

## THE GREEN DEAL PROVIDERS' GROUP

### WORK GROUP ON OVERSIGHT AND REGISTRATION BODY

The Oversight & Registration Body (GD-ORB) will act on behalf of the Secretary of State as the managing organisation for all Green Deal participants. On 14 June, the Department of Energy & Climate Change (DECC) awarded the contract to Gemserv who - with their partners REAL - will provide the GD-ORB services for the first 3 years.

The purpose of this Group is to consider whether the Oversight & Registration Body will be ready in time - and how it will be established & funded, and can fulfil its remit efficiently & effectively.

#### SITUATION REPORT

The Work Group was unable to obtain a copy of the tender document(s) from the Department. But after we considered and agreed our project brief, DECC officials came to our first meeting (25 June) to share their thinking about the scope of the GD-ORB, and discuss early drafts of planned guidance for prospective Green Deal Providers. This was a good start.

It was also decided to contact Gemserv requesting a meeting to discuss primary issues such as:

- what a successful application will look like
- what criteria can applicants expect to be judged against - notably the 'fitness test'
- demonstrating previous experience of satisfactory customer complaint handling
- post-authorisation reporting requirements - frequency, methods & formats, etc.

The Work Group was represented at a subsequent meeting (11 July) organised by DECC to work through the proposed application procedure - inc. draft forms. This was held at Gemserv's office and included non-GDPG businesses. On 2 August, DECC published its "Green Deal Provider Authorisation Guidance for Applicants".

Gemserv replied to our meeting request to explain what they and DECC have been doing and update the Work Group on finalising procedures & guidance. Gemserv is keen to hear suggestions from us. They see it as part of their role to assist applicants as & where they can. As so much had transpired since we made our request, it was decided a meeting was not necessary at this time.

The day before the formal opening of the Green Deal Provider registration process (8 August), Gemserv telephoned to alert the Work Group to a press release being prepared. In it, Gemserv said workshops will be staged for prospective Providers during August. Contact details for all members of the GDPG Steering Group were passed on for invitations to be issued.

A few days later, Gemserv phoned to discuss the workshops. The conversation centred on (a) what level to pitch the content and (b) anticipate the types of questions/grumbles likely to crop up.

#### ADVICE GIVEN TO GEMSERV

Views were canvassed in the Work Group. There was not time to trawl the Steering Group widely prior to the first workshop (today). Pointers given to Gemserv can best be summarised as follows.

## **Level of Awareness**

Most workshop guests have been working on Green Deal and ECO for 1-2 years. They possess an advanced knowledge of the regulatory and operating requirements & implications.

## **Approach**

Gemserv ought to reassure guests it is capable of fulfilling its remit efficiently & effectively as we prepare for the October start. The emphasis must be to explain and clarify how applications will be handled & approved in a smooth, proficient manner - rather than re-ignite a debate about the philosophy of the policy, what it does & doesn't do, and how it was formulated.

Gemserv will do well if it slays some 'urban myths' straightway - e.g. what it cannot do, will not do, areas where they have no powers, etc. If guests gain confidence the process is not onerous, expensive or different to what they may already be doing, the workshops will be worthwhile.

Gemserv ought to be ready to discuss the consequences of not being ready in time or suffering teething problems. For instance, if an application is rejected, what happens? Will applicant have to re-apply - or is support available to correct aspects that need to put right before approval is given?

## **SPECIFIC POINTS**

### **Application Process**

There are grumbles about the two-stage application process. For instance:

- why aren't the Pre-Assessment Questionnaire and Fitness Test Form available at same time?
- why cannot applicants see Fitness Test Form before Pre-Assessment Questionnaire is done?

Applicants could be preparing both, in parallel, to save time & resources. This has a direct bearing on the ability to be ready to participate in the ECO from 1 October.

### **The Fitness Test**

Material to satisfy the Fitness Test is sought when Providers are certified by a UKAS-accredited body. Why this duplication - and can something be done to eliminate or reduce such repetition?

### **Associated Timings**

The 'one step at a time' approach causes further delay. Until applicants are approved, they cannot proceed on associated fronts- e.g. signing the GDAA, becoming users of the EPC Register, etc.

### **Post-Authorisation Compliance**

The concern is that reporting requirements are too prescriptive and resource intensive. What level of reporting and how will it be validated? Common templates are desirable so everyone works to an industry standard. This makes it easier for Gemserv & DECC to analysis trends and so on.