark" /> Monitor CBs Providers Non-Accredited</td>
</tr>
</tbody>
</table>

(See also Annex E: Green Deal Participant Standards and Annex F: Monitoring in Year 1).

### 2.4 Non-compliance and Redress

The GD ORB is responsible for the commissioning of other organisations to investigate breaches, for making process changes and/or providing evidence based recommendations to DECC, and implementing redress decisions made by the Secretary of State.
The type of non-compliance the GD ORB deals with includes, for example, misuse of the Green Deal Quality Mark, misrepresentation of an organisation’s role within the Green Deal, and alleged breaches of the Code of Practice. Where authorised Green Deal participants were involved in cases of non-compliance and other issues, the GD ORB has approached the relevant Certification Bodies, who have taken urgent action against the companies concerned. Where non-authorised participants have acted in a way to threaten the integrity of the scheme and the good name of those who have undertaken authorisation, the GD ORB has worked with Trading Standards and the Advertising Standards Authority to take appropriate action.

In Year 1, a total of 191 non-compliances and issues were raised to the GD ORB. Of these, the GD ORB was satisfied that 119 of those were resolved at the time of writing, and is working towards resolving the 72 remaining issues. During Year 1, the GD ORB sent letters to 64 unauthorised organisations inappropriately using the Quality Mark. Of those organisations, 55 removed or amended the Quality Mark. At the time of writing, the GD ORB is working towards ensuring that the 9 remaining organisations remove the Quality Mark accordingly.

No sanctions have been imposed on Green Deal participants in Year 1.

2.5 Reporting

The GD ORB has built a Reporting Tool that acts as the central point of data collation for stakeholders and participants including Green Deal Providers, Certification Bodies, the Energy Saving Advice Service (ESAS), Home Energy Scotland, the Green Deal Ombudsman and Investigation Service, EPC Registers, Citizens Advice and UKAS. Gathering information from across the industry like this allows the GD ORB to collate and analyse complaints, monitor trends, anticipate any issues in the marketplace, and provide an evidence based approach for the GD ORB’s monitoring strategy and for DECC’s policy decisions.
3. **Financial Summary**

On 14\textsuperscript{th} June 2012 DECC signed a three year contract with Gemserv Ltd to operate the GD ORB service. The maximum aggregated value of the contract over three years is £5,846,638, although actual spend is dependent on the level of activity required. DECC fully fund the first two years of operation, with the option to move to a fee-based model in Year 3, which could see at least a proportion of self-funding.
Annexes

Annex A: Market Participant Statistics
Green Deal Providers

Authorised Providers by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>Oct-12</th>
<th>Nov-12</th>
<th>Dec-12</th>
<th>Jan-13</th>
<th>Feb-13</th>
<th>Mar-13</th>
<th>Apr-13</th>
<th>May-13</th>
<th>Jun-13</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>8</td>
<td>15</td>
<td>19</td>
<td>26</td>
<td>40</td>
<td>48</td>
<td>55</td>
<td>60</td>
<td>63</td>
</tr>
</tbody>
</table>

Authorised Providers by Sector Split

- Non-domestic Only
- Domestic Only
- Both Domestic and Non-Domestic
*Note: this does not add up to the total of 63 Providers authorised by 16th June as some of those Providers operate in more than one country.
**Green Deal Assessors**

**Assessor Organisations by Trade Address**

- England: 88%
- Scotland: 4%
- Wales: 8%

Total: 206 Authorised Assessor Organisations

**Assessor Organisations by Sector Split**

- Both Domestic and Non-domestic: 91%
- Domestic Only: 8%
- Non-domestic Only: 1%

Total: 206 Authorised Assessor Organisations

**Authorised Assessor Organisations by Month**

- Oct-12: 13
- Nov-12: 18
- Dec-12: 29
- Jan-13: 48
- Feb-13: 77
- Mar-13: 108
- Apr-13: 152
- May-13: 182
- Jun-13: 206
Annex B: Helpdesk and Website Statistics

Helpdesk Calls Received Per Month*

*Note: data included up to 16th June 2013 only.

Helpdesk Call Enquiries By Type

- Providers: 22%
- Assessors/Advisors: 23%
- Installers: 14%
- Consumers: 17%
- Other: 24%

*Note: data included up to 16th June 2013 only.
Helpdesk Emails Received Per Month*

*Note: data included up to 16th June 2013 only.

Cumulative Visits to the GD ORB Website*

*Note: data included up to June 16th 2013 only.
Annex C: GD ORB Market Participant Survey

The GD ORB Market Participant Survey was issued in June 2013 to Authorised and Applicant Providers, Authorised Installers and Authorised Assessor Organisations. The overall response rate was 16%.

The survey had a variety of questions aimed at all market participants, with additional specific questions targeted at each participant type. In general, the market participants’ views on the GD ORB service are mixed: feedback states that processes can be quite involved, but it also shows the market participants’ consideration that the GD ORB is working hard to ensure they are supported effectively throughout the process.

Response Rates

Response rates were higher for Authorised and Applicant Providers than for Authorised Installers and Assessors, with an overall response rate of 16%, as shown below.

Please note: some respondents chose not to answer all of the questions asked.

<table>
<thead>
<tr>
<th>Market Participant</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorised Providers</td>
<td>38%</td>
</tr>
<tr>
<td>Applicant Providers</td>
<td>49%</td>
</tr>
<tr>
<td>Authorised Installers</td>
<td>13%</td>
</tr>
<tr>
<td>Authorised Assessors</td>
<td>20%</td>
</tr>
</tbody>
</table>
Organisation Size
Question: Please indicate from the choices which best represents the size of your organisation:
This question was asked of all market participants, and was answered by 99% of respondents.

- The majority of market participants are SMEs with fewer than 50 employees (67% of Authorised Providers, 76% of Applicant Providers, 83% of Authorised Installers and 80% of Authorised Assessors).

Time working on Green Deal
Question: What percentage of those employees primarily spend time on Green Deal related activities?
This question was asked of all market participants, and was answered by 98% of respondents.

- 70% of Authorised Providers and 75% of Applicant Providers reported that they were satisfied or very satisfied with overall quality of service provided by the GD ORB Helpdesk, and rated the GD ORB highly on specific helpdesk categories.
Green Deal Oversight and Registration Body Helpdesk

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

This question was asked of all market participants, and was answered by 50% of respondents.

70% of Authorised Providers and 75% of Applicant Providers reported that they were satisfied or very satisfied with overall quality of service provided by the GD ORB Helpdesk, and rated the GD ORB highly on specific helpdesk categories.

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

This question was asked of all market participants, and was answered by 73% of respondents.

65% of Authorised and Applicant Providers reported finding the GD ORB website to be useful or very useful specifically in terms of user friendliness, and 68% of Authorised and Applicant Providers rated the quality of Guidance and other documentation available on the GD ORB website as useful or very useful.
Provider Authorisation Process

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

This question was asked of all Authorised Providers, and was answered by 83% of respondents.

- 65% of Authorised Providers said they were satisfied or very satisfied with communication with the GD ORB during the Provider Application process, and 60% of Authorised Providers said they were satisfied or very satisfied with the Provider application process overall.

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

This question was asked of all Authorised Providers, and was answered by 83% of respondents.

- 60% of Authorised Providers responded that they were satisfied or very satisfied with the post-authorisation process, in particular information and Guidance provided about the post-authorisation processes, quality and usefulness of the post-authorisation checklist, and the GD ORB responsiveness with regards to next steps.
GDA Processes

Question: As an Authorised Provider, for the GDAA, please give ratings for the following:
This question was asked of all Authorised Providers, and was answered by 83% of respondents.

![GDA Experience Chart]

Green Deal Provider Workshops

Question: Have you attended one of the GD ORB’s Provider Workshops?
This question was asked of Authorised and Applicant Providers, and answered by 86% of respondents.

- 53% of Authorised and Applicant Providers reported that they had not yet attended a GD ORB Provider Workshop.

Question: Please rate how satisfied you were with your Provider Workshop, based on the following:
This question was asked of all Authorised and Applicant Providers, and was answered by 44% of respondents.

![Provider Workshop Experience Chart]

- The majority of Authorised and Applicant Providers reported that they were satisfied or very satisfied with both the pre-event information and the appropriateness of the workshop content (68%), and satisfied or very satisfied with the promotion / awareness of workshops (64%). One point of exploration relates to the location category, with Providers citing travel from other areas to a central London venue.
Question: As a Green Deal Installer are you aware that there is an Installer Forum?
This question was asked of all Authorised Installers, and was answered by 76% of respondents.

- 71% of Authorised Installers reported that they were not yet aware of the Installer Forum.

Question: As a Green Deal Assessor are you aware that there is an Assessor Forum?
This question was asked of all Authorised Assessors, and was answered by 88% of respondents.

- 64% of Authorised Assessors reported that they were not yet aware of the Assessor Forum.

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?
This question was asked of all market participants, and was answered by 82% of respondents.

- 68% of Applicant Providers and 65% of Authorised Providers said they were satisfied or very satisfied with the overall experience of dealing with the GD ORB.
### Annex D: Communications and Events

#### Green Deal ORB Calendar of Events: October 2012 - June 2013

**October**
- Actively took steps to present to a wide audience and worked with publications to ensure accurate information was published, as the Green Deal legislation was formalised.
- Presented to organisations that had signed up to the Royal Institute of British Architects’ (RIBA) FLASH programmes at a number of Energy Saving Trust (EST) Workshops.
- Participated in a series of events organised by the Energy Efficiency Partnership for Buildings (EEPB) providing guidance on the Green Deal. The Solar PV UK Conference enjoyed a sold-out audience of Solar PV installers, where the GD ORB presented sessions about certification and involvement in the Green Deal.
- Presented a high level overview of the Green Deal and GD ORB involvement at the Energy and Utilities Alliance’s (EUA) Gas 2012 policy event.

**November**
- Attended the UK Green Building Council’s event on the Green Deal in Practice, which offered attendees the opportunity to understand how organisations from across the supply chain were going to deliver the Green Deal.
- Presented an overview and update on the Green Deal at The Heating and Hot Water Industry Council Annual Conference event, attended by approximately 100 senior managers.
- Presented on the Green Deal to Trading Standards Officers from the North East at a Trading Standards Institute event.

**December**
- Hosted a Provider Workshop, to update Authorised Providers on the testing process and next steps. The event was well attended with 22 individuals from 14 Provider organisations.

**January**
- Hosted an Authorised Provider workshop. The event was attended by 12 representatives from 9 Provider organisations.

**February**
- Attended the Green Deal All-Party Parliamentary Group (APPG) meeting on “Capacity, Campaigning and Concerns”.
- Hosted an Authorised Green Deal Provider Workshop. The event was attended by 16 representatives from 11 Provider organisations.

**March**
- Attended DECC’s Green Deal Maximisation Forum, hosted by the EEPB, to explain how the Green Deal monitoring framework would function, along with an update on participant numbers.
- Hosted another Authorised Provider workshop, which was attended by 15 representatives from 9 Provider organisations.
- Supported DECC on the Green Deal Terrace at the Refurbishing Britain Stand at EcoBuild 2013, and had the opportunity to answer many existing and potential market participant questions during the three day exhibition.
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| - Presented an update on the latest developments on the Green Deal and Energy Company Obligation (ECO) at the National Insulation Association's (NIA) Green Deal/ECO Briefing event.  
- Presented about the GD ORB role and responsibilities and GDAA processes at the Green Deal Provider Steering Group meeting.  
- Presented and answered questions on the Green Deal, the GD ORB's role, how to become Green Deal authorised and the MCS Competence Criteria at the Summit Skills S/MSAG Joint Seminar. | - Hosted a series of Provider Workshops. The events had a total of 40 representatives from 32 Providers, and two thirds reported that their objectives were met and that they were either satisfied or very satisfied with the workshops overall. |

**June**

- Hosted a further Provider Workshop offering guidance to organisations that have recently entered the Provider application process as well as Authorised Providers. There were 7 Providers from 4 Provider organisations that were in attendance. The feedback was positive, with delegates stating that all their objectives had been met from attending the day.

*Also in June.....*

Following consultations with the relevant stakeholders at the Stakeholder Consultation Group meeting, it was agreed that Suppliers may resolve Green Deal complaints resulting from Supplier billing and collection errors where there is a disparity between the GDCC charge on the customer's bill and the charge agreed upon signing their Green Deal Plan.

To report these complaints, Suppliers will submit a monthly report encapsulating data relevant to Green Deal Charge complaints using the Reporting Tool.
Annex E: Green Deal Participant Standards

The various Green Deal participants operate under a number of standards and practice requirements. All Green Deal participants must abide by the general provisions of the Code of Practice (CoP) and of the licence or sub-licence conditions on use of the Green Deal Approved Quality Mark. **Green Deal Providers** must also abide by specific detailed provisions in an Annex to the CoP, covering the process of arriving at and delivering a Green Deal plan to the consumer. Their compliance to the Code is monitored by the GD ORB.

**Green Deal Assessor** Organisations must adhere to a detailed Specification that applies to them as well as the CoP. The **Green Deal Advisors** they employ must adhere to the National Occupational Standards for their work, designed to ensure accurate impartial Green Deal Advice Reports are produced. Compliance is monitored by Certification Bodies (CBs) accredited to certify Assessor Organisations, who also have responsibility for ensuring ongoing compliance with the relevant provisions of the CoP.

**Green Deal Installers** must adhere to the relevant requirements of PAS 2030, which sets out the specifications for the installation of all the measures that can be installed under the Green Deal, designed to ensure that only appropriate measures are installed, and installed correctly. Compliance is monitored by Certification Bodies accredited to certify installers, who also have responsibility for ensuring ongoing compliance with the relevant provisions of the CoP.

**Green Deal Certification Bodies** must themselves be accredited by UKAS to certify Green Deal Installer and Assessor Organisations. That is, they must meet the terms of the relevant specification: PAS 2031 (for Certification Bodies who certify installers) and the Specification for Certification Bodies Certifying Green Deal Assessor Organisations. Both specifications set out the ongoing surveillance that Certification Bodies must carry out on their certified organisations. Certification Bodies must also abide by an Annex to the CoP specific to them, which includes the requirement to “take appropriate steps to ensure [their certified organisations] continue to comply with the Code of Practice’s requirements”. As with Providers, the GD ORB’s monitoring of Certification Bodies’ compliance includes verifying that Certification Bodies have adequate procedures in place to ensure compliance is maintained by Green Deal Assessors and Installers.

The Green Deal Approved Quality Mark must only be used by authorised participants. The GD ORB is responsible for monitoring the use by unauthorised participants and taking enforcement action where it is discovered. The GD ORB also is responsible for auditing Certification Bodies’ and Providers’ adherence to the Quality Mark licence.
Annex F: Monitoring in Year 1

The GD ORB is committed to ensuring that all Certification Bodies and Providers will be audited in their first year of Green Deal operation and to that end, has already commenced the Certification Body audits. The early findings are being analysed and a detailed final report will be shared with DECC. The GD ORB has set out a plan of action that will see an average of 6-8 active Providers audited per month during Year 2. Audits will be able to focus on every key aspect of Providers' work, and a key outcome will be the GD ORB working closely with participants to ensure non-compliances are addressed.

As with other deliverables, Year 1 monitoring was focussed on setting the foundations, expectations and procedures to enable activity to ramp up in Year 2. The GD ORB commenced a mystery shopping exercise of assessments to monitor early trends, and held workshops for Providers, Certification Bodies and consumer protection bodies to finalise and communicate the Monitoring Strategy, as well as writing detailed audit questionnaires, auditor guidance documents and scoring mechanisms. This exercise led to the GD ORB contributing changes to the Code of Practice to further improve its robustness.
Annex G: References


[ii] See 2.1 Registration and Authorisation of Participants, and Annex A: Participant Stats for information on the numbers of participants registered and authorised

[iii] See 2.2 Management Functions, which summarises activities undertaken in these areas.

[iv] See 2.2 Management Functions, which summarises activities undertaken in these areas.

[v] See 2.3 Monitoring and 2.4 Non-compliance and redress, which set out the GD ORB’s approach to this activity.


[vii] See 2.3 Monitoring and 2.4 Non-compliance and redress, which set out the GD ORB’s approach to this activity.


[ix] See 2.3 Monitoring and 2.4 Non-compliance and redress, which set out the GD ORB’s approach to this activity.

[x] See 2.2.5 Green Deal Arrangements Agreement (GDAA), for details of activities undertaken in this area.


[xiv] http://www.greendealorb.co.uk/green-deal-participant-register


[xvi] The Microgeneration Certification Scheme (MCS) is an industry-led and internationally recognised quality assurance scheme, supported by DECC, which certifies microgeneration products used to produce electricity and heat from renewable sources. MCS also certifies installation organisations to ensure the microgeneration products have been installed and commissioned to the highest standard for the consumer. See http://www.microgenerationcertification.org/.


[xviii] http://www.greendealorb.co.uk/admin/companies/.

