

Community Organisations and Household Energy: Interview schedule (pilot)

Welcome and thanks for taking the time for this interview.

I have some questions but our conversation does not have to be limited to those and please feel free to say if there are certain things that you prefer not to discuss. We can stop the interview at any time if you wish.

Before we begin, do you have any questions?

The purpose of this interview is to find out about [your project]: what was done, its impacts and how the project was established and run.

- 1. First of all, can you briefly describe the aims of your project?**
- 2. Can you talk me through the process of how a home visit to promote energy efficiency is delivered in your project?**
Probes: How households were recruited? Visit process (e.g. Advice? Signposting? Work done?); Any follow-up? Who does it?
- 3. Who was involved in delivering the project?**
Probes: Who did the visits? Who organised? Role of partners? Role of Local Authority?
- 4. What were the impacts of this activity and how did you know this?**
Probes: Take-up, and whether disadvantaged? How evaluated? Contacted after visit? Any non-energy impacts (positive/negative)? Able to share reports/evidence?
- 5. How did the project start?**
Probes: When? Who initiated? Motivation? Role of partner organisations and funders?
- 6. How was the delivery approach that you use decided upon?**
Probes: Who influenced? Based upon evidence of impact? Resources? Distinct motivation to other projects run by organisation?
- 7. What skills, knowledge and personality traits do you think are important for working on your project?**
Probe: Training or Mentoring done to develop? Interested in receiving/sharing?
- 8. How has the project managed to sustain its activity? [Or, if ceased, how did this come about?]**
Probe: Motivation; Skills and Knowledge; Funding and Resources; Partners; Evaluation; Take-up
- 9. What were the strengths and weaknesses of your approach in your view?**
Probe: Role of Trust – opening doors otherwise closed? Plus Probes from above.
- 10. What do you think would help your project achieve a greater impact?**
Probe: Motivation; Skills and Knowledge; Funding and Resources; Partners; Evaluation
- 11. Is there anything else you would like to add?**

Thank you for your time.

We would also like to send a short electronic survey to other people involved in the project to hear their views and to beneficiaries to hear about how the project has helped them. **Are you happy to help to pass this on?**

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Before we begin, do you have any questions?

The purpose of this interview is to find out about [your project]: what was done, its impacts and how the project was established and run.

- 1. First of all, can you briefly describe the aims of your project and your role within it?**
Probe: Fuel Poverty? Interviewee paid/unpaid? Work outside of project?
- 2. Can you talk me through the process of how a home visit to promote energy efficiency is delivered in your project?**
Probes: How households were recruited? Visit process (e.g. Advice? Signposting? Work done?); Any follow-up? Who does it?
- 3. Who was involved in delivering the project?**
Probes: Who did the visits? Who organised? Role of partners? Role of Local Authority?
- 4. What were the impacts of this activity and how did you know this?**
Probes: Take-up, and whether fuel poor? How evaluated? Contacted after visit? Any non-energy impacts (positive/negative)? Able to share reports/evidence? How many homes visited each year?
- 5. How did the project start?**
Probes: When? Who initiated? Motivation? Role of partner organisations and funders?
- 6. How was the delivery approach that you use decided upon?**
Probes: Who influenced? Based upon evidence of impact? Resources? Distinct motivation to other projects run by organisation?
- 7. What skills, knowledge and personality traits do you think are important for working on your project?**
Probe: Training or Mentoring done to develop? Interested in receiving/sharing?
- 8. How has the project managed to sustain its activity? [Or, if ceased, how did this come about?]**
Probe: Motivation; Skills and Knowledge; Funding and Resources; Partners; Evaluation; Take-up
- 9. What were the strengths and weaknesses of your approach in your view?**
Probe: Role of Trust – opening doors otherwise closed? Plus Probes from above. Fuel poverty?
- 10. What do you think would help your project achieve a greater impact?**
Probe: Motivation; Skills and Knowledge; Funding and Resources; Partners; Evaluation
- 11. Is there anything else you would like to add?**

Thank you for your time.

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INTRODUCTION

Community Organisations and Household Energy (COHE) aims to explore the role of community organisations in supporting householders to undertake energy efficiency measures through carrying out home visits.

We have already spoken to [REDACTED] about the home energy efficiency visits done through the project over recent years.

This short survey should take 5-15 minutes to complete, and is being sent to yourself and other people involved in organising the project, and is intended to capture some further perspectives on the delivery and impact of your work.

PARTICIPANT INFORMATION

The information gained from your interview will only be used for the Community Organisations and Household Energy project and will not be used for any other purpose.

Findings from the interviews will be incorporated into project reports and may also be included in publications and presentations about the project.

Your name or any other personal identifying information will not appear in any publications resulting from this study; neither will there be anything to identify your organisation unless you have provided explicit consent for this.

You are free to withdraw from the study at any stage before or during the interview and up to two months afterwards by contacting Dr Andrew Reeves on areeves@dmu.ac.uk or 0116 2506569.

1. What was your role in delivering the project?

(tick all that apply, adding further details in text box if appropriate)

- Project Planning (member of team)
- Project Planning (providing support from an external organisation)
- Delivering home visits
- Training home visitors

Other (please specify)

2. How effective do you think the project was in reaching and supporting households in fuel poverty, and why was this the case?

3. What has enabled the project to sustain its activity?

(And/or, if it ceased running, why did this happen?)

4. What do you think would have helped the project to achieve an even greater impact?
(e.g. changes in how it was run, external support, etc.)

5. Is there anything else you would like to add?
(we are interested in understanding the relationship between how you delivered your project and the impact that it had)

THANK YOU FOR TAKING PART!

Your responses will help us in our research to find out how community organisations can effectively help households to improve the energy efficiency of their homes.

If you have any questions about this research please contact Dr Andrew Reeves on 0116 2506569 or areeves@dmu.ac.uk.

PLEASE CLICK ON "DONE" TO SUBMIT YOUR SURVEY

INTRODUCTION

Community Organisations and Household Energy (COHE) aims to explore the role of community organisations in supporting people to improve the energy efficiency of their homes.

One of the projects we are looking at is [REDACTED] through which you received a home energy efficiency assessment.

This short survey should take 5-10 minutes to complete, and aims to find out how that visit was for you, and what impact it had on your household.

PARTICIPANT INFORMATION

The information gained from this survey will only be used for the Community Organisations and Household Energy project and will not be used for any other purpose. A summary of results will be shared with the organisation that carried out your home visit.

Your name or any other personal identifying information will not appear in any publications resulting from this study; neither will there be anything to identify the organisation that carried out your home visit unless they have provided explicit consent for this.

You are free to withdraw from the study for up to two months after completing the survey by contacting Dr Andrew Reeves on 0116 2506569 or areeves@dmu.ac.uk

1. How would you rate the quality and helpfulness of the home visit that you received?
(We are interested in what you liked, what you didn't like and ideas for improvement)

2. What changes did you make to your home or energy use behaviour at home, if any, as a result of the visit?

(Please list any technologies installed or work carried out (during or after the visit) as part of your answer.)

3. If recommendations for energy efficiency improvements were made during your visit, what factors affected whether or not you carried them out?

(Please refer to the specific energy efficiency improvements in your answer)

4. Please add any other comments you'd like to share about the experience of your visit and the impact that it had

THANK YOU FOR TAKING PART

If you have any questions about your invitation to participate or would like further information about the interviews please contact Dr Andrew Reeves on 0116 2506569 or areeves@dmu.ac.uk

PLEASE CLICK "Done" to SUBMIT YOUR SURVEY.