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# Policy Context to The Requirement

DESNZ are seeking to commission **two evaluations within this contract**. The first requirement is for the process and impact evaluation of the second wave of the Home Upgrade Grant scheme (HUG2). The second requirement is a much smaller Delivery Model evaluation to assess the new Delivery Agent and Delivery Partner model used for HUG2 and the Social Housing Decarbonisation Fund (SHDF) Wave 2.1.

In this specification we will outline the requirements for both evaluations. The next section will outline the specification for the HUG2 evaluation, with the specification for the Delivery Model evaluation [on page 26](#_Delivery_model_evaluation).

## **HUG 2 evaluation**

The Home Upgrade Grant (HUG) is a grant scheme made up of several phases that will provide energy efficiency measures and low-carbon heating to low-income households (those under £31,000 per year) living in the worst-performing, off-gas-grid homes (those with Energy Efficiency Rating (EER) Band D, E, F and G) in England.

HUG is delivered via grant funding which is awarded to successful Local Authorities (LAs) who identify households that are eligible for upgrades under the scheme criteria.

The scheme aims to tackle fuel poverty and make progress towards the UK’s wider net zero targets.

The Heat and Buildings strategy sets out the government’s plan to significantly cut carbon emissions from the UK’s 30 million homes and workplaces in a simple, low-cost and green way whilst ensuring this remains affordable and fair for households across the country. Like the transition to electric vehicles, this will be a gradual transition which will start by incentivizing consumers and driving down costs.

There are about 30 million buildings in the UK. Heating these buildings contributes to almost a quarter of all UK emissions. Addressing the carbon emissions produced in heating and powering our homes, workplaces and public buildings can not only save money on energy bills and improve lives, but can support up to 240,000 skilled green jobs by 2035, boosting the economic recovery, levelling up across the country and ensuring we build back better.

The Government has so far allocated £850 million to the first two phases of HUG (HUG1 and HUG2) of a proposed £2.5bn spend. Funding will be delivered from early 2022 to March 2025 in two phases as follows:

* **HUG 1**: £218m of LAs projects have been funded under the first Phase of HUG which was delivered from early 2022 to March 2023.
* **HUG 2**: Up to £630m is available for area-based delivery between April 2023 – March 2025. In Round 1 of the HUG 2 Outline Application window, £472m was allocated to 239 LAs. In Round 2 of the HUG 2 Outline Application window, £111.38m was allocated to 47 LAs.

### Funding of upgrades for off the gas grid homes:

Funding is allocated to projects according to the measurers being installed. The maximum grant that can be given to a project depends on the measures being installed and property characteristics (see table below) as well as housing tenure.

**Table 1: Overview of the HUG2 cost caps on upgrades by property archetype and measure**

|  |  |  |
| --- | --- | --- |
| **Energy efficiency cost cap (£)** | | |
| ***Archetype*** | ***Cavity wall*** | ***Solid wall*** |
| Flat | £3k | £9k |
|  |  |  |
| Mid-terrace | £8k | £15k |
| End of terrace/semi/detached | £12k | £24k |
|  |  |  |
| **Clean heat cost cap** |  |  |
| ***Archetype*** | ***Cavity wall*** | ***Solid wall*** |
| Flat | £5K  £14K  £14K | |
| Mid-terrace |
| End of terrace/semi/detached |

[[1]](#footnote-2)

The scheme requires contributions for some tenure types towards the cost of the upgrades. Under the current rules of the scheme private landlords are required to contribute a third of the costs of upgrades. Where a property is rented to tenant(s) by a social landlord, the landlord will be required to fund at least half of the cost of the upgrades. The remaining costs will be provided by HUG 2 funding up to the respective total cost caps outlined below. DESNZ may amend the cost caps during the Funding Period by reasonable notice in writing in order to respond to market conditions or other considerations

Previous local authority delivered energy efficiency grants have been awarded to LAs via a competition model, where LAs compete against each other to secure funding. HUG2 uses a Challenge Fund Model. The Challenge Fund model has three stages:

1. **Outline Application Stage:** All LAs who have applied are assessed against a minimum criterion and all LAs who meet this are allocated funding
2. **Delivery Assurance Checks (DACs):** The DAC stage monitors plans submitted at the outline application stage to check adequate progress has been made on project resourcing, procurement, their immediate ability to begin upgrades, any revised project delivery forecasts or project plans.
3. **Batch Application Stage:** If an LA passes the DAC they then can submit batches of homes which they plan to retrofit for approval to upgrade.

Once LAs have completed the process for each batch funding will be released to upgrade the homes. The benefits of this new process are anticipated to be **greater benefits reliastion, greater control over payments and financial risk, broaden coverage of LAs and greater control over inflation, NPV, and value for money.**

## **Delivery model evaluation**

For policy context to the Delivery Model Evaluation, please see the [‘introduction’ section](#_Introduction_1) of [the specification for that project](#_Delivery_model_evaluation).

# HUG2: The requirement

## **Aims & Objectives**

The primary purpose of HUG 2 is to raise the energy efficiency rating of low income and low Energy Efficiency Rating homes that are off the gas grid. This funding will also support low income households with the transition to low-carbon heating. The 2 key aims are therefore:

1. To deliver **progress towards England’s statutory fuel poverty target** to improve as many D, E, F or G rated fuel poor homes as reasonably practicable to a minimum energy efficiency rating of C by the end of 2030, and an interim milestone of D by 2025.
2. To deliver **progress towards the UK’s statutory target for net zero greenhouse gas emission** by 2050; and **enable the delivery of the wider policy package to phase out high-carbon heating for homes off the mains gas grid** this decade by growing supply chains and ensuring such policies do not act to the detriment of fuel poor households.

DESNZ are seeking to commission **a comprehensive evaluation** of the HUG 2 scheme. The key driver of this requirement is **to understand the extent to which the scheme is meeting its objectives and how**, to enable evidence-based future policy design and best practice in delivery management**.**

While the scheme’s internal monitoring process will provide a robust account of whether the scheme is delivering target outputs, it does not describe how they do so. It will only model whether these outputs are actually translating to the expected outcomes, and will not account for how or why these result in the intended longer-term impacts. An evaluation of the scheme is required to address these gaps.

This evaluation design will therefore have two main components, which will collectively interrogate each section of the scheme’s Theory of Change (see Annex A) and deliver a final evaluation report providing a comprehensive assessment of the entire scheme across its lifetime.

1. **A process evaluation** will measure and assess how the scheme is being delivered, and the extent to which this aligns with the original design.
2. **An impact evaluation** will assess the extent to which the delivered outputs are driving change in DESNZ’s strategic objectives.

When preparing their bid, bidders must demonstrate how their proposed methodologies for both the process and impact evaluation will address DESNZ needs within the project timeframe and budget, the rationale for their choice, and how it will be quality-assured.

Each component is described in a corresponding sub-section below.

## **HUG 2 Process Evaluation**

The objective of the process evaluation is to assemble and systematically analyse data on stakeholder **scheme participation**, **scheme delivery mechanisms** and **stakeholder experience**, to effectively describe:

* The scheme’s progress and achievements against its intended output goals;
* The effectiveness of the intervention in achieving these outputs against DESNZ’s expectations;
* The lessons learned in delivery for DESNZ and other stakeholders;

The process evaluation will collect new and assemble existing evidence from the following stakeholders:

1. The funding organisation with ultimate oversight (DESNZ)
2. The grant recipients (Local Authorities)
3. The frontline delivery organisations (installers and their sub-contractors)
4. The ultimate beneficiaries (households and landlords of in-scope properties)
5. The immediate delivery supply chain (inc. LA delivery partners, retrofit coordinators and manufacturers **directly** engaged by LAs)
6. The Technical Assistance Facility (TAF) providing support to LAs
7. The contracted Delivery Partner (DP) and Delivery Agent (DA) for the scheme

This evidence will be used to answer a pre-defined series of process evaluation questions. These, along with some suggested data sources to inform this analysis, have been detailed in the [process evaluation methodology section](#_Overall_Proposed_timeline) below.

## **HUG 2 Impact Evaluation**

The objective of the impact evaluation is to quantify the scheme’s impact in six main areas, structured around the scheme’s key benefits.

This will assess **whether the intended impacts occurred for the target populations**, and the extent to which these can be **attributed to the scheme**.

The following impacts should be assessed in the impact evaluation:

1. Reduced energy consumption for households
2. Reduced carbon emissions for households
3. Bill savings for households
4. Reduced Fuel Poverty for households
5. Growth of the domestic energy efficiency retrofit market
6. Improved physical and mental health for households

The specific evaluation questions (EQs) that have been formulated to assess these impacts, along with a summary of suggested methods to drive these assessments, have been detailed in the [impact evaluation methodology section](#_HUG_2_Impact) below.

**NB**: DESNZ have included the option where analysis of NEED data is conducted to complement the impact evaluation analysis. However, there is a two-year lag before NEED data becomes available, so this would not be possible until 2027. Because of this DESNZ requires that an impact analysis is conducted prior to this with an output in 2025. If a bidder proposes to use NEED data as part of their methodology, DESNZ retains the right to choose not to go ahead with this element of the analysis.

## HUG 2 Support for internal Cost Benefit Analysis

DESNZ will be conducting an **internal** Cost Benefit analysis (CBA) that is outside the scope of this contract.

The winning supplier, however, will be expected to work with DESNZ economists to support the internal CBA, through the development and communication of analysis from relevant impacts in the impact evaluation. Economics expertise is not required for this support. They will be expected to consult DESNZ economists during impact evaluation development, ensure that the analysis is appropriate for the needs of the Economist team, present relevant findings when available, and brief the team on the methods used to produce these (and associated limitations).

Initial engagement is expected to happen during the scoping phase in [workstream 1](#_Workstream_1:_Impact), to make sure the bidder understands the needs of the economists who will be conducting the internal cost benefit analysis. After the impact evaluation evidence has been gathered, the bidder will be expected to communicate the relevant evidence with the economists team during [workstream 15](#_Workstream_15:_Synthesis).

NB. That the winning supplier **will remain responsible for producing and quality assuring all impact evaluation measures** feeding into the internal CBA, and to work with our in-house team to ensure outputs are usable for this purpose.

# HUG 2: The Method

## **Data collection**

The [process](#_Overall_Proposed_timeline) and [impact](#_HUG_2_Impact) evaluations will require a combination of primary and secondary research.

**Fieldwork** will be necessary to collect the information required to answer the EQs on all three themes. At a minimum, DESNZ requires that fieldwork be carried out with the following audiences:

* Scheme participants (owner occupiers and landlords);
* Employees of Local Authorities responsible for delivering the schemes;
* Installers and supply chain representatives involved in delivering the scheme (including LA delivery partners and retrofit coordinators).

DESNZ is able to supply contact information (from delivery team resources or scheme data) for all these audiences (for more detail, see [Workstreams 2-11](#_Workstreams_2-11:_Primary) below), although quality and completeness is subject to the performance of scheme monitoring, which is unknown at the time of writing.

DESNZ suggests two waves of data collection to allow the research to capture insights at different points in delivery.

For surveys this may either take a longitudinal approach, or cross-sectional (targeting two different samples at different points in delivery). Bidders must outline which approach they intend to take and the benefits of doing so in their bid. For their proposed approach, bidders should describe how it is able to address the following considerations:

* **Allow sufficient time for delivery to progress**: learnings from the Green Homes Grant Local Authority Delivery (LAD), a previous LA delivered retrofit scheme, indicate that several months are required before a high-enough volume of installations have taken place to warrant and/or enable fieldwork to launch.
* **Engage participants in a reasonable timeframe**: In addition to the above considerations around letting enough delivery time elapse before engaging participants, it is also important not to let too much time elapse between delivery or receipt of a measure and fieldwork, as this might negatively affect participant recall and engagement.
* **Experience of a winter season**: in addition to the above listed considerations, a proposed waved approach to fieldwork allows households to experience a winter heating season with their installations prior to being surveyed or interviewed without letting too much time elapse following receipt of a measure.
* **The range of experiences we are interested in asking scheme participants about:** one the one hand we want to know about their experience of the scheme and installation (nearer the start) whilst also capturing their perception of impacts on their home and lives as they experience and live with their measures**.**
* **Avoiding overburdening stakeholders**: the evaluation data collection proposal needs to consider the benefits of multiple data collection from stakeholder especially LA and installers with the need to avoid overburdening groups who are being researched within this evaluation as well as more widely

The below table sets out a proposed sampling framework for the primary research data collection with the expected number of participants for both the survey waves and qualitative interviews. Bidders may suggest alternative sample frames if they provide a clear rationale.At a minimum, we require bids to outline sample frameworks and sampling strategy for any primary research. We expect that this will consist of surveys and depth interviews with each stakeholder group of interest, and illustrate how this fieldwork is distributed over time.

**Table 2: Sampling framework format for data collection**

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholder group** | **Research type** | **Indicative numbers** | |
| **Wave 1 (in the first year of the scheme)** | **Wave 2** |
| LAs | Online survey/census | 200  (this may be in waves if deemed beneficial) | |
| Depth interviews | 20 | 20 |
| DESNZ delivery team | Depth interviews | 3 | 3 |
| TAF representative | Depth interviews | 4 |  |
| Scheme participants (owner occupiers and landlords) | Online survey | 2500 | 2500 |
| Depth interviews | 60 | 60 |
| DESNZ Delivery Partner and Delivery Agent | Depth interviews | 6 | 6 |
| Installers | Online survey | 400 (this may be in waves if deemed beneficial) | |
| Depth interviews | 30 | 30 |
| LA Delivery Supply chain / commercial partner representatives | Telephone survey (assuming viable) | 100 | 100 |
| Depth interviews | 30 | 30 |

We have not outlined a timetable for when the different stakeholder group fieldwork will take place. This is to allow for flexibility in prioritising evidence gathering from certain stakeholders in response to policy needs, and will be decided in discussion between the successful bidder and DESNZ. Bidders should note that parallel DESNZ-owned fieldwork will also be taking place with some stakeholders, and should consider how to schedule and co-ordinate fieldwork with DESNZ to ensure that burden on these groups is minimised.

The duration of each survey and interview is expected to be proportionate to the evidence need from that group, but is expected to be no greater than 30 mins per survey, and 60 mins per interview. Voucher incentivisation may be employed for installer and household groups, based on their relative recruitment difficulties. The number and format of interviews will vary according to the methodology set out by each bid, and we will set no minimum number.

We have suggested ‘online’ as the preferred mode for all surveys, on the basis of value for money and assumption that mandatory scheme contact data is available at sufficient volumes and quality to support this approach. However we expect bidders to consider and outline in their bid how they will make their survey accessible and of minimal burden to participants. For example, for those who are digitally excluded, his may involve contacted by post with a link to the online survey, with alternative arrangements to the online survey for those groups. For groups with a high existing research burden (such as installers), we welcome proposals from bidders that will drive greater engagement while keeping burden low.

## **HUG 2 Process evaluation**

In consultation with the HUG policy and delivery teams, we have drafted a set of **24 priority process evaluation topics** to address, across three major themes: **Pre-Delivery Mechanism**, **Delivery Mechanism** and **Stakeholder Experience**. The full set of **43 specific questions** to address under these topics can be found in [Annex D](#_Annex_D:_HUG). These questions do not overlap with the impact evaluation questions in the next section.

**Table 3: HUG2 process evaluation topics and themes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Theme** | **Sub-theme** | **No.** | **Topic** |
| Pre-delivery mechanism | Challenge fund model & household recruitment | 1 | Awareness |
| 2 | Application process |
| 3 | Household sign-up |
| 4 | Measures targeted |
| Delivery mechanism | DESNZ to LA Funding distribution | 5 | Funding allocation |
| 6 | Monitoring |
| 7 | Policy |
| 8 | Audit |
| LA Funding to Installation booking | 9 | Overarching Delivery management |
| 10 | Delivery models |
| 11 | Timeliness |
| Installation booking to completion | 12 | Installation management |
| Overall | 13 | Overarching Delivery management |
| Stakeholder experience | LAs | 14 | Engagement |
| 15 | Motivation |
| 16 | Experience |
| Supply Chain (inc. LA Delivery Partners, retrofit coordinators, manufacturers) | 17 | Delivery models |
| 18 | Experience |
| 19 | Barriers |
| Installers | 20 | Overarching Delivery management |
| 21 | Barriers |
| 22 | Experience |
| Households / Landlords | 23 | Quality and Experience |
| 24 | Satisfaction |

The research methodology (outlined in the following section) would aim to address these questions through conducting a mix of **primary research** with the above stakeholder groups, outlined in the data collection section, and **secondary research** on existing scheme data, including scheme application forms, DESNZ administrative data and 3rd party datasets that DESNZ existing access and data sharing permissions for. Some questions can only be covered by a single stakeholder type, but more complex ones should be answered by triangulating responses from multiple stakeholder perspectives.

If these questions can be adequately addressed for the scheme as a whole, and ideally also where distinct delivery models have been employed, DESNZ will obtain a strong understanding of the real world end-to-end delivery process of the scheme, and how it is experienced by all key stakeholders.

We require that the process evaluation methodology is capable of answering the research questions through a blend of **qualitative and quantitative research which is then synthesised within a framework aligned to the process evaluation questions**, and **thematic analysis** of the assembled data for each question. We expect the completed evaluation to produce a considered answer to each question, and a qualifier on the degree of certainty attached to each conclusion.

To assist bidders, in [Annex D](#_Annex_D:_HUG) we have also provided a list of potential available data sources (including their types, modes and limitations) that they may wish to use to address each topic and question.

## **HUG 2 Impact Evaluation**

The following impacts from the scheme’s Theory of Change (Annex A) need to be assessed in the impact evaluation:

1. Reduced energy consumption for households
2. Reduced carbon emissions for households
3. Bill savings for households
4. Reduced Fuel Poverty for households
5. Improved physical and mental health for households
6. Growth of the domestic energy efficiency retrofit market

We advise that the impact evaluation use **quasi-experimental methods** to address the above impact where this is practical, and **theory-based evaluation methods** in all remaining instances.

We require that the proposed methodology is capable of answering **all research questions** set out in [Annex E](#_Annex_E:_HUG). Once the evaluation is complete, we would expect it to produce a considered answer to each question, and a qualifier on the degree of certainty attached to each conclusion. We have provided a suggested set of data sources for the impact evaluation in [Annex G](#_Annex_G:_Potential).

The following outcomes and impacts are also in the ToC, but are **out of scope for the Impact evaluation**:

* Warmer homes with ‘levelled up’ households
* Improved quality standards
* New installations of high quality
* Increased consumer protection and satisfaction
* Increased availability of insulation and low carbon heating products
* Transition in heating system installations from fossil fuels to low carbon

We expect bidders to cover these themes under the proposed questions in the **process evaluation** only, measuring trends and outcomes through data collection and analysis of secondary data (scheme and wider). We are **not** asking bidders to provide rigorous impact evaluation methods allowing attribution for these.

### (i-iii) Reduced energy consumption, Bill savings, Associated carbon savings (counterfactual only)

DESNZ requires a **counterfactual analysis** for this workstream.

Bidders should specify how they propose to address the following question covering impacts i-iii:

**How effectively has HUG2 achieved its intended environmental and social benefits, specifically in energy, carbon and bill savings?**

When identifying quasi-experimental approaches to assess the additionality of HUG2 relative to energy, carbon and bill savings, bidders should consider the following points:

* **Multiple variables affecting energy savings** that will need to be taken into consideration, including characteristics of the measure installed, the property and the occupants.
* **Energy use should be considered both in terms of the thermal performance of the building, and the energy consumption of the occupants.** For example, bidders’ proposals might consider the possibility that the retrofit technologies were installed and operate as intended, directly affecting the *theoretical* performance of the building, but any *actual* energy savings observed are impacted by behavioural changes to consumption patterns. We welcome bidders’ proposals for how to handle this challenge, and in particular *if* it’s possible to measure the extent to which changes in consumption patterns can be attributed to HUG2 installations.
* **There is no easily accessible control group** of substantial size (due to the scheme’s qualifying criteria not being fully identifiable from existing secondary data).

The following evaluation questions need to be addressed by this analysis:

* To what extent have the homes of the target population been made warmer and more comfortable? (EQ4)
* To what extent has the target population’s energy bills changed after installation of measures? (EQ5)
* To what extent has the scheme driven all these changes (in EQ4 and EQ5)? (EQ6)
* To what extent has the scheme driven a transition to low carbon heating in this population, both individually and as part of DESNZ’s domestic low carbon heating policy portfolio? (EQ7)
* Post-delivery, how close is the target population’s carbon output to the target set in carbon budget 4 (2023-2027)? (EQ8)

DESNZ warmly welcomes innovative ideas and approaches from bidders. If bidders do propose a quasi-experimental approach, these could potentially include, but are not limited to, a difference-in-difference design, regression discontinuity design, or propensity score matching with a comparison group of those not eligible for HUG2.

DESNZ suggests that analysis of the change in energy use which can be attributed to HUG2 (the ‘energy savings’) are then used to model the additional carbon and bill savings of HUG2 by using the relevant fuel and carbon prices and conversion factors[[2]](#footnote-3), rather than measuring these directly.

As well as findings from relevant fieldwork the following data sets may be used to assist the counterfactual energy analysis:

1. The **National Energy Efficiency Data-Framework** (NEED)

NEED is a data framework that matches gas and electricity consumption data with information on energy efficiency measures installed in homes. The dataset is owned by DESNZ and requires legal documentation (e.g. data sharing agreement) to access.

1. **Smart Meter** data.

Smart meters are devices installed in individual homes which record electricity use. Smart meter data is owned by the [Data Communications Company](https://www.smartdcc.co.uk/) (DCC) and collected and analysed for DESNZ by the [Smart Energy Research Lab](https://serl.ac.uk/) (SERL) based within UCL, and requires a funded data sharing process to access.

Both data sources provide information on actual household energy use independently of scheme participation, and therefore have potential to be used for a **counterfactual analysis**. There are however considerations and trade-offs with regards to each:

* Smart meter data is available in real-time and therefore can be analysed without a lag, as soon as access is arranged. Data is not however available for all households, as only about 51% of UK households have a smart meter7. **Accessing this data is complex**: a contract with SERL[[3]](#footnote-4) is required, as they already have the infrastructure required to get the data from the DCC. They can then pass the dataset through to DESNZ to undertake the analysis on DESNZ’s behalf. This raises the admin and resource cost of accessing Smart meter data, as there is a **substantial fee associated with using SERL**. Current estimates are **around £80k** for a target sample of 3,000, including data management, data collection and provisioning fees, and managing postal consents.
* NEED data provides meter consumption estimates for around 94% of total dwellings in England and Wales and can be accessed within DESNZ. On the other hand, there is a two-year lag before NEED data becomes available. Due to the time lag on being able to access this data, DESNZ have suggested that this could be incorporated into the impact analysis with an **additional analysis and reporting in 2027** specifically covering this, and has budgeted for this option (subject to a break clause in the contract).

Bidders should consider the feasibility and trade-offs of using these or other data sources when they propose their impact evaluation methodologies.

**The final scope of this analysis will be agreed with the successful supplier during the impact evaluation scoping stage,** where DENZ will confirm if the lag in NEED data supply can be improved, and whether some or all processing and analysis of the data can be brought in-house.

### (iv) Reduced Fuel Poverty for households (QE if possible, else descriptive)

DESNZ requires either a **quasi-experimental analysis** (preferred) or **descriptive analysis** for this workstream.

Bidders should specify how they propose to address the following questions under this Impact:

* Is the scheme reaching those at risk of Fuel Poverty? Could it reach them more effectively? (EQ1)
* To what extent is the scheme moving the target population out of Fuel Poverty? (EQ2)
* In what direction, and to what extent has the target population's energy use on heating changed after installation of measures? (EQ3)

For this purpose, DESNZ requires the Fuel Poverty status of households to be determined under its LILEE definition[[4]](#footnote-5), which considers a household to be fuel poor if:

* they are living in a property with a fuel poverty energy efficiency rating of band D or below, and
* when they spend the required amount to heat their home, they are left with a residual income below the official poverty line

For this analysis, DESNZ recommends that scheme or TrustMark data is used to capture property EPC rating (as the scheme requires pre and post-installation EPCs that are recorded in scheme data), and that household income is captured through surveys, or an alternate data source suggested by the bidder, as this is not available to DENZ from existing secondary data. DENZ will be able to provide the successful bidder with standardised survey questions to capture household incomes for use in this analysis.

### (v) Improved physical and mental health for households (QE if possible, else TB)

DESNZ requires either a **quasi-experimental analysis** (preferred) or **theory-based analysis** for this workstream.

Bidders should specify how they propose to address the following question under this Impact:

* To what extent, and in what ways have physical and mental health outcomes changed for the target population?  (EQ16)

This could be assessed through a difference in difference design (or a regression discontinuity design based on household income) using survey health and wellbeing measures (such as the standardised ONS question) or else modelled using a method BEIS’s Health Impacts of Domestic Energy Efficiency Measures (HIDEEM).

It is likely to be challenging to conduct a quasi-experimental approach to assess the scheme’s impact on **physical and mental health outcomes** for the target population (EQ 11), as DESNZ does not have any current activities or plans to access and link health data (such as NHS or ONS health surveys) to participant households. Alternative measures could include use of harmonised ONS wellbeing questions to measure household wellbeing impact sizes, (which would entail fieldwork with scheme participants), or a modelled approach based on known building characteristics from scheme data or fieldwork, such as BEIS’s Health Impacts of Domestic Energy Efficiency Measures (HIDEEM) model. Should a quasi-experimental approach not be feasible, then a theory-based approach using representative survey data may be used to assess these impacts.

### (vi) Growth of the domestic energy efficiency retrofit market (TB, else QE if possible)

DESNZ suggests a **theory-based analysis** for this workstream as being most feasible, but welcomes quasi-experimental approaches.

Bidders should specify how they propose to address the following questions under this Impact:

* What is the size of the low carbon and retrofitting installer sector? (EQ9)
* How has the size of the sector changed over time? To what extent can this change be attributed specifically to HUG, or other DESNZ property retrofit schemes? (EQ10)
* Are the types and number of measures installed under HUG 2 (and DESNZ's wider domestic retrofit portfolio) sufficient to be on track to meet DESNZ carbon Budget targets in this area? (EQ11)
* To what extent is it feasible to expand this or similar schemes in future to better meet these targets? (EQ12)
* How has the availability of energy efficiency measures changed over the scheme's lifetime? Is it sufficient to meet the scheme's needs? (EQ13)
* Will there be future production capacity in the supply chain to support an expansion of related and successor schemes? (EQ14)
* What are the actual average costs of installing the most common combinations of measures? (EQ15)

The following elements should be assessed as part of this analysis:

* **New and permanent supply chain job creation:** existing datasets (such as IDBR or Companies House) can be used to assess whether any changes can be observed within individual organisations (and therefore inferred for the wider installer sector) as a result of scheme participation. DESNZ recommends a contribution analysis approach, using fieldwork data from installer surveys and interviews to triangulate evidence and explore attribution to the scheme.
* **Increased availability of insulation and low carbon heating products:** fieldwork with supply chain representatives can be used to shed light on changes to measure availability as well as the capacity to support future expansion. The average cost of installing combinations of measures can be deduced using scheme delivery data.
* **A supply chain of insulation and low carbon heating installation sufficient to decarbonise off-gas grid properties as required to meet the UK’s Net Zero target**: data analysis of the types and number of measures installed under the scheme could be used to determine whether HUG 2 is sufficiently on track to meeting DESNZ’ Carbon Budget targets. Fieldwork with all stakeholder groups (LAs, DESNZ delivery partner, installers, supply chain, households) should be used to gauge the appetite, demand, and ability for future expansion.

DESNZ believes that **Theory-based evaluation methods** are likely to be of most use assessing these questions, particularly on the **supply chain and** the **creation of jobs** (EQs 12-18 and 27-28). This is because of the difficulty associated with establishing a suitable baseline required for a counterfactual analysis of these areas. Theory-based methods can draw from a range of both qualitative and quantitative sources in order to assess an intervention’s impact. They do so by testing whether the causal chains thought to bring about change (in a pre-established Theory of Change as in Appendix A) are supported by sufficiently strong evidence, examining both the **extent** of change and **why** it occurs.

* Specifically, a **Contribution Analysis**approach may be the most suitable to use, as it will be possible to triangulate installation and consumer data from a wide range of sources, including: scheme delivery data, Trustmark and Trustmark audit data, the Inter-Departmental Business Register (IDBR), monthly KPIs & narratives, and fieldwork.
* We will require evaluation contractors to give particular consideration for appropriate sampling and reporting approaches for these populations. This will be especially important for households, to ensure representative findings suitable for sub-group analysis on characteristics of interest (such as ethnicity, fuel poverty status and benefits receipt).

It is expected that different combinations of measures, delivered in different regions that have both different contexts and needs, will produce variable levels of impact across different scheme objectives. **Sub-group analysis of impact evaluation findings would therefore be welcomed.**

However, DESNZ also welcomes **robust quasi-experimental approaches** from bidders that can be feasibly delivered within the required budget and timescales.

Based on these suggested approaches to answering the impact evaluation questions, this evaluation will requireanalysis of both primary and secondary evidence:

* **Fieldwork** will also be required with the stakeholder groups set out in [Annex F](#_Annex_F:_HUG)
* We have provided a summary of **existing datasets**, along with their access requirements and key limitations, in [Annex G](#_Annex_G:_Potential). Most of these can be linked via a property or business identifier, and can be immediately supplied to the winning supplier by DESNZ, subject to a data sharing agreement. We welcome bidders proposing additional or alternative datasets for this purpose.

### **Support for internal Cost Benefit Analysis**

As mentioned previously, we expect the winning supplier to work with our in-house Economist team to brief them on the methods (and associated limitations) used to produce the relevant impact measure analysis, and provide access to the relevant impact measures analysis:

The beneficial impact measures in-scope for this analysis are likely to be:

* Reduced national Fuel Poverty
* Reduction in actual carbon emissions from domestic heating
* Improved public health
* Domestic energy efficiency retrofit is normalised and popular with the general public
* A supply chain of energy efficiency measures sufficient to meet DESNZ's domestic heating Net Zero target
* New permanent jobs supported in the energy efficiency retrofitting sector

It is expected that the analysis from the relevant impacts will be used to test and make sure the economists assumptions for the cost benefit analysis are as robust as possible.

## **Workstreams**

Below is a proposed list of activities or “workstreams” which DESNZ believes is necessary to deliver the specified HUG 2 process and impact evaluation requirements. These are presented roughly in order by output delivery date, timed to meet our evidence needs. Please note, that there is overlap between some activities, and we welcome bids that would deliver workstreams in parallel or a different order, as long as outputs deadlines are met. DESNZ expects the winning supplier to be resourced sufficiently to be able to manage overlapping activities.

DESNZ requires that bidders provide **clear and detailed descriptions of each proposed workstream in their bids**, describing and justifying the proposed methodology.

### Workstream 1: Impact evaluation scoping exercise

DESNZ has done considerable scoping work resulting in the draft theory of change and long list of process and impact evaluation questions in the annex. As a result, we do not think a detailed scoping stage is required for this evaluation but would like the winning supplier to conduct a **light-touch scoping review** in particular for the **impact evaluation** where further work is likely to be most beneficial.

This exercise should focus on identifying the best ways to gather strong evidence and answer the evaluation questions. This would enable the supplier to further familiarise themselves with the area before mapping out data sources and identifying data gaps, working through quasi-experimental and descriptive options, and having conversations with DESNZ colleagues to get a better sense of what is possible.

**Outputs:** a scoping report with recommendations for HUG 2 evaluation amendments to the original bid response, which should include:

* An updated theory of change
* Any amendments or additions to the list of evaluation questions
* Updated impact evaluation methodology plan including, for each impact:
  + data sources to be used;
  + new data which will need to be collected as part of the data collection workstreams below;
  + analysis plan;
  + firm timings for all work.

#### 

### Workstreams 2-11: Primary Research

Workstreams 2 through 11 will produce most evidence collected during the evaluation and primarily involve either quantitative survey work on a representative population sample or in-depth qualitative interviews with a purposive population sample. This data will be used for **both the process and impact evaluations**.

These workstreams have been defined below as suggested by DESNZ. Bidders may however offer alternative structures to the workstreams if they can provide a clear justification.

**Table 4: Overview of primary research workstreams**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Workstream** | **Type** | **Information about population / sample frame** |
| 2 | Installer monitoring survey | Survey | Scheme data contains:  Installer Name  Installer Email Address  Installer Phone Number |
| 3 | Installer qualitative interviews | Depth interviews | As above |
| 4 | Property owner (owner occupiers and landlords) monitoring survey | Survey | Scheme data contains: Property Address (first line)  Town  Postcode  Unique Property Reference Number (UPRN)  Landlord Address (if applicable)  Landlord Postcode (if applicable)  Population: **projected** 34,000 (as per business case) |
| 5 | Property owner (owner occupiers and landlords) qualitative interviews | Depth interviews | As above |
| 6 | Local authority survey | Survey | Email-address  Phone number  Population: 282  Info on the Las in the scheme can be found here <https://www.gov.uk/government/publications/home-upgrade-grant-successful-local-authorities> |
| 7 | Local authority qualitative interviews | Depth interviews | Applicant name  Email-address  Phone number |
| 8 | DESNZ delivery team interviews | Depth interviews | Contact information to be provided by DESNZ |
| 9 | Supply chain representatives survey (depending on viability) | Survey | Contact information to be provided by DESNZ |
| 10 | DESNZ Delivery Partner/Delivery Agent and TAF representative qualitative interviews | Depth interviews | Contact information to be provided by DESNZ |
| 11 | Supply chain representatives qualitative interviews | Depth interviews | Contact information to be provided by DESNZ |

For both qualitative and quantitative data collection and analysis, DESNZ expects (where relevant) that the proposed methodologies will be sufficiently detailed to give a clear understanding of how data collection and analysis will be approached, including an outline of any techniques that bidders expect to use (including testing for statistical significance).

We expect bidders to provide the following information where relevant to each workstream. **This can be grouped together where identical across multiple workstreams:**

*Survey workstreams*

* **Overview of the workstream:** indicating which evaluation questions the workstream relates to.
* **Rationale** for the proposed approach, in brief.
* **Sampling robustness:** the approach to sampling (e.g random stratified) to ensure the most representative sample; proposed strata if using, or subgroups of interest for analysis. Issued sample size; expected response rate, including details on how to minimize participant burden and how you propose to boost response rates, including use of incentives. Final sample size
* **Sample recruitment:** how you plan to obtain contact details, approach and obtain participants, and maintain engagement with participants.
* **Proposed survey mode** (e.g. paper, online, telephone).
* **Proposed questionnaire length** and main topics to be addressed.
* **Development of survey questionnaires**: how will data collection instructions and fieldwork. materials will be developed and, where relevant, piloted.
* **Confidence intervals and weighting** approaches.
* **Timings** for survey waves.
* **Key anticipated challenges** and how you will overcome these.

*Qualitative workstreams (interviews, focus groups)*

* **Overview of the workstream**: indicating which evaluation questions the workstream relates to
* **Rationale** for the proposed approach, in brief.
* **Sampling robustness**: approach to sampling (e.g purposive); sampling criteria chosen and why; source of sample data. Number of participants/interviews/focus groups (both to be initially contacted and final sample size).
* **Sample recruitment:** how you plan to obtain contact details; approach and obtain participants; and maintain engagement with participants.
* **Proposed mode** (e.g. telephone, video)
* **Main topics** to be addressed
* **Development of interview/topic guides**: how you will develop data collection instructions and fieldwork materials and, where relevant, pilot.
* **Proposed interview length.**
* **Timings for fieldwork waves.**
* How you will **minimize participant burden.**
* How you propose to achieve **acceptable response rates**, including use of incentives.
* **Key anticipated challenges** and how you will overcome these.

*Further Methodological considerations*

Where relevant, the following areas should also be considered and addressed in proposals:

* **Accessibility in data collection**: BEIS anticipates that any survey software or digital communications with research participants would be in a format that is compatible with screen readers used by people with visual impairments. A small amount of budget should be set aside by the supplier within the overall evaluation budget to respond to other accessibility requirements (sign language interpretation, large font, etc.).
* **Data capture**: for qualitative data collection, BEIS expects all interviews will be recorded where consent is granted. In addition, a sample of anonymised interview transcripts will be required for BEIS quality assurance purposes. BEIS would also expect there to be an opportunity during data collection to review and revise the topic guides if required, on the basis of initial interviews.
* **Data processing and cleaning**: for quantitative data collection, including handling missing values, non-response and managing outliers.
* **Analysis of qualitative data**: including how themes will be identified and developed, whether analysis will be undertaken within and/or across cases, and how the analysis will be managed across organisations and individuals, if applicable.
* **Quantitative data analytical approach and outputs**: including use of descriptive or inferential analysis, details of any models to be developed and any computational approaches to wave monitoring data, and how an appropriate approach to the analysis will be identified and developed.
* **Budget for any incentives** would need to be covered within the existing price of the evaluation.
* DESNZ expects to have the opportunity to **review and approve** sampling plans, research
* instruments and fieldwork resources.
* Any proposed approach must be compatible with **Government Social Research (GSR) Ethical Assurance for Social and Behavioural Research[[5]](#footnote-6)**.

Other information that bidders should consider:

* **LA surveys**: The proposed workstream 7 above suggests a LA survey. Based on the information on [successful Local Authorities,](https://www.gov.uk/government/publications/home-upgrade-grant-successful-local-authorities) bidders should consider the pros and cons of census or survey methodology for that work strand.
* **Supply Chain representatives survey**: Some Local Authorities will use third parties to help deliver the scheme. This may be retrofit co-ordinators, delivery partners etc. We have suggested a survey with these supply chain partners. Bidders can consider how they will approach sampling this homogeneous group and the viability of this survey, as opposed to other qualitative forms of data collection.
* **Timing of data collection**: We envisage wave 1 data collection happening within the first year of the scheme and feeding into the early insight (May 2024) where possible and interim (process) evaluation report (November 2024) Wave 2 allows follow up to explore impacts of the scheme with the evidence feeding into the synthesis report (which will cover impacts). Within wave 1 bidders may want to consider **structuring data collection in phases** to ensure data is collected in a way that balances volume of scheme delivery with stakeholder recall.

In explaining their approaches to analysis, bidders should illustrate how these will ensure a **credible and impartial outcome** and set out any **potential limitations or sources of bias**.

### Workstreams 12-14: Analysis methods (Quasi-Experimental Impact, Theory based Impact, Process evaluation)

Bidders must specify the methods they will employ to conduct their proposed:

(12) **Quasi-experimental impact analysis**;

(13) **Theory based impacts analysis**;

(14) **Process evaluation**.

We expect the response for each workstream to detail:

* The named **quantitative and/or qualitative analysis method(s)** to be used;
* The **process or impact evaluation questions** these will address.
* The **required data sources** and a summary of how they will be processed) - please see [Annex G](#_Annex_G:_Potential) for a suggested list;
* The **approximate timing of this analysis**
* The **outputs** the analysis will feed into;
* The key **anticipated limitations** of the chosen approach.

For the **process evaluation** workstream (14), bidders should also describe how and when findings from the [Delivery Model Evaluation](#_Delivery_model_evaluation) will feed into their proposed analysis.

**Outputs:** Each workstream will have a corresponding **technical output** detailing all analysis, the methods employed, and research findings. These outputs should be suitable for an internal analyst audience, will not themselves be published (although should directly feed into the winning supplier’s final synthesis report, which will be) , and will primarily be used for joint quality assurance before the wining supplier assembles all components into the final synthesis report.

Bidders should provide the estimated delivery timings for delivery of each output, and specify how they will feed into the Interim report.

*NB. As the QE impact analysis for household energy usage, bills and carbon outputs is to be delivered separately and is optional, this work and output should be detailed separately from other proposed QE impact analysis.*

### Workstream 15: Synthesis and reporting

Bidders must detail how they propose to assemble and **synthesise the analysis from workstreams 12-14** into the following **report outputs**:

* Early insights report
* Interim report of wave 1 fieldwork
* Final synthesis report
* Including NEED meter consumption analysis into the Final synthesis report (if applicable)

Requirements for these outputs are specified in more detail in the ‘[HUG 2 Outputs](#_HUG_2_Outputs)’ section below.

### Ad-hoc research

**Bidders must allocate £60,000 of their proposed costs across the first 3 years of the project** to cover any **expanding research activities** in light of policy questions that come up over the duration of the evaluation. This will allow the evaluation to be agile and able to respond to emerging questions as they arise.

If a need for additional research arose, DESNZ would endeavour to give as much notice as possible, and dates for completion will be agreed between BEIS and the winning supplier. It is expected that the winning supplier will be as flexible as possible with regards to these additional research activities and should be able to mobilise a team to begin work within two weeks. BEIS will endeavour to be reasonable in its requests.

Bidders must be aware that although DESNZ anticipates that these ad-hoc needs are very likely, this is not guaranteed. Therefore, there is a chance that this money will not be spent. As such, BEIS will be under no obligation to use this budget if it is not required. Commissioning of this work will proceed using the contract variation process.

## **HUG 2 Outputs & Timeline**

DESNZ requires the winning supplier to deliver a series of written outputs for the fieldwork and analysis conducted under workstreams 2-14. The full timetable of expected milestone outputs, based on the suggested methodology, is as follows:

**Table 5: Timeline of expected outputs**

|  |  |
| --- | --- |
| **Delivery date** | **Output** |
| ~1 month after each fieldwork batch complete | Fieldwork batch summary reports  One report per fieldwork wave per type (interview / survey) per stakeholder group (e.g. “Summary report for Wave 2 depth interviews with property owners”). |
| April 2024 | Early insights report |
| November 2024 | Interim report of wave 1 fieldwork |
| November 2025 | Process evaluation analysis report + technical report |
| November 2025 | Impact evaluation analysis report (w/out NEED-based energy impacts analysis, if applicable) + technical report |
| December 2025 | Final synthesis report (w/out NEED-based energy impacts analysis, if applicable) + full technical report |
| Summer 2027 | Final synthesis report including NEED-based energy impacts analysis - only if applicable |

**NB.** [**The Delivery Model evaluation**](#_Delivery_model_evaluation) **requires** [**an output in October 2023**](#_Timelines)**. As such we expect bidders to prioritise resourcing on the Delivery Model evaluation for the first 2 months of the contract, whilst also undertaking the scoping workstream for the HUG2 evaluation.**

**NB. As detailed below, the final distinct output is only required if 1) proposing an impact analysis drawing upon NEED data, and 2) the availability lag of this data remains at 2 years. Other than including this analysis, it is otherwise identical to the Final synthesis report.**

**Fieldwork batch summary reports:** brief decks of e.g.5-10 slides summarising findings from each batch of each mode of fieldwork with each stakeholder group (e.g. ‘household survey wave 1), produced shortly after this has concluded. These will include key findings and any relevant qualitative evidence needed to provide full context. These will be in an easy-to-digest format for internal DESNZ stakeholder, making use of bullet points and graphics where appropriate. Please note that these should be products in their own right, rather than a repeat of the Executive Summary of a longer report. It is expected that DESNZ will review two drafts.

**Early insights report:** a short 5-8 page report to summarise the early stage findings of any research that has been conducted to date (drawing on the fieldwork batch summaries), focused on how the scheme is progressing and meeting its objectives. Enabling DESNZ teams to get key early insights into scheme delivery for development of a successor scheme.

**Interim report:** a 30-50 page overview of wave 1 fieldwork and relevant findings, targeted at a general policy maker audience. Evaluators should provide findings from all the qualitative and quantitative research with all stakeholder groups conducted to date, and draw out any key findings from the research. This report may be published by DESNZ on the Gov.uk website.

**Process and Impact evaluation analysis reports:** separate 20-40 page accounts of all analysis conducted under workstreams 12-14, including full methodologies for both data collection and analysis in technical annexes, and findings presented in text, tables and charts. These will not be published themselves, and will primarily be used for internal quality assurance and for the contractor to build the final synthesis report.

**Final synthesis report**: a 50 page report drawing together all final findings from the process and impact evaluation reports to address evaluation themes and questions with a narrative focus. This must also include an accompanying technical report assembling the individual technical annexes from the previous process and impact evaluation reports. The synthesis report should explicitly reach conclusions about the extent to which the HUG 2 scheme met its objectives and the impacts of the policy, and ways in which delivery matched and different from expectations, and offer an actionable set of ‘lessons learned’ for future schemes. This report will be published by DESNZ on the Gov.uk website. *NB. If a NEED data-based approach to household energy usage impacts is chosen, the synthesis report must be updated to include the resultant analysis when available.*

All suggested page counts are exclusive of annexes.

DESNZ requires delivery of the early insights report, interim report and final synthesis report to be accompanied by a digital presentation of results by the winning supplier, of no longer than one hour each.

DESNZ also requires that copies of all datasets created in the course of delivering these workstreams are delivered to the department on or before the end of this contract.

Outputs arising from this evaluation will not routinely be published (other than the synthesis and potentially interim reports) however all non-fieldwork batch summary reports and data tables will be expected to be publication standard, be written within a DESNZ report template and should meet all departmental accessibility and style guidelines which are in place at the time of delivery. DESNZ will provide this guidance.

**For further detail on shared requirements of outputs between the HUG 2 and Delivery Model evaluations, please see the** [**‘Overall scope of outputs’ section**](#_Overall_Scope_of_1) **below.**

*NB. If bidders are submitting a different methodology to the suggested one, they should ensure their timelines will deliver evidence in a similar timescale as above, and still include the specified outputs.*

# Delivery model evaluation specification

DESNZ are seeking to commission two evaluations within this contract. The first requirement is for the process and impact evaluation of the second wave of the Home Upgrade Grant scheme (HUG2), outlined above. The second requirement is for the evaluation of the Delivery Agent and Delivery Partner model for HUG2 and the Social Housing Decarbonisation Fund (SHDF) Wave 2.1.

This specification relates specifically to the Delivery Agent and Delivery Partner model evaluation (hereafter referred to as ‘**the Delivery Model evaluation**’)**.** It is anticipated that this evaluation will entail qualitative interviews, focus groups and secondary data analysis, using a primarily theory-based approach to provide a rigorous understanding of the extent to which the delivery model has achieved its intended benefits. Bidders should note in preparing their bids that DESNZ expects the Delivery Model evaluation to be limited in scale and scope relative to the HUG 2 evaluation.

## Introduction

As part of the delivery model for HUG 2 and SHDF Wave 2.1, both schemes will utilise a **Delivery Agent (DA) to facilitate the delivery of scheme benefits** for HUG 2 and SHDF Wave 2.1, and a **Delivery Partner (DP) to support and monitor the delivery of Local Authority and Social Housing Landlord projects** within the two schemes.

The DA and DP will act as an enabler to the realisation of the HUG and SHDF Scheme benefits, by providing support to the grant recipients to deliver home retrofit projects across the two schemes. The benefits of the DA and DP therefore reflect the role of the two organisations in enabling the realisation of these scheme benefits. These include:

* Supporting delivery HUG and SHDF KPIs and objectives
* Lessons learned to inform different models of retrofit delivery
* Ability to deliver high profile Net Zero schemes (HUG and SHDF) within the constraints of current funding allocations
* Standardisation of processes between the two schemes
* Overcoming grant administration challenges experienced on previous DESNZ Net Zero Schemes
* Improved experience for grant recipients
* Coordination across contracts
* Sharing of expertise and lessons learned between the DESNZ schemes

There is a strategic drive within DESNZ to improve lessons learning, drive efficiencies and find economies of scale (resulting in increased value for money). Following previous waves of the schemes it has been recognised that there is a need for additional support and oversight of Local Authority and Social Housing Landlord projects to enable successful and effective delivery at scale. T

The DA-DP approach offers DESNZ the opportunity to explore different models of grant administration of retrofit delivery and, in particular, working with the DA will inform DESNZ’s understanding of the competences and capacity required to deliver these schemes via an external partner, and at scale.

### Social Housing Decarbonisation Fund

The 2019 Conservative manifesto includes a £3.8 billion commitment through the SHDF for investment up to 2030. The SHDF focuses on improving the energy performance of Social Housing in England, where c. 1.2 million of approximately 4 million Social Homes are below Energy Efficiency Rating (EER) C. Through the installation of energy efficiency measures and low carbon technologies, the scheme aims to reduce bills, improve thermal comfort, and reduce the number of tenants in fuel poverty. It will also build capability in the supply chain and social housing sector, developing knowledge and capacity to deliver social housing retrofit and beyond.

The SHDF Main Fund has taken a waved approach, designed to enable each wave to reflect the current context whilst also remaining focused on delivering the anticipated Programme outcomes. SHDF Wave 2.1, alongside HUG 2, will deploy the combined Delivery Agent Delivery Partner delivery model, and is therefore in scope of this evaluation. Further detail on SHDF Wave 2.1 can be found via the online Competition Guidance.[[6]](#footnote-7)

SHDF Wave 2.1 is subject to an independent process, impact and economic evaluation, led by IFF Research Ltd. in a consortium with Technopolis, UCL and BRE, which will run from December 2022 to March 2026. The ToCs for SHDF Wave 2.1, developed as part of the evaluation, are included in [Annex B](#_Annex_B:_SHDF) for information.

### The Delivery Agent

For both HUG2 and SHDF Wave 2.1, DESNZ will use a Delivery Agent to support the delivery of scheme benefits. Using a Delivery Agent (DA) will enable DESNZ to develop an intelligent client model, where the DA organisation handles project issues and escalations. It is anticipated that developing competences and capacity within the DA organisation may allow for greater flexibility and access to technical specialists than is currently possible through in house resources, in particular, their experience in handling fraud. This will support the capabilities of the Net Zero Domestic Fraud team as well as local authority and social housing landlord projects, and the technology they are able to deploy to manage scheme delivery. The DA will also enable DESNZ to bring the HUG and SHDF schemes together into a consistent approach to retrofit.

Salix Finance Limited, a non-departmental public body, has been appointed as the Delivery Agent and will own the Delivery Partner contract. Salix is presently the delivery partner for the Government’s Public Sector Decarbonisation Scheme (PSDS) and the Low Carbon Skills Fund (LCSF). These projects provide grant funding to public sector organisations for heat decarbonisation and energy efficiency projects to reduce greenhouse gas emissions from public sector buildings.

### The Delivery Partner

HUG2 and SHDF Wave 2.1 will use a Delivery Partner (DP) to support and monitor the delivery of the schemes. The DP will provide the following services:

* **Implementation and Mobilisation** - Support with drafting and finalising products and processes necessary to support Grant Recipients.
* **HUG Batch Support Process** – Managing the assessment of ‘Delivery Assurance Checks’ and drawdown of funding in relation to batches of properties.
* **Scheme Project Assurance & Support** - Monitoring the performance of grant recipients against project objectives and providing appropriate intervention and support including from technical experts to underperforming grant recipients.
* **Project Remediation** - The production and execution of Grant Recipient ‘Remediation Plans’ when major delivery risks and issues (including underperformance) are identified which need to be actively managed to mitigate DESNEZ risk exposure.
* **Fraud Prevention and Error Management Support** – Service to deter, detect, and resolve cases of fraud, error, and non-compliance in the delivery the grants, including assessing the fraud controls of grant recipients and the investigation of suspected fraud.
* **Scheme Continuous Functions** – The provision of leadership, programme management and appropriate administration to ensure delivery of contractual obligations.
* **Exit Management** - Regular maintenance of exit plans and management of scheme closure in-line with exit plan and contractual obligations.

The DP model is a well-known delivery model to DESNZ, for example SHDF have used a DP in both the earlier Demonstrator pilot and the first wave of the SHDF Main Fund (Wave 1).

PWC in a consortia with ARUP and Turner and Townsend (T&T) have been appointed as the DP for an initial Pilot period of 9 months, which will be reviewed for full contract award in October 2023.

## Delivery Model Evaluation Aims & Objectives

This requirement incorporates a process, impact and value for money evaluation of the delivery model, which together aim to:

1. **Improve the design and delivery of future retrofit scheme delivery** through an external delivery partner by evaluating how the delivery model enabled delivery of HUG 2 and SHDF Wave 2.1 at the key stages of pre-, during and post-installation, and by identifying improvements to the delivery processes in both schemes.
2. **Provide an evidence-based summary of the extent to which the delivery model has met its objectives**, and its impact in facilitating the benefits of HUG 2 and SHDF Wave 2.1, as achieved by the completion of both schemes.
3. Provide accountability for public spend on the DA and DP to deliver HUG 2 and SHDF Wave 2.1, **via an assessment of the extent to which the delivery model has been an efficient and effective use of public money**.

A thorough assessment of DESNZ’s experience deploying and working with a Delivery Agent on retrofit delivery will also be required, to prepare DESNZ for future retrofit delivery.

The delivery model evaluation should involve synthesis of relevant data from the process evaluations of *both* HUG 2 and SHDF Wave 2.1,[[7]](#footnote-8) as well as additional data collection activities specified within the Delivery model ‘Evaluation Questions and Suggested Methodologies’ section.

### Process evaluation

The **process evaluation** will identify how the delivery model supported delivery of HUG and SHDF at the key stages of pre-, during and post-installation. It will include an assessment of the extent to which the cross-scheme delivery model has led to improved coherence for users, including for LAs and HAs to successfully participate in multiple DESNZ energy efficiency schemes, as well as the extent to which it has overcome known grant administration challenges.

DESNZ warmly welcomes bidders’ proposals for an appropriate methodological approach to the process evaluation.

The methodological framework proposed should enable the chosen supplier to structure and robustly assess both qualitative and quantitative primary and secondary data, as well as present analysis of delivery model processes in a visual and easy-to-understand format.

Bidders must explain the rationale for their proposed methodology, how it will address relevant evaluation questions within the project timeframe and budget, and describe the limitations of the process evaluation methods to be deployed.

DESNZ anticipates that most of the process evaluation activities and outputs should be delivered before the impact evaluation work, to enable findings to be produced at such a point in HUG and SHDF delivery, that they can feasibly yield recommendations and shape amendments which could improve a significant period of delivery.

### Impact evaluation

The **theory-based impact evaluation** will provide rigorous evidence of the contribution of the delivery model to its intended and unintended outcomes, including an assessment of how effectively the model has overcome challenges faced by previous schemes and the extent to which the DA and DP fulfilled the requirements outlined in the Delivery Model Assessment. It will also assess the enablers and barriers for the delivery model to support effective scheme delivery, including the extent to which it has contributed to the sharing of knowledge, experience, expertise and lessons learned across SHDF and HUG.

DESNZ suggests a contribution analysis (CA) approach is the most suitable and proportionate theory-based methodology, for the reasons set out below. Bidders may suggest alternative theory-based approaches if they feel these are more suitable, provided that it is demonstrated in their bid that the suggested methodology will address the evaluation questions within the project timeframe and budget.

CA has been suggested because of its ability to infer the contribution of the DA and DP to HUG and SHDF’s intended and unintended outcomes and impacts, through the testing of contribution claims. The delivery model evaluation will explore the contribution of the DA and DP within the wider scheme context. It will consider the role of the DA and DP relative to other actors (such as the project stakeholders) and within the context of significant external factors such as high inflation and a paucity of supply chain capacity.

Within the evaluation, it is expected that the chosen supplier will triangulate data from primary research outlined below as well as data gathered through the HUG and SHDF evaluations to develop the evidence base to assess contribution claims.

For CA, bidders should explain how the 6-stages of CA will be deployed within the delivery model evaluation, at which points in the DA and DP evaluation and whether they propose to hold contribution claim workshops with key policy experts within DESNZ. DESNZ would welcome bidders to provide an example of a contribution claim and how it would be assessed in their bids.

If bidders select a different methodology for the impact evaluation, then they should include a detailed explanation of how their chosen method will be used in this evaluation, including examples. A theoretical description of the selected method will not be sufficient.

DESNZ does not foresee a substantial difference in the data collection methods required for the contribution analysis, compared with the process evaluation. However, the analytical approach will differ insofar as the former will build evidence of causal mechanisms, while the process evaluations will focus on implementation. Therefore, bids should take a holistic approach to data collection, building on process evaluation data where necessary to fulfil the impact evaluation requirements.

### Value for money evaluation

The impact evaluation should also incorporate a proportionate assessment of the extent to which the delivery model has been an efficient and effective use of public money.

The key expected benefits of the delivery model are non-monetisable, so DESNZ suggest a qualitative Value for Money (VfM) assessment, for example through a qualitative RAG assessment of the efficient and/or effective use of delivery model systems/processes relative to the requirements and expectations originally set out as part of the Business Case for the DA/DP delivery model.

The VfM evaluation should include evidence of the perceived value of the benefits and disbenefits, including the extent to which the delivery model has provided sufficient expertise and reduced the burden on DESNZ internal resource, and an assessment of what has driven any observed costs savings.

Qualitative benefits that will be investigated include:

* Lessons learned to inform the next stages of retrofit delivery (including whether the DA contract value was realistic given the actual resource required using monitoring data from the DA and DP)
* Improved scheme experience for scheme beneficiaries (e.g. more support with projects)
* Expertise of the DA and DP compared to that of DESNZ staff

Gathering evidence for the VfM evaluation will be achieved through data collected for the HUG and SHDF evaluation, a review of secondary data and gathering views of stakeholders across the delivery model via the proposed methodology set out below.

The methodological framework proposed should enable the chosen supplier to structure and robustly assess both qualitative and quantitative/monetisable data, which may include weighting evidence where relevant. Bidders may wish to propose a theory-based approach (for example using existing Contribution Analysis methods), or approaches proposed in the Government Green Book that incorporate qualitative methods, or an alternative framework. The winning supplier is not expected to undertake a full cost-benefit analysis and/or attribute a monetary value (such as via benefit-cost ratios or net present values) on the impact and cost of the delivery model.

Bidders must demonstrate how their proposed methodology will address DESNZ needs within the project timeframe and budget, the rationale for their choice, and how it will be quality-assured.

## Timelines

The table below shows the proposed timeline for the delivery model evaluation. This is a guideline and we are open to alternative suggestions in line with bidders’ proposed approach and methods.

We expect bids to propose a detailed suggested project timeline mapping out data collection, analysis and reporting, timeframes and lengths for each research activity. Bidders should also consider the interaction and overlap between the HUG 2 evaluation and delivery model project activities and ensure proportionate resource is deployed within this contract. Final timelines will be agreed during the first project scoping phase and we expect this will inform an invoice schedule, with research milestones acting as payment points.

**Table 6: Timeline of key milestones for Delivery Model**

|  |  |  |
| --- | --- | --- |
| **Type** | **Milestone** | **Date** |
| **Scheme** | Projects start delivery | April 2023 |
| **Scheme** | DA mobilisation complete | May 2023 |
| **Scheme** | DP contract start | 15 May 2023 |
| **Scheme** | DP mobilisation complete and full delivery start | 28 August 2023 |
| **Evaluation** | HUG 2 + Delivery Model evaluation contract awarded | August 2023 |
| **Evaluation** | Delivery Model evaluation scoping stage | August 2023 |
| **Evaluation** | Delivery model evaluation additional fieldwork: first tranche focusing on activity prior to installations  Evidence synthesis | Mid-September 2023 |
| **Evaluation** | Delivery model evaluation early insights report | Mid-October 2023 |
| **Scheme** | DP contract extension notified | October 2023 |
| **Evaluation** | Delivery model evaluation additional fieldwork: second tranche focusing on activity during installations and understanding what has driven quantifiable benefits observed  Light-touch qualitative VfM assessment  Evidence synthesis | June 2024 |
| **Evaluation** | Delivery model evaluation second interim report | July 2024 |
| **Scheme** | Delivery model review | April 2025 (new Spending Review period) |
| **Evaluation** | Delivery model evaluation additional fieldwork: third tranche focusing on activity post installations | September 2025 |
| **Evaluation** | Light-touch qualitative VfM assessment of the DA/DP delivery model  Evidence synthesis | October 2025 |
| **Evaluation** | Delivery model final evaluation report | December 2025 |

## Delivery Model Evaluation Questions and Methodology

### Delivery Model Evaluation questions

The delivery model evaluation should seek to answer the following research questions, structured within four broad themes.

Table 7

|  |  |  |  |
| --- | --- | --- | --- |
| **Proposed evaluation question** | **Process, Impact, VfM** | **Primary data collection** | **Through which evaluation(s):** |
| **Stakeholder experience** | | | |
| To what extent do Grant Recipients (GRs) find the support provided to them by the Delivery Partner over the project’s duration, helpful? | Process | Qualitative interviews with GRs | SHDF and HUG process evaluation data |
| To what extent has the existence of a cross-scheme delivery model led to improved scheme coherence for users, including for GRs to successfully participate in multiple DESNZ energy efficiency schemes? | Impact | Qualitative interviews and quantitative surveys with GRs and households | SHDF and HUG process evaluation data |
| To what extent has DESNZ incorporated feedback from Grant Recipient participation in earlier phases of HUG and SHDF into their design requirements of the DA/DP delivery model? | Process | Qualitative interviews with GRs | SHDF and HUG process evaluation data |
| What did GRs experience that worked well and less well about working with the Delivery Agent, Delivery Partner and DESNZ to facilitate scheme delivery? | Process | Qualitative interviews with GRs | SHDF and HUG process evaluation data |
| **Scheme delivery** | | | |
| To what extent have learnings from previous delivery through a Delivery Partner (e.g. SHDF(D)) and a Delivery Agent (e.g. PSDS) been incorporated by DESNZ into the requirements for this delivery model | Process, Impact | Qualitative workshops with DESNZ officials and/or review of DESNZ internal documents | Delivery model evaluation |
| How efficiently and effectively did the Delivery Partner manage scheme delivery for both SHDF Wave 2 and HUG 2 and what was their role at the key stages of pre-installation, during installation and post-installation? | Process, Impact | Qualitative interviews with the Delivery Partner  Qualitative focus groups / workshops with the Delivery Agent and DESNZ officials | SHDF and HUG process evaluation data  Delivery model evaluation |
| To what extent did the Delivery Agent and Delivery Partner fulfil the requirements outlined in the Delivery Model Assessment? | Impact |
| What enablers and barriers to managing effective project delivery did the a) the Delivery Agent and b) the Delivery Partner experience? | Process |
| To what extent has this delivery model overcome known grant administration challenges faced by previous schemes, such as limited ability to mitigate delivery risks? | Process |
| What support did the Delivery Partner provide to Grant Recipients during the programmes?  For example, what role did the Delivery Partner play in supporting grant recipients to execute DESNZ requirements through actionable delivery plans and what role did the Delivery Partner play in helping projects meet their delivery targets? | Process | Qualitative interviews with Las, SHLs and the Delivery Partner | SHDF and HUG process evaluation data |
| How did the support provided by the Delivery Partner to projects contribute to observed outcomes? | Impact | Qualitative interviews with LAs and SHLs | SHDF and HUG process evaluation data |
| To what extent did the Delivery Partner add value to the monitoring process (relative to the DESNZ-owned processes for LAD and SHDF(D)) and how? | Impact | Qualitative focus groups / workshops with the Delivery Agent, Delivery Partner and DESNZ officials  Qualitative interviews with LAs and SHLs | SHDF and HUG process evaluation data |
| To what extent has the Delivery Agent provided additional expertise, technical skills and resources to support scheme delivery and what impact has this expertise had on achieving scheme objectives? | Process, Impact | Qualitative focus groups / workshops with the Delivery Agent and DESNZ officials | Delivery model evaluation |
| To what extent and how has the use of a shared Delivery Agent for SHDF and HUG enabled the sharing of knowledge, experience, expertise and lessons learned across DESNZ domestic retrofit schemes to support more effective delivery? | Process, Impact | Qualitative focus groups / workshops with DESNZ officials | Delivery model evaluation |
| How effective have the oversight and governance processes put in place by a) DESNZ of the Delivery Agent and b) the Delivery Agent of the Delivery Partner, been? | Process | Qualitative focus groups / workshops with the Delivery Agent and DESNZ officials | Delivery model evaluation |
| What, if any, disbenefits have occurred as a result of this delivery model? | Impact | Qualitative focus groups / workshops with DESNZ officials | Delivery model evaluation |
| **Value for money** | | | |
| To what extent and how has the delivery model been an efficient and effective use of resources? | VfM | Qualitative focus groups / workshops with the Delivery Agent and DESNZ officials  Qualitative interviews with LAs and SHLs | Primarily Delivery model evaluation  (Supported by the use of SHDF and HUG process evaluation data) |
| To what extent and how has the delivery model reduced burden on DESNZ resource? | VfM |
| What other monetisable and non-monetisable benefits and costs to the deployment of this delivery model been observed?  What do DESNZ and grant recipients perceive the value of any qualitative benefits and costs to be? | VfM |
| What have been the barriers and enablers to the delivery model providing value for money? | VfM |
| To what extent have cost savings been observed, and if so, what has driven them? | VfM |
| To what extent has the Delivery Agent’s intelligent client function added value and insights to improve existing scheme delivery processes and future scheme design? | VfM |
| **Broader learning for next stages of retrofit delivery** | | | |
| What lessons have been learned regarding the benefits and challenges of working with a Delivery Agent? | Impact | Qualitative focus groups / workshops with the Delivery Agent and DESNZ officials | Delivery model evaluation |
| What disbenefits of using a Delivery Agent have been observed, if any? To what extent and how can they be mitigated? | Impact |
| To what extent did DESNZ execute oversight of the Delivery Agent’s activities and decisions and was this proportionate? | Process, Impact |
| How much DESNZ financial and staff resource did managing a Delivery Agent require, and was this a) perceived to be proportionate and b) in line with expectations at the start of delivery? | Process, Impact |
| To what extent was the expertise held by the Delivery Partner and Delivery Agent sufficient to meet delivery model and scheme objectives? | Impact |
| What have been the positive external effects of the delivery model on key stakeholder groups in the supply chain?  *For instance, to what extent has the growth and presence of an external Delivery Agent encouraged greater confidence for retrofit and sustained growth of in the wider supply chain?* | Impact |

The evaluation should incorporate evidence from both HUG 2 and SHDF Wave 2.1 schemes and evaluations to provide accountability and learning across both. DESNZ will facilitate access to relevant SHDF scheme and evaluation data.

### Methodology

A proposed methodology is outlined below that highlights the range of methods that DESNZ believe are appropriate and feasible to meet the Delivery Model evaluation aims. Bidders are strongly encouraged to make suggestions for changes within workstreams where they believe these would better achieve our aims and objectives as set out above and/or be more cost effective. Alternative suggestions should be justified sufficiently to allow assessment in regard to reliability and validity of the approach (including sampling methods were relevant), and the costs relative to the proposed approach.

#### Delivery model workstream 1: Scoping stage

The delivery model evaluation shall have a limited and light-touch initial scoping stage to operationalise the evaluation, primarily through the development of a) causal claims to be tested for the impact evaluation and b) the operational plan for the delivery of fieldwork and outputs.

As a first stage, the contractor must familiarise themselves with the delivery model and related delivery schemes, through review of a range of documents from both HUG and SHDF schemes and their respective evaluations. It is expected that the contractor will familiarise themselves with the HUG 2 scheme as part of the HUG 2 evaluation, so bidders should allocate only resource to familiarise themselves with documentation from SHDF as well as from the DA and DP themselves.

The review of documentation and evidence developed to date is expected to include:

* Business cases for each scheme as well as the DA and DP, including the Delivery Model Assessments conducted for the DA and DP.
* Data sharing agreements for each scheme
* DP reporting information
* Lessons learnt strategies and data, insofar as they exist
* Scheme performance monitoring, progress updates and risk registers
* DA and DP monitoring plans and data, insofar as they exist
* Any/all work commissioned by DESNZ for the DP including modelling data, literature reviews, ad-hoc research studies etc.
* Outputs/evidence developed to date from the SHDF evaluations, which are expected to be limited in scale
* A draft of the LAD Phase 1&2 process evaluation report
* An initial Typology of Local Authority delivery models from HUG Phase 1 (with corresponding case studies where available)

The second and key stage of the scoping period will be the development of the theory-based approach to testing the current delivery model ToC ([Annex C](#_Annex_C:_Delivery)) assumptions and the extent to which the delivery model has contributed to the observed outcomes. This exercise should also draw on the Delivery Model Assessments conducted for the DP and DA to consider the counterfactual scenario of what could have been delivered by DESNZ internal capabilities.

If bidders propose a CA approach, the full range of contribution claims which make statements about the expected impact of a policy will be established during this stage. The overall contribution claims will be based on an assessment of the delivery model ToC in the first instance, as well as data reviewed during familiarisation outlined above, and will be used to expand the causal pathways and underlying assumptions.

If pursuing an alternative theoretical approach, bidders should outline how they plan to develop and operationalise this in the scoping stage, in their bids.

Within the scoping stage, the contractor is also welcome to review and add/amend the evaluation questions suggested above, considering additional insights gained from the documentation and evidence provided.

The scoping stage should result in **the delivery of an evaluation plan output, agreed with DESNZ.** We expect this to build on the plan set out in the successful bid, including an evaluation framework (that aligns data collection, analysis and methodologies to process, impact and value for money evaluation questions), a breakdown of timelines for the evaluation, detail on the plans for process, impact and value for money analysis and reporting, and a risk log. The evaluation contractor should set aside resource for at least one round of review/editing.

#### Data Collection

##### Delivery model workstream 2: Primary research

As this is a novel delivery approach for DESNZ, it’s important to build an evidence base around the effectiveness of the delivery model, beyond arrangements set out in the respective scheme evaluations.

The Delivery model evaluation will collect new evidence from the following sources, discussed in further detail below:

1. The funding organisation with ultimate oversight (DESNZ)
2. The contracted DA for the two schemes
3. The contracted DP for the two schemes

Existing evidence that is expected to be drawn on from scheme data and the respective scheme evaluations, is outlined under workstream 3.

Following the scoping phase, DESNZ suggest three tranches of focus groups with DESNZ policy and delivery teams and separately with representatives from the DA, structured around testing the causal claims and gathering views on the effectiveness of the Delivery Model pre-, during- and post- SHDF and HUG installations. We are suggesting that focus groups may be suitable for gathering evidence from these particular groups as we expect opinions to vary depending on a range of factors (e.g. experience of different projects) and focus groups provide an efficient means of capturing different perspectives and identifying areas of consensus and disagreement. However, we are open to alternative data collection methods if bidders can provide justification in their bids, as well as sufficient detail for DESNZ to assess the suitability of methods proposed. This includes sampling considerations, research ethics, value for money and any other practicalities.

If suggesting focus groups, the exact design of the focus groups, including discussion guides, should be developed during the course of the evaluation but bidders must detail their approach and rationale in their bids, including whether they propose for focus groups to take place online or face-to-face, how long they intend each focus group to last and any other practicalities. They must also outline their sampling approach for focus groups at each tranche, considering the two different scheme teams as well as the DA and DP.

Topics discussed are likely to include:

* Experience of and challenges with delivering more than one scheme and the feasibility to extend the model to manage multiple DPs across multiple retrofit programmes
* Managing the DP contract and the feasibility to manage further contracts such as Technical Assistance Function, Monitoring and Evaluation and Data
* Working with DESNZ, including any challenges with meeting DESNZ requirements and views on the appropriate degree of DESNZ oversight.

The DESNZ and DA focus groups will be conducted at three different stages:

1. In September 2023, focusing on the delivery of the DA and DP prior to installations, and allowing the chosen supplier to draw on findings from the first wave of SHDF Wave 2.1 evaluation fieldwork (in May – August 2023).
2. In June 2024, focusing on the delivery of the DA and DP during installations, and allowing the chosen supplier to draw on findings from second wave of SHDF Wave 2.1 evaluation fieldwork (January – March 2024) and first wave of HUG 2 evaluation fieldwork (October 2023 – July 2024) during delivery.
3. In September 2025, following the HUG 2 scheme closure in March 2025 and the end of SHDF Wave 2.1 in September 2025. This would focus on the delivery of the DA and DP post-installations and during scheme closure. The focus groups will also draw on findings from post-installation fieldwork for the SHDF Wave 2 evaluation (April – June 2025) and second wave of HUG 2 evaluation fieldwork (December 2024 – July 2025). They will also cover the extent to which lessons learnt have been already fed into the design of the next stage of retrofit delivery and early reflections on its effectiveness.

Conducting focus groups throughout delivery will ensure that lessons learned are captured regularly, and that the knowledge and experiences of the team are recorded in case of any staff turnover.

The chosen supplier will need to be flexible in planning and delivering the primary research above relative to delivery timelines, which may shift as delivery progresses. If delivery timelines are delayed, the above fieldwork will need to be adjusted.

##### Delivery model workstream 3: Secondary data analysis

The majority of evidence for the process, impact and VfM evaluation of the delivery model will be collected under the concurrent SHDF Wave 2 and HUG 2 evaluations.

The most relevant SHDF and HUG evaluation activities are outlined below to support bidders in developing their bids.

**To support the process evaluation of SHDF Wave 2.1**, two waves of focus groups with DESNZ officials from SHDF policy and delivery teams and representatives from the DP and DA are planned, the first covering early stages of SHDF-specific delivery (i.e. the interviews conducted just before, or in the early stages of installation work), and the second after installation work has been completed. A limited number of in-depth interviews with representatives of the DA, DP and SHDF delivery teams are also planned at similar time points.

**The HUG 2 process evaluation** will also adopt a two-wave fieldwork approach, timed at different points in scheme delivery, and will include in depth interviews with representatives of the DA, DP and TAF as determined by HUG. Further detail on the HUG 2 evaluation design requirements are detailed elsewhere in this specification.

For both scheme evaluations, delivery model-related questions will be built into the interview and focus group topic guides, such as around the activeness of the DP’s role in mitigating project delivery risks. This will also reduce the research participation burden on the DP.

Data collection with the DA under the respective scheme evaluations will focus specifically on gathering representatives’ views on the scheme design and the degree to which the delivery model has supported delivery of scheme objectives, to triangulate with survey and interview evidence gathered from other stakeholder groups, including Local Authorities, Social Housing landlords, households, and installers. As such, this scheme-specific data collection will not explore more operational aspects around delivering two schemes, managing contracts and their relationship with DESNZ. This will need to be accounted for in the primary research detailed above.

The Delivery Model evaluation fieldwork is deliberately light touch as the chosen supplier will also be expected to assemble and analyse relevant findings from additional data collection with other SHDF and HUG stakeholders, conducted within the SHDF and HUG evaluations. This includes:

* Interviews with SHDF Wave 2.1 social housing landlords and project teams
* Interviews and a pre- and post-installation survey of SHDF Wave 2.1 participating tenants
* Interviews with stakeholders across the SHDF Wave 2.1 installation supply chain
* Interviews with HUG 2 Local Authorities and their delivery partners (if applicable).
* Interviews with members of the DESNZ HUG 2 delivery team
* Interviews and surveys with HUG 2 beneficiary households, installers and wider supply chain stakeholders.
* Interviews and data collected from the Technical Assistance Facility (TAF) providing funding application support to SHDF Wave 2.1/HUG 2 recipient LAs and SHLs.

Existing HUG 2 and SHDF Wave 2.1 scheme data is also expected to be used for the process, impact and VfM evaluations as relevant. Example scheme data includes monthly monitoring data collected from SHDF and HUG funded projects via the DESNZ Digital Data Management System. This data consists of:

1. monthly monitoring data, including monthly KPIs and milestones, the project’s self-reported risk register, and a site visit note completed by the DP;
2. quarterly resident and installer information and contact details per property, information on the number of energy efficiency measures installed, the number and type of households in receipt of measures, and the cost of the measures;
3. a one-off per-property upload of building conditions, energy efficiency, installations carried out. Projects may also provide one-off data such as on-site photographs or sample retrofit assessments.

The DP and DA are also anticipated to generate additional scheme data and insights, through the Intelligent Client Function, and this will also form a valuable within- and cross-scheme evidence source.

If bidders feel this would inform their bid, please see [Annex H](#_Annex_H:_Initial) for a list of the initial Evaluation Questions used for the SHDF evaluation.

In their bids, bidders are expected to clearly detail their methodological approach/approaches to analysis of the range of secondary data (including interview data, survey data, scheme data and other text data) described above. This should be considered separately to their approaches to synthesis of primary and secondary evidence required under workstream 4 below.

#### Delivery model workstream 4: Analysis

Given the range of primary and secondary data sources proposed, bidders should outline their approach to triangulating and synthesising all sources of evidence for both the process, impact and VfM evaluations including how themes will be identified and developed, whether analysis will be undertaken within as well as across schemes, and how the analysis will be managed and quality assured across organisations and individuals, if applicable. In explaining their approaches to analysis, bidders should illustrate how these will ensure a credible and impartial outcome and set out any potential limitations or sources of bias. DESNZ are particularly interested in innovative approaches to analysis and synthesis of evidence and would warmly welcome bidders to consider this in their proposals. Bidders may find it helpful to provide an example to illustrate their chosen approach(es).

### Delivery Model evaluation outputs

The deliverables listed below will be required, irrespective of the final methodology chosen. Additional deliverables may be suggested provided that the required deliverables listed below will also be delivered. Details within each of the deliverables should align with the specifics of the methodology proposed in your bid.

To deliver the aims of the evaluation and ensure that the evidence has the maximum impact, it is necessary that evidence and deliverables are made available to DESNZ on an ongoing basis.

Key deliverables will be:

1. An evaluation plan outlining the plan for delivery by **early September 2023**
   1. The detailed evaluation plan should include the agreed methodology, timescales and deliverables that have been finalised throughout the scoping phase. The evaluation plan should set out in detail how the sampling will be delivered for each of the agreed data collection methods for the project.
   2. If a CA approach is proposed, then a CA framework to guide the fieldwork and analysis will also need to be produced and included within the evaluation plan. Bidders may like to propose workshops with DESNZ colleagues to inform this framework.
   3. To complement the timings and deliverables agreed in the evaluation plan, a GANTT chart should be provided. It is expected that the supplier will keep this updated throughout the evaluation should there be any changes.
2. **Early insights report** detailing the emerging findings into the degree to which the delivery model is meeting its objectives so far – by mid-**October 2023**
   1. Drawing on the first tranche of focus groups focusing on activity prior to installations, as well as evidence collected to date within the SHDF and HUG evaluations and from secondary data generated by the DA/DP.
   2. Given this output is required early in the contract, in order to feed into the DP pilot extension decision in October 2023, DESNZ anticipates this first interim report to be more succinct than subsequent than subsequent interim and final reports, and more reliant on secondary data analysis undertaken, given limited primary fieldwork to date.
3. **Second interim report**, updating progress of the delivery model against its objectives, and including a deep dive into the learnings on working with a DA to support scoping of the next stage of retrofit delivery in the next Spending Review period and an interim light-touch qualitative VfM assessment – by **July 2024**
   1. Drawing on the second tranche of focus groups focusing on activity during installations and understanding what has driven quantifiable benefits observed, as well as evidence collected to date within the SHDF and HUG evaluations and from secondary data generated by the DA/DP.
   2. Both interim reports will feed into the scoping around the next stages of retrofit delivery, including the approach that will be taken in the next Spending Review period.
4. **A final report** assessing the degree to which the delivery model met its objectives, its contribution to supporting delivery of HUG 2 and SHDF Wave 2 objectives and light-touch qualitative VfM assessment – by **December 2025**
   1. Drawing on the third tranche of focus groups focusing on activity post installations, as well as all previously collected evidence within the Delivery model evaluation, the SHDF and HUG evaluations.

The reports will not be published but will be shared with the DA and the DP.

**Bidders should note that the early insights report, expected for mid-October 2023, is the first reporting output required within the overall HUG and delivery model evaluation contract and comes within two months of the contract start. The timetable for delivering this will therefore be very tight.** The winning supplier is expected to ensure sufficient resource is in place to deliver the report on time and any dependencies, including the delivery model evaluation scoping stage, first tranche of data collection (including development of any topic guides, transcription if required and analysis) and relevant secondary data analysis.

# Timelines and estimated workload (HUG2 and Delivery Model evaluations)

Table 8 below shows the proposed timeline for **both evaluations** in the contract, against key points in the delivery of the corresponding schemes. The evaluation milestones are only a guideline and we are open to alternative suggestions in line with bidders’ proposed approach and methods, with the exception of the **first output (‘early insights report’) for the Delivery Model evaluation, which is required for end of October 2023**. **We expect contractors to prioritise this output as well as the scoping phase of the HUG2 evaluation at the beginning of the project.**

We expect bids to include a detailed suggested project timeline mapping out data collection, analysis and reporting, with indicative timeframes and lengths for each research activity. These should include risk mitigations and buffer time where appropriate to ensure delivery of each research output is on time. Bidders should also consider the interaction and overlap between the HUG 2 evaluation and delivery model project activities and ensure proportionate resource within the contract is available to deliver both projects.

Final timelines will be agreed during the first project scoping phase and we expect this will inform an invoice schedule, with research milestones acting as payment points.

**Table 8: HUG2 & Delivery Model evaluation key milestones timeline**

|  |  |  |
| --- | --- | --- |
| **Type** | **Milestone** | **Date** |
| **Scheme** | LAs start delivery | April 2023 |
| **Scheme** | DA mobilisation complete | April 2023 |
| **Scheme** | DP contract start | April 2023 |
| **Scheme** | DP mobilisation complete and full delivery start | August 2023 |
| **Evaluation** | HUG 2 + Delivery Model evaluation contract awarded | August 2023 |
| **Evaluation** | DA/DP Theory of Change workshop and associated outputs | August 2023 |
| **Evaluation** | Delivery model evaluation additional fieldwork: first tranche focusing on activity prior to installations  Evidence synthesis | September 2023 |
| **Evaluation** | Delivery model evaluation early insights report | October 2023 |
| **Scheme** | DP contract extension notified | October 2023 |
| **Evaluation** | HUG2 Early insights report | April 2024 |
| **Evaluation** | Delivery model evaluation additional fieldwork: second tranche focusing on activity during installations and understanding what has driven quantifiable benefits observed  Light-touch qualitative VfM assessment  Evidence synthesis | June 2024 |
| **Evaluation** | Delivery model evaluation second interim report | July 2024 |
| **Evaluation** | Interim report of wave 1 fieldwork | November 2024 |
| **Scheme** | Delivery model review | April 2025 (new Spending Review period) |
| **Evaluation** | Delivery model evaluation additional fieldwork: third tranche focusing on activity post installations | September 2025 |
| **Evaluation** | Light-touch qualitative VfM assessment of the DA/DP delivery model  Evidence synthesis | October 2025 |
| **Evaluation** | HUG 2 Process evaluation analysis report | November 2025 |
| **Evaluation** | HUG 2 Impact evaluation analysis report (w/out NEED meter consumption data) | November 2025 |
| **Evaluation** | Delivery model final evaluation report | December 2025 |
| **Evaluation** | Final synthesis report (w/out NEED meter consumption analysis) finalised | December 2025 |
| **Evaluation** | Final synthesis report (with NEED meter consumption analysis) finalised | Summer 2027 |
| **Evaluation** | HUG 2 evaluation contract ends | July 2027 |

\* *Milestones for HUG2 evaluation are in orange and those related to Delivery Model evaluation are in blue.*

Based on delivery of these milestones, DESNZ has estimated the following distribution of workload by financial year and project.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Evaluation** | FY 2023/24 | FY 2024/25 | FY 2025/26 | FY 2027/28 | *Total* |
| HUG 2 | 20% | 35% | 25% | 5% (NEED analysis and reporting only) | *85%* |
| Delivery Model | 5% | 5% | 5% | 0% | *15%* |
| ***Total*** | ***25%*** | ***45%*** | ***30%*** | ***5%*** | *100%* |

Bidders are advised to consider this rough distribution in their costings.

# Overall Scope of Outputs (HUG2 and Delivery Model evaluations)

Further detail on the shared scope and definition of each **type of output** across **both projects** is laid out below:

## Key Requirements

**Quality of outputs** - in the event DESNZ deems the quality of submitted outputs to be insufficient owing to data issues or poor drafting, DESNZ will be at liberty to request additional drafts and would not expect to incur additional charges for this. DESNZ will endeavour to be as clear as possible about expectations in regards the quality of reports and will be reasonable in making requests for extra drafts. DESNZ reserve the right to refuse to sign off outputs which do not meet the required standard specified in this invitation to tender and/or the winning supplier’s QA plan or wider bid.

**Alternatives** - If bidders submit an alternative to the suggested methodology, DESNZ would expect a similar quantity of outputs. In all instances, they should be high quality, appropriate for the audience and be concise. For both evaluations, DESNZ expects interim published reports and a final synthesis report. Bidders are welcome to suggest ways of making the outputs listed above engaging for policy colleagues, for example, with creative visual content such as graphic novel illustrations to communicate a customer journey or interactive dashboards. However it is important that bidders also bear in mind compliance with accessibility requirements for government publications.

## Standard Output Formats

**Interim Research Report** – both HUG and Delivery Model Evaluations require interim reports. These reports will share findings from across research streams finished within that evaluation. DESNZ may choose to publish the interim report therefor the report must be of a publishable standard, with technical annexes and data tables (i.e. an annex with tables for each figure cited in the report) included.

**Synthesis Report** – final overall reports (including for publication in the case of the HUG 2 evaluation) should include all evidence collected across each evaluation. They should give an assessment of scheme/model impacts and outcomes, and also contain the findings of the process and economic evaluation questions. The purpose of these reports is to synthesise all of the evidence collected for the evaluation period, for both accountability and wider learning needs. It is expected that the winning supplier will consider how these needs will be met when drafting the reports. Bidders are expected to be transparent about their synthesis method in their bids. The Methodology sections must include enough detail to be replicable. We expect all results included in the reports to have been subject to substantive QA. Details of expectations in regards QA are outlined below. Reports should use the DESNZ Microsoft Word reporting template, and follow DESNZ accessibility guidelines that are in place at the time of delivery. The length of the reports will vary according to the scope and extent of findings which will feature, but DESNZ would typically expect up to 50 pages, not including annexes. DESNZ will expect a reasonable number of annexes be included, based on need when planning the reports. Typically, DESNZ would expect to review two drafts of an interim report and a third “advanced draft” which will be submitted for internal sign-off, after which a final version is produced. Drafts will be subjected to peer review by a number of academics of DESNZ’s choosing and expense, though the winning supplier will be expected to action their feedback.

Each interim and final synthesis report will be accompanied by a PowerPoint presentation. The slide pack should present a summary of the findings from the report which should be presented to DESNZ colleagues either face-to-face or virtually via Microsoft Teams. Presentations should be a minimum of 1 hour and include a Q&A/discussion section.

Where outputs are intended for internal audiences, the winning supplier will have discretion over the templates used, but must include language that can easily be amended to suit a public audience in future and in adherence to publication and accessibility standards. It is likely that some internal reports, or sections of them, are likely to be published as annexes to published reports. This will provide an effective basis for more quickly producing published reports and receiving fewer comments from DESNZ on drafts of documents intended for publication.

**Data tables of Survey Results** – tables presenting findings from surveys, with findings cross-tabulated by areas of interest. These should be in Excel, and follow GSS guidance on accessibility9. These should also be accompanied by a set of raw data in .sav (SPSS) format. If the winning supplier does not use SPSS, a set of raw, cleaned data in .xlsx (Excel) format will also be accepted. To be delivered alongside the respective Synthesis reports for both evaluations.

## Working together

**Initial Workstream Meeting** – each workstream will begin with an initial meeting between DESNZ and the winning supplier to set expectations for that workstream, before the substantive work begins. The purpose of this meeting is to agree the overall research approach, and discuss any changed evidence needs.

**Workplans** – before each workstream begins, the winning supplier will share a full workplan, stating the methodology and the timelines for each stage of the research: scoping period, data collection, analysis, reporting, and redrafting. DESNZ will review these to ensure that these fit evidence needs, and to add advice on DESNZ availability for reviews and steering.

**Qualitative Fieldwork Topic Guides** – topic guides to guide the interviews. DESNZ suggests interviews should be semi-structured to ensure that all key research topics are addressed whilst giving participants freedom to share unexpected insights. By semi-structured, this means that the topic guides would indicate each topic to be discussed, main ‘broader’ questions, and potential sub-questions and topics for each of these. The topic guides should indicate importance of the potential topics, and the extent to which the interview should ‘dig-in’ to topics raised or move on to the next topic. These should also include introductions to the research, the purpose of the interview, and the necessary consent script before the interview begins. DESNZ would expect to review each topic guide produced at least twice to provide sign off and suggest any changes that may need made. DESNZ would further expect to feed into the any interview schedules put together.

**Presentation to DESNZ** – a presentation to DESNZ colleagues on the findings from each research stream (for HUG2 evaluation). We anticipate these will be approximately one hour long each and include time for questions. We suggest these are typically delivered between the early and final draft stages of completing the accompanying research report, so that relevant suggestions from the audience may be incorporated in the final report. DESNZ will approach this flexibly to best meet business needs. By default, these presentations will take place on Microsoft Teams and be recorded.

**Questionnaire** – before each survey round (HUG2 evaluation), DESNZ will review the questionnaire to ensure that the questions meet our evidence needs, and to quality assure the question phrasing. It is expected that DESNZ review these at least once.

**Data Dictionary** – A description of the contents and format of the dataset and the relationships between the data, so that DESNZ may use the dataset as needed internally.

**Feedback Meeting** – following the review of each draft of any published report, DESNZ and the winning supplier will meet to discuss their general feedback, and for the winning supplier to clarify any queries on DESNZ amendments.

# Project Management (HUG2 and Delivery Model evaluations)

The winning supplier will be expected to identify one named point of contact for the HUG 2 evaluation and one named point of contact for the Delivery Model evaluation through whom all enquires can be filtered. As this contract is for two distinct but related evaluations, bidders are strongly encouraged to consider dedicated project management resource for each evaluation in their bids. The winning supplier will be expected to appoint a project management structure that ensures **each evaluation is managed in parallel**, whilst synergies and opportunities for efficiencies across both evaluations are identified. A DESNZ contract manager will be assigned to the project and will be the central point of contact for both evaluations.

Where a consortium or sub-contractors are in place, DESNZ expects that they are included in meetings, workshops and review points where relevant to ensure their full engagement in the project. Overall, DESNZ ultimately expects the lead contractor to be responsible for management of sub-contractors, including ensuring they understand DESNZ’s requirements. It is expected that the lead contractor takes an active role in oversight and quality assurance of all workstreams and bears the overall responsibility for the delivery of the evaluation activities and outputs.

# Key Skills Required from Bidders (HUG2 and Delivery Model Evaluation)

DESNZ welcomes bids from suppliers (including consortia) with the following skills:

* **Social research and evaluation expertise**: a high level of experience designing and delivering mixed methods social research projects with multiple key stakeholder groups, and employing this within both process and impact evaluation frameworks.
* **Familiarity with low-carbon technologies**: a grounding in the basic functions, requirements and limitations of the technologies being retrofitted within the scheme.
* **Research project management expertise**: managing multiple large scale research projects of comparable size and complexity to time, budget and quality.
* **Report writing expertise**: the ability to produce evidence based, narrative research reports which are robust reflections of the evidence, engaging and easy to read by policy audiences and clearly communicate findings.

# Working Arrangements (HUG2 and Delivery Model Evaluation)

The appointment offer will be confirmed by August **2023**.

The work is expected to commence mid-August at the earliest and by no later than September 2023.

Work will be delivered under the respective workstreams for each project, to meet the output deadlines described in the [shared 'Timelines'](#_Timelines_and_estimated) table.

We envisage the need for close interaction between the DESNZ Contract Manager and contractor throughout the process, to ensure that emerging issues are dealt with promptly and that DESNZ fully understand the assumptions and approach taken.

In addition to answering the analytical questions, for quality assurance DESNZ will need timely access to all the key assumptions used in the analysis and the data and methodologies used to carry out the work. Contractors should also provide the relevant data to DESNZ at the end of the project.

Fieldwork activities for HUG are likely to overlap to an extent with fieldwork activities on the Social Housing Decarbonisation Fund, particularly with LAs, installers and supply chain representatives. Fieldwork with these populations will be carefully co-ordinated at the Contract Manager level within DESNZ to maximise the value for money of the respective evaluations and avoid over-burdening participants. We will include scoping work in our respective evaluation activities to determine the degree of overlap between schemes in these populations, to allow for informed planning on how the respective evaluations can work together and join up fieldwork into single batches where overlap is high.

## Regular project management updates and phone calls

The frequency of project updates is likely to vary throughout the course of both evaluations in line with the nature of the activities at the time. The chosen supplier will need to be flexible in planning and delivering the primary research above relative to delivery timelines, which may shift as delivery progresses. If delivery timelines are delayed, the above fieldwork will need to be adjusted.

DESNZ requires the winning supplier to chair joint catch up calls via Microsoft Teams at least fortnightly. They will be required to provide written updates as frequently as weekly on progress for each evaluation and outstanding actions for both the winning supplier and DESNZ.

On occasion, DESNZ may request that the winning supplier attend other ad hoc meetings outside of the regular project update and output development meetings mentioned thus far.

It is expected that the winning supplier will keep a project tracker up to date for both evaluations, which will include an invoice schedule and overview of the budget for each research stream. DESNZ expects it to be easy to follow so that DESNZ effectively monitor progress.

On occasion, DESNZ may ask the winning supplier to attend a DESNZ office for a face-to-face meeting. This is not expected to be regular occurrence and online meetings will be the default. Attendance will be at the winning supplier’s own expense.

## Performance metrics

DESNZ will use key performance indicators (KPIs) to manage supplier performance throughout the duration of the contract to ensure the contract is delivered to required time and quality. It will also support feedback in performance reviews. The KPIs, to be confirmed, will cover key areas on:

* Risk management
* Timeliness
* Quality of data and outputs
* Project management
* Social value

Supplier performance will be reviewed against the metrics on a **quarterly basis**; DESNZ may adjust the frequency as required. There will be an opportunity to discuss the KPIs during the first 3 months of the contract.

## Risk log

Any risks associated with the evaluation should be discussed and compiled into a single risk log across the whole evaluation. The risk log should include severity ratings and suggestions for mitigations. This should be a working document throughout the evaluation with both the winning supplier and DESNZ providing input regularly. However, it is expected that the winning supplier will ultimately hold responsibility for the log, and will share this at the end of the scoping stage, and update it regularly.

## Quality assurance

Sign-off for quality assurance must be done by someone of sufficient seniority within the lead contractor organisation to be able to take responsibility for the work done. This extends to work produced by sub-contractors. DESNZ’s acceptance of the work will take this into consideration. DESNZ will ultimately hold the lead contractor accountable for all work produced, including that of sub-contractors. The lead contractor should ensure they have the resources available to assure the quality of work produced by sub-contractors. DESNZ expect that work will be submitted to us by the lead contractor in all instances and that they will receive feedback from us.

To demonstrate an effective process to produce high-quality reporting, the contractor must ensure that quality assurance is conducted by individuals who were not directly involved in that particular research or analysis.

Bidders should note that DESNZ will appoint its own peer reviewer(s) to QA publishable outputs at its own expense. A DESNZ appointed peer reviewer will not be expected to provide detailed quality assurance; their role will be focused on higher level peer review.

Where complex or innovative methods are proposed, bidders should specify how additional quality assurance will be provided. Where necessary, this should include the use of external experts.

Outputs will be subject to DESNZ internal approvals; the more substantive the output the longer the approval time required. Interim published reports will require three rounds of review, after which a final version is produced, and the synthesis report will require four rounds of review, after which a final version is produced. These should be factored into the timelines. DESNZ may seek to recreate the analysis submitted by the contractor. DESNZ will query any discrepancies between its own results and the contractor’s results. For quantitative data, the contractor should be prepared to provide DESNZ with a dataset in .sav (SPSS) format. (or a raw, cleaned data in .xlsx (Excel) format if they does not use SPSS), and copies of their code to aid DESN| in their QA where applicable. With regards to qualitative analysis, DESNZ may request raw anonymised copies of interview transcripts.

The winning supplier will be responsible for any work supplied by sub-contractors. For primary research, the winning supplier should be willing to facilitate DESNZ research staff to attend interviews or listen in to telephone surveys as part of the quality assurance process.

## Ethics

DESNZ expects that the winning supplier will follow the GSR ethical principles as laid out in the professional guidance. These are that:

* Research should meet a clear user need and public benefit.
* Research should be based on sound research methods and protect against bias in the interpretation of findings.
* Research should adhere to data protection regulations and the secure handling of personal data.
* Participation in research should be based on specific and informed consent.
* Research should enable participation of the groups it seeks to represent.
* Participation in research should be conducted in a manner that minimises personal and social harm.

Bidders should consider the above principles clearly in their bid and show evidence of how they have mitigated risks relating to these, in each stage of their proposed research design.

## Payment Milestones

Details of payment milestones will be agreed with the winning supplier.

All milestones (including those linked to project management) will be explicitly linked to the DESNZ contract manager’s sign-off on the successful delivery of specific outputs within each work strand, and structured within each Financial Year. Milestone dates will be reviewed and agreed at the start of each financial year. The value of milestones must include both associated costs (such as for fieldwork) and an estimate of the resource cost required to deliver.

## Data processing and security

The winning supplier must comply with UK General Data Protection Regulation (GDPR) and any information collected, processed and transferred on behalf of DESNZ, and in particular personal information, must be held and transferred securely. Bidders must provide assurances of compliance with GDPR and set out in their proposals details of the practices and systems they have in place for handling data securely including transmission between the field and head office and then DESNZ contractors will have responsibility for ensuring that they and any sub-contractor who processes or handles information on behalf of DESNZ is conducted securely. The sorts of issues which must be addressed satisfactorily and described in bids include:

* procedures for storing both physical and system data
* data back-up procedures
* procedures for the destruction of physical and system data
* how data is protected
* data encryption software used
* use of laptops and electronic removable media
* details of person(s) responsible for data security
* policies for unauthorised staff access or misuse of confidential/personal data
* policies for staff awareness and training in GDPR
* physical security of premises
* how research respondents will be made aware of all potential uses of their data

Bidders must provide assurances that any tools they intend to use for the collection or analysis of quantitative or qualitative data are UK GDPR compliant.

For information only: the winning supplier must ensure that the Privacy Notices for research participants include all the information required under the ‘Right to be Informed’ provisions of the UK GDPR. This includes lawful bases for processing personal data under Article 6 of the Regulation and Special Category Data under Article 9 of the Regulation.

### Protection of information & security arrangements:

The supplier and their subcontractors will be required to sign (or abide by) a non-disclosure agreement and apply DESNZ information security policies to all information they access as part of this work, including ensuring that only duly authorised personnel can access protectively marked information. The supplier and their subcontractors will need to demonstrate the availability of adequate infrastructure and a business continuity plan to deliver the work to a high level of quality at the required time, ensuring the protection of information at all times.

# Social value

Every government contract is expected to offer a social and environmental return on investment, over and above the contract deliverables. Bidders will be scored on the extent to which they would add social value to the UK through the way in which they plan to delivery the evaluation, in their responses to the following social value questions:

* Employment
* Education and Training
* Health and wellbeing

For further detail, please refer to the corresponding evaluation questions.

Preferably, the winning supplier would plan to commit specific resource to adding social value through delivery of this contract. Bids will be assessed for both the quality and extent of the social value being offered.

We encourage firm commitments that can be built into the contract with the winning supplier. During the lifetime of the project, DESNZ and the winning supplier would regularly monitor progress on these commitments, and an action plan would be agreed if the winning supplier is not on track to meet their commitments. The winning supplier should routinely submit a short report annually to DESNZ outlining progress towards meeting the commitments set out in their response. The first report is expected within 100 days of the contract start date. DESNZ may wish to discuss the contents of the report with the supplier.

# Annex A: HUG 2 Theory of Change

Diagram

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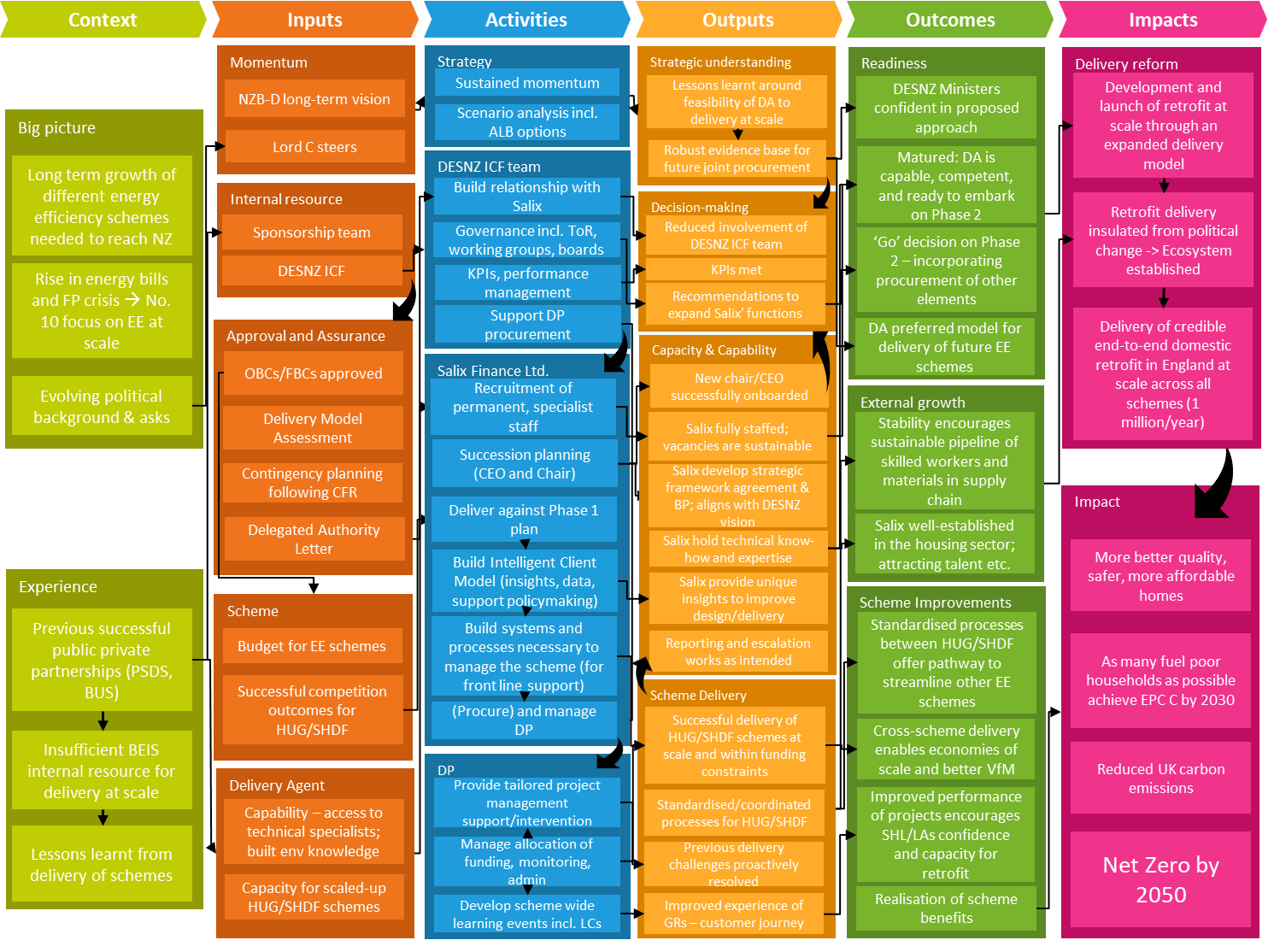
# Annex B: SHDF Wave 1 and Wave 2.1 Theory of Change

**SHDF Wave 1 and Wave 2.1 ToC (April 2023)**

A picture containing diagram

Description automatically generated

# Annex C: Delivery Agent model Theory of Change



# Annex D: HUG 2 Process evaluation Topics, Questions, optional sub-questions, and potential data sources

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Topic** | **Qno** | **Questions** | **Sub-questions** | **Potential data sources** | **Data type** | **Mode** |
| **Pre-delivery mechanism - Challenge fund model & household recruitment** | | | | | | |
| **Awareness** | 1 | How were LAs **made aware** of the scheme? | Which communications approaches and channels were more or less effective? | LA survey | Primary | Quant |
| **Application process** | 2 | How did LAs find the **Challenge Fund application** process? | Did they encounter any barriers to applying? Did they incur any costs in assembling a bid? Have they identified any areas for improvement ? | LA survey & interviews | Primary | Quant & Qual |
| 3 | What was the value add from **TAF**? How? | How many LAs benefitted from TAF advice? To what extent did TAF enable LAs to participate in the scheme that otherwise would not have been able to? | LA survey & interviews, DESNZ delivery team interview, TAF representative interview | Primary | Quant & Qual |
| **Household sign-up** | 4 | What mechanisms did LAs employ to **identify and engage** eligible homes for participation in the scheme, and how **effective** are these? What **barriers** were encountered? | Which aspects of eligibility are most challenging to identify? What factors make this more or less difficult to do? | LA survey & interviews | Primary | Quant & Qual |
| 5 | To what extent were households **willing to undertake installations**? | How does this vary by measure type, and household type (e.g. owner occupiers vs landlords)? | LA survey & interviews, Scheme Participant survey & interviews | Primary | Quant & Qual |
| 6 | What were the main **barriers to household participation**? Why did eligible households decide to **not participate** in the scheme? | How did this vary by household characteristics? What elements of the scheme would need to change for them to participate? | LA survey & interviews, Scheme Participant survey & interviews | Primary | Quant & Qual |
| 7 | How was the **upfront payment** used? | To what extent did this aid household identification? Were any challenges faced in receiving or using this? | LA survey & interviews | Primary | Quant & Qual |
| 8 | How have the **eligibility criteria** affected household sign ups? | Were any barriers encountered in meeting these? | LA survey & interviews | Primary | Quant & Qual |
| **Measures targeted** | 9 | What is the distribution and volume of energy efficiency measure types planned in LA bids? To what extent have these been realised in practice? | How many of each type have been deployed, and where? | Scheme data | Secondary | Quant |
| 10 | To what extent has a transition in low carbon heating been achieved for the target population? |  | Scheme data | Secondary | Quant |
| **Delivery mechanism - DESNZ to LA Funding distribution** | | | | | | |
| **Funding allocation** | 11 | What **successes and barriers** have DESNZ and/or the Delivery Partner encountered in distributing funding effectively? |  | DESNZ delivery team interview, DESNZ Delivery Partner interview, LA survey & interviews | Primary | Quant & Qual |
| 12 | How and where was the **scheme funding distributed**? | To what extent did this distribution meet scheme goals (e.g. on rural/urban split, etc.)? | Portfolio analysis of scheme data | Secondary | Quant |
| **Monitoring** | 13 | **How was delivery monitored**, and by which organisations (DESNZ/ DA/DP) and/or the Delivery Partner monitored delivery? | What are DESNZ's priorities for monitoring, and why? Has the DA or DP added value to the monitoring process? How? | DESNZ delivery team interview, DESNZ Delivery Partner interview | Primary | Qual |
| 14 | Have **LAs monitored delivery**? How did their **priorities differ** from DESNZ's? |  | LA survey & interviews | Primary | Quant & Qual |
| **Policy** | 15 | What effect did the household **cost caps** have on delivery? | To what extent have they aided or hindered delivery generally, and Whole House Retrofit specifically? | DESNZ delivery team interview, DESNZ Delivery Partner interview, LA survey & interviews | Primary | Quant & Qual |
| **Audit** | 16 | Did DESNZ/the Delivery Partner **audit delivery**, and why/why not? If yes, how did they carry out the audit? |  | DESNZ delivery team interview, DESNZ Delivery Partner interview | Primary | Qual |
| **Delivery mechanism - LA Funding to Installation booking** | | | | | | |
| **Overarching Delivery management** | 17 | To what extent do LAs have expertise and capacity to deliver installations at the promised volumes? Comparing before scheme launch and at closure. |  | LA survey & interviews, installers and coordinator interviews, DESNZ delivery team interview, DESNZ Delivery Partner interview | Primary | Quant & Qual |
|  | Delivery analysis of scheme data | Secondary | Quant |
| 18 | What factors most influenced the ability of LAs to **deliver installations to time and quality**? | Split into **aids** and **barriers**. | LA survey & interviews | Primary | Quant & Qual |
| 19 | What role did the **Delivery Partner** have in the delivery of installations? What **value have they added**? |  | DESNZ delivery team interview, DESNZ Delivery Partner interview, LA survey & interviews | Primary | Quant & Qual |
| **Delivery models** | 20 | What **organisational structures and delivery models** do LAs use for delivery? All elements between receiving funding and organising installations. | How do these differ by provider type, and by region? Why have they chosen these models? | Portfolio analysis of scheme data | Secondary | Quant |
| 21 | How effectively were LAs able to **procure delivery providers**? What **commercial models** did they adopt to do this? | What factors have made these commercial models more or less fit for purpose? | LA survey & interviews | Primary | Quant & Qual |
| 21 | Did recruited households receive **clear advice on the bill impacts** of installing low carbon heating? | Who provided this advice? | LA survey & interviews, Scheme Participant survey & interviews | Primary | Quant & Qual |
| **Timeliness** | 22 | Were installations **booked** in a timely way? What factors **disrupted or delayed installation bookings**? | How does this vary by measure type? | LA survey & interviews, Scheme Participant survey & interviews, Installer survey & interviews | Primary | Quant & Qual |
| **Delivery mechanism - Installation booking to completion** | | |  |  | | |
| **Installation management** | 23 | What were the **primary barriers** for installers delivering installations to time, cost and quality? | How have these changed over time? | LA survey & interviews, Installer survey & interviews, DESNZ Delivery Partner interview | Primary | Quant & Qual |
| 24 | What **post-installation support** was offered by installers (such as follow-ups)? To what extent was this taken up? | How does this vary by measure type? | Installer survey & interviews, Scheme Participant survey | Primary | Quant & Qual |
| **Delivery mechanism – Overall** | | |  |  | | |
| **Overarching Delivery management** | 25 | How did DESNZ, the Delivery Partner (DP) and Delivery Agent (DA) **manage scheme delivery overall**? What were the key **successes or barriers** to effective management encountered during delivery? | How has this changed over the scheme's lifetime?  How was the transition from DESNZ delivery management to external organisations managed? | DESNZ delivery team interview, DESNZ Delivery Partner interview, Delivery Agent interview, LA survey & interviews | Primary | Quant & Qual |
| 26 | How has the Delivery Agent **co-ordinated scheme delivery and governance**, and the role of the Delivery Partner within this? | In what ways did the Delivery Agent’s involvement facilitate communication required for effective scheme delivery and governance? | DESNZ delivery team interview, DESNZ Delivery Partner interview, Delivery Agent interview | Primary | Quant & Qual |
| 27 | How has the Delivery partner **managed scheme delivery** directly? | What were some of the key successes and challenges encountered by the DP in delivery management overall, and specifically in interactions with LAs? | DESNZ Delivery Partner interview, Delivery Agent interview, LA survey & interviews | Primary | Quant & Qual |
| 28 | How does the HUG 2 delivery approach **compare to predecessor schemes** LAD and Sustainable Warmth? What were the **comparative successes and barriers** of the HUG 2 approach? |  | DESNZ delivery team interview, DESNZ Delivery Partner interview, Delivery Agent interview, LA survey & interviews. | Both | Quant & Qual |
| Comparison of scheme and evaluation findings from predecessor schemes |
| **Stakeholder experience - LAs** | | |  |  | | |
| **Engagement** | 29 | To what extent did LAs feel they were **engaged by DESNZ** prior to participating in the scheme? Did they feel their feedback was reflected in the scheme design? |  | LA survey & interviews, DESNZ delivery team interview | Primary | Quant & Qual |
| **Motivation** | 30 | Why did LAs **choose to participate** in the scheme? Why did some LAs (if any) choose not to? |  | LA survey & interviews | Primary | Quant & Qual |
| **Experience** | 31 | What were the experiences of **LAs working with DESNZ and the Delivery Partner** on scheme delivery? | What worked particularly well, or less well? | LA survey & interviews | Primary | Quant & Qual |
| **Stakeholder experience - Supply**   **Chain (inc. LA Delivery Partners, retrofit coordinators, manufacturers, etc.)** | | |  |  | | |
| **Delivery models** | 32 | How did **the supply chain work with LAs** to manage delivery? What different models were employed? | Which models worked more or less well? | LA survey & interviews, Portfolio Analysis of delivery models | Both | Quant & Qual |
| **Experience** | 33 | What were the **experiences** of the supply chain working with LAs on scheme delivery? | What worked particularly well, or less well? | Supply Chain survey and interviews | Primary | Quant & Qual |
| **Barriers** | 34 | What **barriers** did the supply chain face in meeting demand generated by the scheme, and related schemes? How do they feel these barriers could be **overcome in future**? |  | Supply Chain survey and interviews | Primary | Quant & Qual |
| **Stakeholder experience - Installers** | | |  |  | | |
| **Overarching Delivery management** | 35 | In what ways are installers more or less satisfied with how the scheme has been designed and managed? |  | Installer survey & interviews | Primary | Quant & Qual |
| **Barriers** | 36 | Did installers encounter any **barriers to participation**? |  | Installer survey & interviews | Primary | Quant & Qual |
| 37 | To what extent are installers **paid for their work on time**? |  | Installer survey & interviews | Primary | Quant & Qual |
| **Experience** | 38 | What were the **experiences of installers** on the installations they carried out? | How did this vary by measure type, property type, household type? | Installer survey & interviews | Primary | Quant & Qual |
| 39 | To what extent are installers **willing to participate in other existing/future DESNZ schemes**? | Has their experience with HUG affected this? | Installer survey & interviews | Primary | Quant & Qual |
| **Stakeholder experience  -Households / Landlords** | | |  |  | | |
| **Experience** | 40 | What was the experience of households with **organising** the installation? | How did this vary by measure type? | Scheme Participant survey & interviews | Primary | Quant & Qual |
| 41 | What was the experience of households with the **installation itself**? | Scheme Participant survey & interviews | Primary | Quant & Qual |
| 42 | What was the experience of households with the measure **after installation**, including aftercare? | Scheme Participant survey & interviews | Primary | Quant & Qual |
| **Satisfaction** | 43 | How **satisfied** were households with their installation? | Scheme Participant survey & interviews | Primary | Quant & Qual |

# Annex E: HUG 2 Impact evaluation questions & potential methods

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Benefit** | **Impact to measure** | **#** | **Evaluation question** | **Data source** | **Potential methods** |
| **Progress Towards Fuel Poverty – Bill Savings** | Reduced national Fuel Poverty | 1 | Is the scheme reaching those at risk of Fuel Poverty? Could it reach them more effectively? | Surveys or DWP data to determine household income. Scheme delivery data for pre/post household EER | In order to create a fuel poverty flag, information on household income **and** property energy efficiency are required. The former may be collected via surveys, or by working with DWP to receive recorded income data. The latter will be available via the scheme delivery data. |
| 2 | To what extent is the scheme moving the target population out of Fuel Poverty? | As above | As above, but with a before and after profile for scheme participants. |
| Reduced energy consumption | 3 | In what direction, and to what extent has the target population's energy use on heating changed after installation of measures? | Participant survey + NEED/Smart meter data | Survey results to indicate extent/direction of change. Recorded data (NEED and/or smart meters) to calculate changes, employing a counterfactual analysis to explore attribution to the scheme. |
| Warmer homes, ‘levelled up’ households, improved access to energy and bill savings. | 4 | To what extent have the homes of the target population been made warmer and more comfortable? | Participant survey | Analysis of survey results will indicate the extent to which this is being reported as true. |
| 5 | To what extent has the target population's energy bills changed after installation of measures? | Participant survey + NEED/Smart meter data | Survey results will indicate the extent to which this is being reported as true. This will be triangulated with recorded consumption data (NEED and/or smart meters) to assess and compare against any observed changes. |
| 6 | To what extent has the scheme driven all these changes? | NEED/Smart meter data | Counterfactual analysis against a control group. |
| **Progress Towards Carbon Budget – Less Carbon** | Transition to low carbon heating in off-gas grid population |  | To what extent has the scheme driven a transition to low carbon heating in this population, both individually and as part of DESNZ's domestic low carbon heating policy portfolio? | Scheme delivery data + participant survey | .  A combination of analysis of scheme delivery data and participant surveys will deliver insight on which LC measures would not have been delivered without the scheme. |
| 7 |
| Transition to Net Zero is on track for sector | 8 | Post-delivery, how close is the target population's carbon output to the target set in carbon budget 4 (2023-2027)? | NEED/Smart meter data | Energy savings will be converted into carbon savings and compared against the carbon budget targets. |
| **Help Businesses Support Green Jobs - Levelling Up** | New permanent jobs created in the low carbon and retrofitting sector | 9 | What is the size of the low carbon and retrofitting installer sector? | Installer survey and/or sector research using existing datasets such as IDBR | A contribution analysis approach will be used to answer these EQs, using a combination of newly collected (e.g. via surveys) and existing data to assess whether any changes have occurred within the sector, and the extent to which this can be attributed to HUG. |
| 10 | How has the size of the sector changed over time? To what extent can this change be attributed specifically to HUG, or other DESNZ property retrofit schemes? |
| **Supply Chain Market Improvement** | A supply chain of insulation and low carbon heating sufficient to meet Net Zero target | 11 | Are the types and number of measures installed under HUG 2 (and DESNZ's wider domestic retrofit portfolio) sufficient to be on track to meet DESNZ carbon Budget targets in this area? | Scheme delivery data | This can be answered using analysis of the carbon savings brought about by the measures installed under the scheme, and extent to which they are contributing to the Carbon Budget targets |
| 12 | To what extent is it feasible to expand this or similar schemes in future to better meet these targets? | Fieldwork with all stakeholder groups (LAs, DESNZ delivery partner, installers, supply chain, participants) | This EQ will be addressed via fieldwork with all stakeholder groups, asking about their appetite, demand and ability to support an expansion of the scheme. |
| Increased availability of insulation and low-carbon heating products | 13 | How has the availability of energy efficiency measures changed over the scheme's lifetime? Is it sufficient to meet the scheme's needs? | Supply chain survey and/or interviews | Can be assessed via fieldwork with supply chain representatives |
| 14 | Will there be future production capacity in the supply chain to support an expansion of related and successor schemes? |
| 15 | What are the actual average costs of installing the most common combinations of measures? | Scheme delivery data | Can be deduced using data resulting from the scheme. |
| **Longer and Better Health and Quality of Lives** | Improved public health and NHS savings for target population | 16 | To what extent, and in what ways have physical and mental health outcomes changed for the target population? | Participant survey and/or linking to NHS data | Survey data can be used to assess the self-reported health impacts of participants. There is a possibility to use QEA methods using NHS health data, however this is highly subject to data availability and access. |

# Annex F: HUG 2 Impact evaluation - Primary research stakeholder groups and associated questions to address

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder group** | **EQs** | **Quant** | **Qual** | **Comments** |
| Scheme participants (owner occupiers and landlords) | 1-5,7, 12, 16 | Y | Y | Both qualitative and quantitative approaches will be required to cover the wide breadth of EQs. |
| Supply chain representatives | 12-  14, 21-22, 26 | Maybe | Y | EQ 14 is on perceived quality issues that PAS2035 does not address. Qualitative research may be more suitable for this in order to explore what the issues may be. A quantitative approach may also be possible.  EQs 21-22 are on the availability (past, present and future) of energy efficiency measures. A qualitative approach may yield richer insights into this question |
| LAs | 12 | Maybe | Y | EQ 15 is on the prevalence of fraud or price distortion. A contribution analysis approach has been recommended to address this, meaning that fieldwork would be one component feeding into the overall analysis. While it would be possible to adopt a quant approach with LAs, a qual approach might be more useful for exploration. |
| DESNZ Delivery partner |
| Participating installers | 9, 10, 12 | Y | Y | EQs 26-28 are on the size and capacity (before and after the scheme) as well as the feasibility of expanding this or similar schemes in the future. Both a qual and quant approach are recommended here in order to understand whether any changes have occurred, the extent to which these can be attributed to the scheme and installer willingness to maintain engagement with HUG or other similar schemes. |

# Annex G: Potential data sources for HUG 2 impact evaluation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Data source** | **Available** | **Within DESNZ** | **Characteristics** | **Limitations** | **Access requirements** |
| Scheme delivery data | Y | Y | Record-level data on every measure installed for every property, and every installer involved. UPRN for every property, for linking to other datasets. Contact details (email and phone) for every household and installer, no contact consent required. | Only just started collection, quality unknown. Issues in previous schemes with data completeness overall (including mandatory variables) and delays in reporting. Quality of installers contact details in previous schemes has been low. Supposed to be addressed fully for HUG 2. | Will be made available from start of contract. |
| Monthly KPIs | Y | Y | Summary metrics of interest to scheme delivery governance. | Higher quality and timely, but aggregated only. | Will be made available from start of contract. |
| Scheme modelled measure savings | Y | Y | Estimated energy savings per measure. | Modelled only. May change across lifetime of the scheme if updated internally. | Will be made available from start of contract. |
| Trustmark and MCS lodgement data | Y | Y | Detailed record-level data on every measure installed for every property and every registered installer, supplementing scheme delivery data. Linked via UPRN. TrustMark audit data of installations quality also available. | Historic issues with timeliness (lag after installations complete), and small numbers of measures flagged under wrong scheme. | Can be made available from start of contract. Data sharing already agreed and supplied between TM/MCS and Department. |
| Inter-Departmental Business Register (IDBR) | Y | Y | Number of employees, turnover, birthdate, industry, and location. Can be linked with TrustMark and Scheme data via identifier | Variables are not always updated every year for small and medium-sized firms, limiting temporal analysis. Does not have data on volume of hours worked, so limited use for assessing impacts to existing sector staff, rather than job creation. | Can be made available when required. IDBR data sharing with Department already established for previous evaluations. |
| Annual Business Survey (ABS) | Y | Y | Turnover, wages and salaries, purchases of goods and services, stocks, and capital expenditure. Can be linked with TrustMark and Scheme data via identifier. | Variables are not always updated every year for small and medium-sized firms, limiting temporal analysis. Does not have data on volume of hours worked, so limited use for assessing impacts to existing sector staff, rather than job creation. | Can be made available when required. |
| NEED | N | Y | Extract from National Energy Efficiency Data-Framework. Gas and electricity consumption, energy efficiency measures. Can be linked via UPRN. | Currently a two-year time lag on data, so final HUG 2 installations will only enter dataset in March 2027. | Access to consumption data needs to be approved by the NEED team. Complex process, only possible once evaluation requirements finalised. Has been done for previous evaluations. |
| SMETERS data | N | Y | Data from a pilot sample of 13k households fitted with technologies that measure the thermal performance of homes using smart meter and other data. | SMETER system  has been assessed as non-viable due to timing and coverage (insufficient  numbers of products will have SMETER devices installed prior to HUG 2 installations). | Access can be arranged by the Department if required. |
| Smart meters data | N | Y | Daily and half hourly gas and, electricity consumption, and linked contextual data (EPC and survey). | Limited to households with Smart Meters, and those who provided consent for data sharing | Access can be arranged by the Department if required. |
| DWP or HMRC income  data | N | N | Household or household member income data, either gross or 'after housing costs'. | Unknown - likely access restrictions. | Although data sharing with the department is being explored for future scheme delivery, it is unlikely to be shareable with evaluators within the next two years. |
| Data on annual fossil heating installations | N | Maybe | National numbers and types of fossil fuel heating installations, as compared with low carbon heating installations under the scheme. | Is present to a limited extent in existing DESNZ datasets such as the Digest of UK Energy Statistics (DUKES), but has not been properly assessed for used in evaluation. | Feasibility of direct access still needs to be determined and justified. |
| NHS health data | N | N | Insufficiently specified, likely basic aggregate counts of referrals or hospital admissions per | Unknown - likely access restrictions, and residents not residing in a property long term. | This dataset is currently being explored as part of wider DESNZ evaluation work. It is unlikely to be shareable with evaluators within the next two years. |

# Annex H: Initial Evaluation Questions from the commissioned evaluation of the Social Housing Decarbonisation Fund (SHDF) Waves 1 & 2.1

Taken from published ITT documentation, November 2022

**Process Evaluation**

* 1. 1. How effectively have the Wave 1 and Wave 2.1 programmes been implemented and delivered?
     + 1. a. How effective was SHDF, including TAF, support to social housing landlords at application stage for Wave 1 and Wave 2.1, including to enable successful funding applications and project outcomes?
       2. b. How efficiently have Wave 1 and Wave 2.1 managed competitions and disbursed funding?
       3. c. How effectively has SHDF managed project delivery and performance in Waves 1 and 2.1?
       4. d. To what extent and how have Wave 1 and Wave 2.1 operated as intended including the roles of the Delivery Partner and in the case of Wave 2.1, Delivery Agent?
  2. 2. To what extent and how have Wave 1 and Wave 2.1 projects performed as intended?
  3. 3. To what extent and how have Wave 1 and Wave 2.1 incorporated lessons learned from other BEIS energy efficiency schemes, the SHDF(D) and Wave 1 (in the case of Wave 2.1), to inform the design and delivery of the waves?

4.To what extent and how has the design of Wave 1 and Wave 2 effectively supported both wave-level and scheme achievements?

**Impact Evaluation**

5. How effectively have Wave 1 and Wave 2.1 delivered benefits for social housing tenants, including delivering warm, energy-efficient homes, improved tenant health and wellbeing outcomes, and reduced risk of fuel poverty?

6. How effectively have Wave 1 and Wave 2.1 built social housing landlords’ capacity and capability to decarbonise their housing stock?

7. How effectively have Wave 1 and Wave 2.1 delivered intended environmental and cost benefits, specifically energy, carbon and bill savings?

8. To what extent and how did Wave 1 and Wave 2.1 deliver retrofit installations which were high quality and represent good value for money for BEIS?

9. To what extent and how has Wave 1 and Wave 2.1 contributed towards intended wider impacts, including supporting the green economy and supply chain for retrofitting social housing?

1. BEIS (2020) [Home Upgrade Grant: Phase 2- guidance for local authorities](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1114867/hug-phase-2-guidance-local-authorities.pdf) [↑](#footnote-ref-2)
2. Gov.uk (2023) [Green Book supplementary guidance: valuation of energy use and greenhouse gas emissions for appraisal](https://www.gov.uk/government/publications/valuation-of-energy-use-and-greenhouse-gas-emissions-for-appraisal) [↑](#footnote-ref-3)
3. Smart Energy Research Lab <https://serl.ac.uk/> [↑](#footnote-ref-4)
4. Gov.uk (2023) [Fuel poverty statistics](https://www.gov.uk/government/collections/fuel-poverty-statistics) [↑](#footnote-ref-5)
5. Gov.uk (2021) [GSR Ethical Assurance for Social and Behavioural Research](https://www.gov.uk/government/publications/ethical-assurance-guidance-for-social-research-in-government) [↑](#footnote-ref-6)
6. https://www.gov.uk/government/publications/social-housing-decarbonisation-fund-wave-2 [↑](#footnote-ref-7)
7. DESNZ will facilitate access to SHDF Wave 2.1 delivery and evaluation data. Access to HUG 2 delivery and evaluation data will be covered within this contract. [↑](#footnote-ref-8)