



WH:SHF Wave 3 Self-Conducted Evaluation: Guidance for Grant Recipients

IFF Research

Contents

1. Background and Rationale for Self-Conducted Evaluation	3
2. Administration and Support.....	5
3. Setup & Mobilisation.....	7
4. Group A: Quantitative Outcome Indicators	8
5. A1. Social Housing Landlord Capacity and Capability	9
6. A2. Supply Chain Capacity and Capability	11
7. A3: Resident Questionnaire	13
8. Group B: Optional evaluation topics.....	16
9. Reporting Requirements	20
10. Independent DESNZ Evaluation	21
Annex A: Evaluation Plan template for Challenges Fund grant recipients	22
Annex B: Evaluation Plan template for Strategic Partnership grant recipients	22
Annex C: A1 & A2 outcome indicators.....	36
Annex D: Resident Questionnaire (A3).....	37
Annex E: Mid-Delivery Report template	40
Annex F: End-Delivery Report template	40

1. Background and Rationale for Self-Conducted Evaluation

Self-conducted evaluation is a set of specific data collection, analysis and reporting activities that grant recipients in the Strategic Partnership route must undertake throughout the course of Warm Homes: Social Housing Fund (WH:SHF) Wave 3, as a mandatory condition of their grant funding. Grant recipients in the Challenge Fund route were also encouraged to opt in.

Evaluation is important for accountability and learning through its ability to:

- Demonstrate impact and effectiveness to stakeholders
- Support transparency and respond to scrutiny
- Manage risks and uncertainties in interventions
- Improve decisions and performance through evidence
- Understand what works, for whom, and when
- Inform the design of future interventions
- Demonstrate impact and effectiveness for accountability and reviews

Wave 3 has new design elements compared to previous waves of the programme, and the evaluation will allow the Department for Energy Security and Net Zero (DESNZ) to understand whether Wave 3 has been delivered and achieved its outcomes as intended.

IFF Research are DESNZ's independent evaluation partner for Wave 3, and they have been appointed to provide specialist self-conducted evaluation support to your organisation. This provides the opportunity to develop the necessary skills and experience to continue conducting your own evaluation activities, which are crucial to understanding your own project's performance and learning lessons. In turn, this understanding supports your organisation to continue retrofitting social homes in the future.

Wave 3 gives more responsibility to grant recipients in the Strategic Partnership route for conducting data collection, analysis and reporting activities. These grant recipients have more flexible delivery processes in place to reflect their capability and proven track record of successful delivery at scale, and therefore have more responsibility and ownership over their Wave 3 delivery.

Participating in self-conducted evaluation also provides an opportunity to shape future scheme design, as evaluation insights will inform the development of future schemes.

1.1 Strategic Priorities

Self-conducted evaluation activities will support grant recipients in the Strategic Partnership route to evidence the extent to which they are meeting their strategic priorities, as set out in their applications.

Wave 3's four strategic priorities for grant recipients in the Strategic Partnership route are delivery of retrofit at scale, installation of low carbon heating technologies, preparing for the future scale-up of retrofit, and innovation in retrofit. Please refer to Section 4.2.3 of the [WH:SHF Wave 3 Scheme Guidance](#) for further details.

There are two main elements of the self-conducted evaluation: Group A and Group B; both of which will help to gather evidence for the achievement of strategic priorities.

Group A requirements consist of three key outcomes of interest and associated indicators, which Strategic Partners must collect and report data on at least yearly. These

data collection requirements have been designed to provide evidence for specific strategic priorities, which your organisation can draw on during yearly reviews (please refer to Section 5.7.3 of the [WH:SHF Wave 3 Scheme Guidance](#) for further details) and at project closure.

For example, the first of Group A's three key outcomes of interest is 'Social housing landlord capacity and capability (A1 form)', which is important to evidence progress towards the strategic priority of 'Preparing for the future scale-up of retrofit'.

Group B contains a longlist of evaluation topics on a range of themes, which grant recipients may optionally choose to answer with additional data collection and analysis of their own design. Those in the Strategic Partnership route may tailor this activity to provide evidence for progress towards delivering their chosen strategic priorities. For example, your organisation may choose to undertake data collection and analysis to develop case studies for 'Installing low carbon heating technologies' or 'Retrofit innovation'.

Challenge Funds

Funding for Wave 3 was also available through the Challenge Fund route. This model is designed to support organisations with a smaller housing stock and to facilitate the phased approach to delivery adopted by many organisations. Applicants to the Challenge Fund that chose to participate in the self-conducted evaluation activities outlined in this document may select activities from either Group A or Group B. This gives your organisation the flexibility to prioritise the activities that are most relevant and valuable in generating insights.

2. Administration and Support

If you are participating in Wave 3 as a consortium, the consortium lead is required to lead self-conducted evaluation activities. Other consortium partners will be required to participate in other ways, for example by sharing data or distributing the resident questionnaire to support Group A requirements.

For all grant recipients, costs incurred when carrying out self-conducted evaluation activities in Group A are eligible for administration and ancillary (A&A) funding and therefore may be claimed as A&A costs ([Wave 3 Scheme Guidance](#)). However, any costs incurred when undertaking optional Group B activities are not eligible for A&A funding and must be self-funded.

2.1 General Support

IFF Research are DESNZ's independent evaluation partner for Wave 3, and they have been appointed to provide specialist self-conducted evaluation support to your organisation throughout Wave 3.

The same level of technical support and guidance from IFF Research is available to grant recipients in both routes.

Grant recipients have access to a **dedicated liaison team** within IFF Research, serving as their primary point of contact:

- Liaison officers are not evaluation specialists but are familiar with the evaluation requirements and associated processes.
- Liaison officers handle straightforward queries, such as those relating to evaluation timings, data requirements and technical support.
- Where needed, liaison officers will escalate ad hoc queries to the wider IFF Research project team or to relevant subject experts, depending on the nature of the evaluation query.
- This may include technical support (e.g. data collation and transfers) or broader methodological questions.

IFF Research hosted an introductory workshop to the self-conducted evaluation on Thursday 4th September 2025. If you were not able to attend, or should you wish to rewatch the session, you can ask your liaison officer to share the recording with you.

Throughout Wave 3, your organisation must attend one-to-one keep in touch sessions with your liaison officer at IFF Research, to reflect on progress and raise any project-specific issues or queries. These are likely to be on a quarterly basis, though the frequency may be adapted to reflect your progress and support needs. Ad hoc support will also be available.

IFF Research will also coordinate the following to support self-conducted evaluation activities:

- The development of an Online Knowledge Hub / FAQs, updated regularly with common questions and guidance.
- Drop-in sessions for more tailored advice.

- Lesson sharing sessions, in which grant recipients can learn from each other's experiences and share findings.

2.2 Group A Support

IFF Research will provide detailed written methodological and technical guidance on the data collection, analysis and reporting required for Group A. Project-specific advice can also be provided if required. Specific guidance documents for each element of the Group A requirements will be shared with you before the data collection periods.

IFF Research will quality assure all Group A data your organisation collects, to ensure it is of sufficient quality and has been provided in the correct format. If required, they may return your data with a request for further details or clarification. It is important to note that consortia leads are responsible for data across their consortium and are expected to undertake their own quality assurance checks.

2.3 Group B Support

Organisations that have opted to undertake optional Group B evaluation activities are able to access support and methodological guidance for up to three evaluation topics from the longlist. More details on the Group B longlist can be found in Table 3 of section 8.1 of this guidance. IFF Research will co-ordinate this support, and will draw on expertise from a wider consortium of research partners, each of whom bring particular expertise in both evaluation design and retrofit technologies.

IFF Research can support your organisation to develop relevant evaluation plans based on topics of interest, or to refine any existing evaluation plans. For example, they could review your organisation's initial evaluation questions and recommend appropriate methodologies for collecting relevant data.

You may explore additional topics from Group B independently if your organisation has further research interests.

To maximise the support available, your organisation may wish to select evaluation topics from Group B that cover similar themes.

3. Setup & Mobilisation

3.1 Evaluation plan

Your organisation is required to submit a self-conducted evaluation plan. This will explain your proposed data collection and analysis approaches for Group A and optionally Group B's additional evaluation topics.

Please refer to Annex A or B (dependent on your Wave 3 route) for the evaluation plan template which includes pre-set fields for your organisation to complete. This includes details of your organisation's data collection approaches for the Group A activities, Group B activities, and any anticipated challenges.

The evaluation plan template should be completed by 10th October 2025. Once completed, your evaluation plan should be sent to your liaison officer.

IFF Research will review evaluation plans, and provide further guidance as required ahead of signing them off. Any changes to the evaluation plan after sign-off will require agreement from DESNZ and IFF Research, who will consider what change is required, why, how it will be implemented, and any implications.

3.2 GDPR Compliance

Your organisation must ensure that they and any contractors are compliant with [UK General Data Protection Regulation](#) (UK-GDPR) and note the data sharing requirements set out in Paragraph 8.4 of the Grant Funding Agreement.

This includes ensuring that relevant Privacy Notices are issued when your organisation processes any personal data.

Privacy Notices must be issued to any residents who complete the resident questionnaire required as part of Group A (A3), and any individuals who participate in further optional Group B research. IFF Research will provide relevant Privacy Notice text in due course.

You must ensure any research participants provide informed consent for their data to be processed. This can be done by ensuring participants fully understand what their data will be used for, how it will be stored, and who will have access to it. Participants must agree to this willingly, and their consent should be clearly recorded. This process ensures that participants are aware of their rights and that their data is handled ethically and in line with data protection laws.

If your organisation works with any contractors or third parties when delivering self-conducted evaluation activities, you must ensure relevant Data Sharing Agreements are in place.

Please refer to guidance from the [Information Commissioner's Office](#) or your Data Protection Officer for more information about processing personal data.

4. Group A: Quantitative Outcome Indicators

4.1 Background & Rationale

Group A contains three outcomes, each with their own set of relevant outcome indicators, which your organisation should collect, analyse and report data on:

A1. Social housing landlord capacity and capability

A2. Supply chain capacity and capability

A3. Resident questionnaire

One of Wave 3's key objectives is to develop the retrofit sector, which involves upskilling social housing landlords in retrofit to support future improvements to energy efficiency in the social housing sector. Additionally, Wave 3 aims to create the conditions for growth in the retrofit supply chain capacity and capabilities, to boost productivity and innovation in the construction sector. Collecting data on indicators for these outcomes is important for evidencing whether Wave 3 has met these objectives.

The Group A outcome indicators also align with several of Wave 3's strategic priorities, which grant recipients in the Strategic Partnership route must deliver against (see **Strategic Priorities** above for further information).

Another of Wave 3's key objectives is to improve the comfort, health, and well-being of social housing residents by delivering warmer and more energy-efficient homes. Therefore, it is important that social housing landlords understand how Wave 3 has impacted their residents, as the ultimate end-beneficiaries.

5. A1. Social Housing Landlord Capacity and Capability

5.1 Data collection

Each A1 outcome indicator requires specific quantitative data to be collected and shared with IFF Research and DESNZ via a data collection form within the Grant Management System (GMS).

This form must be completed once per delivery year, in November, to align with yearly review processes. Once the A1 form is published on the GMS, we recommend you review this at your earliest opportunity, to ensure you are collecting the necessary data. There will also be video tutorials and guidance on how to use and navigate the GMS.

If your organisation is participating in Wave 3 **as part of a consortium**:

- All consortium members must collect and share this data
- Each partner organisation should complete their own response, using a template provided by IFF Research. Please note that some questions only require responses from the lead grant recipient
- Partner organisations will then send their response to the lead grant recipient
- The lead grant recipient will review the submissions they receive from partner organisations, checking for inaccuracies, and that the data aligns to the lead grant recipient's understanding of project progress
- Once lead grant recipients are confident with the submissions they receive, they will aggregate the data and submit as one response to the GMS
- Lead grant recipients are expected to retain the individual copies of each partner organisation's A1 submission. This will assist in quality assurance procedures, and in case there is a need for the wider evaluation to utilise disaggregated in future.

Please see Table 1 below for a summary of A1's sub-outcomes, and their indicators. The full specification for outcome indicators to be collected can be seen in Annex C.

Table 1: A1 Summary

Sub-Outcomes	Example Outcome Indicators
Internal retrofit capacity, types of roles, and growth	<ul style="list-style-type: none"> • Total number of FTEs working in retrofit, and on Wave 3, categorised by occupation type (SOC codes) • Primary delivery model adopted for key roles (delivered internally, directly contracted, subcontracted) – lead grant recipient only • Total number of apprentices supported for Wave 3
Upskilling and training	<ul style="list-style-type: none"> • Quantity and nature of relevant retrofit accreditations received and training courses attended • Supporting less mature organisations – lead grant recipient only

5.2 Analysis

Your organisation will be required to conduct some minimal data processing and descriptive analysis to compile the A1 data according to the data collection form's requirements. For example, you may need to collate information from different sources, provide total or average figures, and compare outcome results between years.

IFF Research will also provide support, guidance and quality assurance where analysis is necessary.

6. A2. Supply Chain Capacity and Capability

6.1 Data Collection

Each A2 outcome indicator requires specific quantitative data to be collected by grant recipients and shared with IFF Research and DESNZ via an online survey hosted by IFF Research.

Grant recipients must provide IFF Research with the contact details of relevant organisations within their retrofit supply chain ahead of the annual data collection period. IFF Research will provide an Excel template through which you can submit this information. IFF Research will then distribute an online survey directly to those organisations, who will be required to complete the survey between the 3rd November 2025 and the 28th November 2025.

For organisations participating in Wave 3 as part of a consortium, the lead grant recipient is responsible for collecting the supply chain contact details from all consortium members. The lead grant recipient should check each member's Excel file and then submit all the files together in a single zipped folder to IFF via Filex (IFF's secure file transfer platform). Your liaison officer can provide you with guidance on how to send the files via Filex.

Grant recipients are responsible for actively ensuring that their supply chain partners complete the survey once it has been disseminated. This data collection exercise will take place once per delivery year, in **November**, to align with the scheme's yearly review processes. IFF Research and DESNZ will also provide guidance documentation that can be shared with supply chain partners.

The survey sets out the types of roles and functions that DESNZ are interested in learning about. These include, where relevant, roles in:

- Construction (e.g. principal contractors)
- Installation
- Retrofit management (e.g. project management, retrofit assessors, retrofit coordinators, tenant liaison, procurement)
- Retrofit design (e.g. architects, retrofit designers).

However, DESNZ recognises that the supply chain is a complex environment, and that the nature of your organisation's contractual arrangements will vary. Therefore, it is up to your organisation to decide which specific organisations in its supply chain IFF should share the survey with, ensuring that they cover these roles. If relevant, you must ensure that lead contractors share this request with any subcontractors and return data accordingly.

As per Paragraph 8.4.4(ii) of the Grant Funding Agreement, your organisation must also ensure the requirement to share this data is incorporated into any new supply chain contracts.

If your organisation is participating in Wave 3 as part of a consortium, all consortium members must participate in this data collection activity.

Please see Table 2 below for a summary of A2's sub-outcomes, and their indicators (note the similarities with the A1 data collection requirement). The full specification for outcome indicators to be collected can be seen at Annex C.

Table 2: A2 Summary

Sub-Outcomes	Example Outcome Indicators
Retrofit capacity, types of roles, and growth	<ul style="list-style-type: none"> • Total number of FTEs working on Wave 3, categorised by occupation type (SOC codes), of which are newly recruited in the last 12 months • Primary delivery model adopted for key roles (delivered internally, directly contracted, subcontracted) • Total number of apprentices supported for Wave 3 • Date at which company began retrofit activities
Upskilling and training	<ul style="list-style-type: none"> • Quantity and nature of relevant retrofit accreditations received and training courses attended • Extent of satisfaction with ability to deliver retrofits efficiently, and key threats to this

7. A3: Resident Questionnaire

7.1 Data Collection

Each outcome indicator will require specific quantitative data to be collected by grant recipients via a questionnaire specified by DESNZ, in which each outcome indicator corresponds to a question.

The questionnaire methodology offers a consistent approach whilst allowing sufficient flexibility for all grant recipients to meet requirements in a way that fits with a range of delivery models, and which is proportionate to each organisation's size and complexity. More detail on this flexibility is provided below.

DESNZ have specified a short set of questions that your organisation must include in the resident questionnaire. Each question must be worded exactly as specified, irrespective of questionnaire method (e.g. online, telephone or face to face – see below for further details). You must also record certain sociodemographic characteristics to support sub-group analysis. The exact question wording for these has also been provided and includes the recording of age, gender, income, ethnicity, and disability.

As long as the specified questions are included, your organisation is welcome to collect further evaluative or sociodemographic information via the questionnaire, as suits your evidence needs.

The full list of resident outcome indicators can be seen below. Please refer to Annex D for the provisional questionnaire questions.

- Resident satisfaction with installation process
- Resident satisfaction with measures installed
- Perceived post-installation improvements to mental and physical health
- Perceived post-installation improvements to warmth and comfort in the home
- Perceived post-installation improvements (or no change in light of changing energy prices) to fuel bills

Your organisation can choose the exact questionnaire method which best suits your residents and individual project contexts. These could include online, computer assisted telephone interviewing (CATI), paper questionnaires, or face to face. You are also free to insert the questions into existing questionnaires where appropriate and in line with sampling requirements.

Your organisation may choose to use online survey platforms such as Smart Survey, Survey Monkey, or Microsoft Forms. If so, you must familiarise yourself with these platforms' privacy policies/notices. In most cases, grant recipients (as the account holder) will be the data controller for any personal data gathered via these platforms and are therefore responsible for it. Grant recipients must also ensure participants are aware of how their data will be processed.

DESNZ and IFF Research will specify certain minimum methodological requirements that the questionnaire must adhere to, regardless of the specific questionnaire method used. Questionnaires must achieve a minimum sample size, calculated based upon the number of properties within each grant recipient's project. Grant recipients must also provide assurances that efforts have been taken to minimise systematic bias. More detail on sampling can be found in section 7.2 of this document.

Your organisation must deliver the questionnaire to households a minimum of one month post-installation, and a maximum of 12 months post-installation. Although this will vary for each household, the questionnaire should ask when installations were completed, in order to create a derived variable for time since installation, enabling out of scope households to be discounted if necessary. Questionnaires may also be issued at a single point in time, through a phased approach, or on a period rolling basis (e.g. quarterly or monthly).

To create efficiencies, your organisation may wish to **make use of existing data collection activities** to administer resident questions. If taking this approach, you must ensure that these comply with the questionnaire requirements and guidance provided. For example, your organisation may choose to:

- Incorporate the specified questions and technical requirements outlined by DESNZ as part of basic evaluation requirements for every completed domestic property within the PAS2035:2023 process. Basic evaluation is required after works have completed, as part of the whole-dwelling approach to domestic retrofit, which considers the building as a system of interacting elements, interfaces and occupants. See Clause 13.4 of the [PAS2035:2023 Retrofitting dwellings for improved energy efficiency – Specification and guidance](#).
- Include the specified questions in regular or scheduled resident satisfaction surveys, such as the [Tenant Satisfaction Measures \(TSM\) perception survey](#). If selecting this approach, Wave 3 evaluation activity **must** be compatible with the TSM's technical requirements and must not impact upon sampling strategies for the TSM's perception survey. See the [TSM tenant survey requirements](#).

Your organisation can choose to deliver the questionnaire through in-house research teams or external contractors, as best suits individual project contexts and contractual arrangements. Where relevant, the role and name of any external contractor should be included in the evaluation plan. Grant recipients are responsible for ensuring any research undertaken by external contractors adheres to the [Market Research Society code of conduct](#) where its provisions are relevant.

If your organisation is participating in Wave 3 as part of a consortium, all consortium members must participate in this data collection activity. Consortium members should discuss how the resident questionnaire will be distributed across each organisation.

7.2 Sampling

‘Sampling’ refers to the selection of residents who will complete the questionnaire. Your organisation is required to determine the exact sampling method which best suits your residents and individual project context.

Your organisation is required to provide IFF Research with details of the chosen sampling approach. You must demonstrate that it: a) achieves a minimum sample size, on which IFF Research will advise, and b) minimises the introduction of systematic bias.

Bias occurs when a research sample does not accurately represent the entire group. A biased questionnaire sample would include residents with characteristics that are not representative of all residents receiving measures within your Wave 3 project. For example, a sample would be considered biased if the questionnaire was only issued to residents with an email address, without making a paper version available to those without an email address, because the views of digitally excluded residents would be missed.

Your organisation could select a random sampling approach, meaning that you intend to distribute the questionnaire to a random sample of the overall population of households receiving measures. Alternatively, you may decide that a census approach is more appropriate, meaning that you approach all households receiving measures within your Wave 3 project.

IFF Research will provide further detailed technical guidance on questionnaire design and sampling and can provide project-specific advice if required. DESNZ reserve the right to request adjustments in your organisation's selected method and sampling approach if this does not comply with the requirements and guidance provided.

7.3 Reporting

An overview of your questionnaire methodology should be provided as part of the evaluation plan. This should include your organisation's planned data collection method, sampling approach and rationale, questionnaire timings, details of who will be conducting the questionnaire, and how data will be anonymised (see below).

A summary of your questionnaire methodology should also be provided in the End-Delivery Report. This information is required again in recognition of the fact that plans could change over the course of Wave 3. This should include: details of the data collection method, sampling method, achieved sample size, summary of representativeness of the sample against the relevant resident population, and reasons for any failure to meet sample size requirements; questionnaire method and timing; type and value of incentives offered to residents to encourage questionnaire completion; the role of any named external contractor(s) in collecting, analysing and reporting data; any methodological issues likely to have a material impact on resident data reported.

Grant recipients will be required to return raw, anonymised questionnaire data to IFF Research and DESNZ for cleansing and analysis. **This must be anonymised to protect the identities of your residents and prevent DESNZ from processing their personal data.** IFF Research will provide guidance on the specific format data must be in (for example, a CSV file).

8. Group B: Optional evaluation topics

8.1 Background & Rationale

Group B contains a longlist of evaluation topics and corresponding evaluation questions on a range of themes, which grant recipients may optionally choose to answer with additional data collection and analysis of their own design.

This approach is designed to support grant recipients to undertake additional self-conducted data collection, analysis and reporting on key topics of interest, whilst support is available from IFF Research.

Taking this opportunity is not mandatory for grant recipients in the Strategic Partnership route, nor the Challenge Fund route, in recognition that Group B activities may be more resource-intensive to conduct, and not all topics will be relevant to all grant recipients.

Scope & Approach

Please see Table 3 below for the longlist of potential evaluation topics that your organisation can explore as part of Group B, as suggested by DESNZ.

You are welcome to explore other topics if you have alternative research interests or existing plans, and may still access support from IFF Research for this. Requests for support for evaluation topics not listed by DESNZ will be considered on a case-by-case basis.

Table 3: Group B Evaluation Topics

Overarching Evaluation Question	Evaluation Topics
1. To what extent, and how, have Wave 3 projects delivered as intended?	1a. What have been the critical success factors and barriers to effective and efficient delivery in your projects?
	1.b. To what extent, and how, have external factors influenced success in your social housing projects?
2. To what extent, and how, have Wave 3 policy designs encouraged social housing landlords to target the properties most in need of retrofit, with appropriate measures?	2a. What is the minimum level of building fabric required for low carbon heating installations not to increase, or to reduce, residents' bills?
	2b. To what extent do properties receiving low carbon heating without fabric measures achieve sufficient energy bill savings to take fuel poor residents out of fuel poverty?
3. To what extent, and how, has the design of Wave 3 and its funding models supported successful delivery at scale and value for money?	3a. To what extent, and how, do you think your social housing Wave 3 projects have delivered value for money?

4. To what extent, and how, has Wave 3 prepared social housing landlords and the retrofit sector for post-2030 retrofit and decarbonisation?	4a. Has Wave 3 developed your understanding of the optimal commercial arrangements (including innovative procurement processes) for delivering retrofit at scale?
	4b. To what extent do you think Wave 3 has encouraged further investment in retrofit/the retrofit sector?
5. How effectively has Wave 3 delivered intended environmental and cost benefits, specifically energy, carbon and bill savings?	5a. What energy savings have been generated by the installation of energy efficiency measures in your social housing Wave 3 projects?
	5b. To what extent has the installation of energy efficiency measures in your social housing Wave 3 projects delivered a reduction in fuel bills for your residents?
	5c. What carbon emission reductions have been generated by the installation of energy efficiency measures in your social housing Wave 3 projects?
	5d. How have these impacts varied by building archetype and/or measure mix?
6. To what extent have your Wave 3 projects generated benefits for residents? (Further exploration than in A3 Resident questionnaire)	6a. To what extent have residents been satisfied with the energy efficiency measures installed and the installation process?
	6b. To what extent have your social housing Wave 3 projects delivered warmer and more comfortable homes for residents?
	6c. To what extent have your social housing ' Wave 3 projects contributed to changes in resident physical health, mental health and wellbeing?
	6d. To what extent have your social housing Wave 3 projects contributed to attitudinal and behavioural change in relation to energy use?

8.2 Data Collection & Analysis

Unlike Group A, your organisation must propose its own data collection and analysis approaches if opting to deliver additional research via Group B.

The longlist of Group B evaluation topics is deliberately wide-ranging, to enable those who opt in to pursue specific themes that interest them, and which may be specific to their project context. It is not suitable for DESNZ to prescribe data collection and analysis methods in the same way as Group A because different projects may wish to explore different evaluation topics. The same evaluation questions can be answered using different methodologies, and different approaches will suit some projects more than others depending on the data and resources available to them.

Group B plans will be reviewed by IFF Research, who will provide feedback and advice on the general scope, as well as specific data collection and analysis methodologies.

Examples of methodologies could include, but are not limited to:

- Interviews
- Focus groups
- Deep dives/case studies into specific installations/projects
- Resident survey of additional outcomes not covered under Group A
- Supply chain feedback survey on additional outcomes not covered under Group A
- Building performance monitoring (**please see below**)

Please see Table 4 below for two examples of how your organisation might address certain evaluation topics from the Group B longlist provided in Table 3.

Table 4: Examples of Group B Research

Example Group B Evaluation Topics	Example Approach
<p>What have been the critical success factors and barriers to effective and efficient delivery in social housing landlords' projects?</p> <p>To what extent, and how, have external factors influenced success in social housing landlords' Wave 3 projects?</p>	<p>Case studies of specific installations or projects (for example, a specific estate or high-rise block) within the overall Wave 3 project, to illustrate specific influences on delivery and their impact upon project outcomes.</p>
<p>To what extent, and how, do social housing landlords think their Wave 3 projects have delivered value for money?</p> <p>Has Wave 3 developed social housing landlords' understanding of the optimal commercial arrangements (including innovative procurement processes) for delivering retrofit at scale?</p>	<p>In-depth interviews or focus groups with internal colleagues from specialist teams (for example, procurement or legal) across the grant recipients' organisation, bringing together different perspectives to explore key themes.</p>

<p>To what extent have social housing landlords' Wave 3 projects contributed to changes in resident physical health, mental health and wellbeing?</p>	<p>Making use of the resident questionnaire data collection activity (A3) by including additional questions which further explore the benefits of retrofit for residents.</p>
<p>To what extent have social housing landlords' Wave 3 projects contributed to attitudinal and behavioural change in relation to energy use?</p>	<p>This quantitative exercise could be complemented with in-depth resident interviews to further understand why certain responses were received.</p>

Your organisation may wish to explore environmental and cost benefits as part of Group B. If so, this requires data to be collected on building performance outcomes.

Unlike other Group B topics, if your organisation wishes to measure these benefits, you must do so using in-use building performance data. Using modelled energy savings data for these purposes is not possible because it would duplicate baseline data points that grant recipients in the Strategic Partnership route are already required to provide (please refer to Section 5.7.1 of the [WH:SHF Wave 3 Scheme Guidance](#) for further details).

DESNZ and IFF Research will recommend a preferred methodology for monitoring building energy performance which involves the measurement of in-use energy consumption data, such as smart meter or Smart Meter Enabled Thermal Efficiency Ratings (SMETER). Measuring in-use energy consumption will provide a more accurate understanding of the effectiveness of retrofits for social housing residents. Using SMETER will help grant recipients in the Strategic Partnership route to deliver under the 'Innovation' strategic priority.

DESNZ and IFF Research will also provide a preferred formula for modelling related carbon and bill savings, in line with [HM Treasury's Green Book \(2022\)](#) and the [2023 Supplementary Guidance](#).

IFF Research can provide further support and guidance on collecting in-use energy consumption data to grant recipients who express interest.

9. Reporting Requirements

Your organisation is required to complete two self-conducted evaluation outputs: one Mid-Delivery Evaluation Report and one End-Delivery Evaluation Report.

The Mid-Delivery and End-Delivery report templates will be shared in an updated version of this guidance in October 2025.

Each report will undergo a light-touch review from IFF Research to ensure adherence to the template and guidelines. There are no right or wrong answers in these reports, and this review will not analyse the information provided, but instead check for any errors or inconsistencies.

The Mid-Delivery Report should be completed and returned to IFF Research towards the end of the second year of delivery (late 2026 – early 2027). The Mid-Delivery Report is designed to record your organisation's experiences with the Wave 3 self-evaluation up to this point, including successes, challenges, and any emerging findings from the evaluation.

The End-Delivery Report should be returned to DESNZ as an annex to your Project Closure Report, after scheme closure. The purpose of the End-Delivery Report is to capture your organisation's self-conducted evaluation experiences over the course of Wave 3, to better understand the successes and challenges you experienced.

In each report, you will be encouraged to highlight key and/or interesting findings from your self-conducted evaluation, to add any context to the data, and to explain how lessons learnt might be applied to future delivery. These reports are also expected to include detail about methods and quality assurance undertaken, particularly if these have changed since your organisation drafted its initial evaluation plan.

These reports do not need to include a full set of findings, as your organisation will already be sharing data collected on Group A's outcome indicators with DESNZ and IFF Research on a yearly basis. DESNZ and IFF Research will quality assure this data before returning it to you, to aid preparation for annual strategic priority reviews (Strategic Partnership grant recipients only).

Instead, completing one report at the mid-delivery stage and another at project completion allows your organisation to consider the evidence from each data collection activity, across Groups A and B, in the round. The Mid-Delivery and End-Delivery Reports will also provide a forum for your organisation to reflect on progress, consider any lessons that might be taken, and share these with DESNZ.

Information aggregated from across these reports may form part of DESNZ's independent evaluation reporting (see **Independent DESNZ Evaluation** below for more details), which will be published on GOV.UK for the purpose of transparency and to facilitate mutual learning. All results will be anonymised if published.

10. Independent DESNZ Evaluation

Wave 3 will be further evaluated, beyond the self-conducted evaluation activities. IFF Research, supported by Technopolis, are DESNZ's independent evaluation partners. In addition to supporting grant recipients in both the Strategic Partnership and Challenge Fund routes, they will also deliver an independent evaluation of WH:SHF Wave 3 for DESNZ.

This will involve secondary data analysis, and interviews and focus groups throughout Wave 3 with grant recipients from both the Strategic Partnership and Challenge Fund routes, and scheme management stakeholders within and external to DESNZ.

Evidence gathered from across the evaluation will be synthesised against a set of evaluation questions and the Wave 3 theory of change, to understand whether the scheme was delivered as intended and achieved its intended outcomes.

Outputs from the evaluation will be published on GOV.UK for the purpose of transparency and to facilitate mutual learning.

Your organisation is required to support DESNZ's independent evaluation of WH:SHF Wave 3, which is distinct from the self-conducted evaluation requirements. As set out in Paragraph 8.1.7 of the Grant Funding Agreement, all grant recipients must support DESNZ's independent evaluation of Wave 3 by providing reasonable access to evidence and information for the purposes of evaluation and learning. This may include though is not limited to responding to requests for additional project-level data, beyond the scheme monitoring requirements, to supplement secondary desk research.

Grant recipients are also encouraged to engage with requests to participate in evaluation activities, including attending interviews and other fieldwork with selected project leads and delivery partners.

Grant recipients must issue both DESNZ's WH:SHF Wave 3 Privacy Notice, and their own Privacy Notice, to project teams and delivery partners. This will inform them that they may be contacted by DESNZ's evaluation partner (IFF Research & Technopolis group) to be invited to participate in evaluation research.

For further information on previous WH:SHF evaluations, please refer to the following published evaluation outputs:

- [Whole House Retrofit and Social Housing Decarbonisation Fund Demonstrator: joint process, outcome and economic evaluation](#)
- [Social Housing Decarbonisation Fund Wave 1 Process Evaluation Report](#)

Annex A: Evaluation Plan template for Challenges Fund grant recipients

Before you begin:

Review the accompanying guidance document, WH:SHF Wave 3 **Self-Conducted Evaluation: Guidance for Grant Recipients**, which details the data collection activities, prior to completing your Evaluation Plan.

Need further help or support?

If you have any questions or need help completing this template, please email the IFF Research evaluation support team at shfw3_evaluationsupport@iffresearch.com.

1. Evaluation Plan

1.1. As a Challenge Fund Grant Recipient (GR) please check the Group A activities you are opted into are correct.

Group A Activities	Opted in
Social Housing Landlord Capacity and Capability Form (A1) <i>Completed via Grant Management System (GMS), once each delivery year</i>	
Supply Chain Capacity and Capability Form (A2) <i>Completed by supply chain organisations via survey from IFF Research, once each delivery year</i>	
Resident Questionnaire (A3) <i>Data to be collected from Oct 2025 to Dec 2027</i>	

Complete Q1.2 if you have opted into A1

1.2. Please detail any support you may require in collating/collecting data to populate the **Social Housing Landlord Capacity and Capability Form (A1)**. If none, please confirm this in the free text box below.

Detail could include information on:

- Any specific challenges anticipated in collecting all required data.
- Any other support you think you will need to complete this data collection requirement.

Complete Q1.3 if you are opting your suppliers into A2

1.3. Please detail any support you may need to provide contact details of supply chain organisations that will complete the Supply Chain Capacity and Capability Form (A2). If none, please confirm this in the free text box below.

Detail could include information on:

- Deciding which supply chain organisations you will provide contact details for to IFF Research (see **Guidance for Grant Recipients**: Section 6).
- Any other support you feel supply chain organisations may need to complete the Supply Chain Capacity and Capability Form (A2).

Complete Q1.4 if you have opted into A3

1.4. Please detail your planned data collection approach for the Resident Questionnaire (A3). Draft plans are acceptable, if your approach is not yet finalised.

Resident Questionnaire Details	Planned Approach
Data collection method/s <i>(e.g. online, telephone, face to face)</i>	
Questionnaire type <i>(e.g. standalone or combined with another exercise)</i>	
Sampling approach <i>(e.g. detail how you will choose the number and kind of properties to survey; see Guidance for Grant Recipients: Section 7.2)</i>	
Planned fieldwork <i>(e.g. one-off survey, or regular pulse surveys)</i>	
Survey administration <i>(e.g. administered by internal staff or commissioned contractors)</i>	
Method for obtaining contact details <i>(including details for ensuring GDPR compliance)</i>	
Anonymity and confidentiality <i>(plan to ensure personal identifiable information (PII) will be handled and</i>	

<i>stored in accordance with data protection laws)</i>	
Use of incentives <i>(including detail on nature of any incentives to be offered and compliance to Market Research Society (MRS) guidelines)</i>	

1.5. Detail any additional information or support you may need that is relevant for the Resident Questionnaire (A3). If none, please confirm this in the free text box below.

Detail could include information on:

- Any specific challenges anticipated in collecting resident outcome data.
- Any other support you think you will need to complete this data collection requirement.

1.6. Are you planning to conduct any additional evaluation? (see **Guidance for Grant Recipients**: Section 8 for more information) *Mark an X against the statement that applies.*

Yes, I am planning to conduct additional evaluation	
No, I will not be carrying out any additional evaluation	

1.7. If you responded ‘yes’ to Q1.6, please confirm which evaluation topic(s) you are interested in exploring. Please provide methodological detail where applicable, marking N/A for rows that do not apply to your evaluation approach.

If you are conducting evaluation on more than one topic, please copy and paste the table for each separate topic (up to a maximum of three).

Overarching Evaluation Question <i>(e.g. To what extent, and how have Wave 3 projects delivered as intended?)</i>	See Annex for list of overall evaluation questions
Topic Chosen <i>(e.g. What have been the critical success factors and barriers to effective and efficient delivery in grant recipients’ projects? How have identified barriers been overcome?)</i>	See Annex for list of potential topics
Methodological Detail	Planned Approach
Data collection method/s <i>(e.g. interviews, focus groups, case studies, building performance monitoring)</i>	
Research type <i>(e.g. standalone or combined with another exercise)</i>	
Planned research timings	
Research administration <i>(e.g. administered by internal staff or commissioned contractors)</i>	
Method for obtaining contact details, if applicable <i>(including details for ensuring GDPR compliance)</i>	
Anonymity and confidentiality <i>(plan in place to ensure personal identifiable Information (PII) will be handled and stored in accordance with data protection laws)</i>	
Use of incentives <i>(including detail on nature of any incentives to be offered and compliance to Market Research Society (MRS) guidelines)</i>	

1.8. Detail any additional information/concerns that may be relevant for your additional evaluation activities as part of Group B in the box below:

Detail could include information on:

- Any specific challenges anticipated in conducting your additional activities
- Any other support you think you will need to carry out your proposed additional activities

Group B Overarching Evaluation Questions and Topics

Overarching Evaluation Question	Evaluation Topics
<p>1. To what extent, and how, have Wave 3 projects delivered as intended?</p>	<p>1a. What have been the critical success factors and barriers to effective and efficient delivery in your projects?</p> <hr/> <p>1.b. To what extent, and how, have external factors influenced success in your social housing projects?</p>
<p>2. To what extent, and how, have Wave 3 policy designs encouraged social housing landlords to target the properties most in need of retrofit, with appropriate measures?</p>	<p>2a. What is the minimum level of building fabric required for low carbon heating installations not to increase, or to reduce, residents' bills?</p> <hr/> <p>2b. To what extent do properties receiving low carbon heating without fabric measures achieve sufficient energy bill savings to take fuel poor residents out of fuel poverty?</p>
<p>3. To what extent, and how, has the design of Wave 3 and its funding models supported successful delivery at scale and value for money?</p>	<p>3a. To what extent, and how, do you think your social housing Wave 3 projects have delivered value for money?</p>
<p>4. To what extent, and how, has Wave 3 prepared social housing landlords and the retrofit sector for post-2030 retrofit and decarbonisation?</p>	<p>4a. Has Wave 3 developed your understanding of the optimal commercial arrangements (including innovative procurement processes) for delivering retrofit at scale?</p> <hr/> <p>4b. To what extent do you think Wave 3 has encouraged further investment in retrofit/the retrofit sector?</p>
<p>5. How effectively has Wave 3 delivered intended environmental and cost benefits, specifically energy, carbon and bill savings?</p>	<p>5a. What energy savings have been generated by the installation of energy efficiency measures in your social housing Wave 3 projects?</p> <hr/> <p>5b. To what extent has the installation of energy efficiency measures in your social housing Wave 3 projects delivered a reduction in fuel bills for your residents?</p> <hr/> <p>5c. What carbon emission reductions have been generated by the installation of energy efficiency measures in your social housing Wave 3 projects?</p> <hr/> <p>5d. How have these impacts varied by building archetype and/or measure mix?</p>

6. To what extent have your Wave 3 projects generated benefits for residents? (Further exploration than in A3 Resident questionnaire)	6a. To what extent have residents been satisfied with the energy efficiency measures installed and the installation process?
	6b. To what extent have your social housing Wave 3 projects delivered warmer and more comfortable homes for residents?
	6c. To what extent have your social housing ' Wave 3 projects contributed to changes in resident physical health, mental health and wellbeing?
	6d. To what extent have your social housing Wave 3 projects contributed to attitudinal and behavioural change in relation to energy use?

Annex B: Evaluation Plan template for Strategic Partnership grant recipients

Before you begin:

Review the accompanying guidance document, WH:SHF Wave 3 **Self-Conducted Evaluation: Guidance for Grant Recipients**, which details the data collection activities, prior to completing your Evaluation Plan.

Need further help or support?

If you have any questions or need help completing this template, please email the IFF Research evaluation support team at shfw3_evaluationsupport@iffresearch.com.

1. Evaluation Plan

1.1. As a Strategic Partner Grant Recipient (GR) you are required to complete the following Group A activities:

Group A Activities
<p>Social Housing Landlord Capacity and Capability Form (A1)</p> <p><i>Completed via Grant Management System (GMS), once each delivery year</i></p>
<p>Supply Chain Capacity and Capability Form (A2)</p> <p><i>Completed by supply chain organisations via survey from IFF Research, once each delivery year</i></p>
<p>Resident Questionnaire (A3)</p> <p><i>Data to be collected from Oct 2025 to Dec 2027</i></p>

1.2. Please detail any support you may require in collating/collecting data to populate the **Social Housing Landlord Capacity and Capability Form (A1)**. If none, please confirm this in the free text box below.

Detail could include information on:

- Any specific challenges anticipated in collecting all required data.
- Any other support you think you will need to complete this data collection requirement.

1.3. Please detail any support you may need to provide contact details of supply chain organisations that will complete the Supply Chain Capacity and Capability Form (A2). If none, please confirm this in the free text box below.

Detail could include information on:

- Deciding which supply chain organisations you will provide contact details for to IFF Research (see **Guidance for Grant Recipients**: Section 6).
- Any other support you feel supply chain organisations may need to complete the Supply Chain Capacity and Capability Form (A2).

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1.4. Please detail your planned data collection approach for the Resident Questionnaire (A3). Draft plans are acceptable, if your approach is not yet finalised.

Resident Questionnaire Details	Planned Approach
Data collection method/s <i>(e.g. online, telephone, face to face)</i>	
Questionnaire type <i>(e.g. standalone or combined with another exercise)</i>	
Sampling approach <i>(e.g. detail how you will choose the number and kind of properties to survey; see Guidance for Grant Recipients: Section 7.2)</i>	
Planned fieldwork <i>(e.g. one-off survey, or regular pulse surveys)</i>	
Survey administration <i>(e.g. administered by internal staff or commissioned contractors)</i>	
Method for obtaining contact details <i>(including details for ensuring GDPR compliance)</i>	
Anonymity and confidentiality <i>(plan to ensure personal identifiable information (PII) will be handled and stored in accordance with data protection laws)</i>	
Use of incentives <i>(including detail on nature of any incentives to be offered and compliance to)</i>	

<i>Market Research Society (MRS) guidelines</i>	
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1.5. Detail any additional information or support you may need that is relevant for the Resident Questionnaire (A3). If none, please confirm this in the free text box below.

Detail could include information on:

- Any specific challenges anticipated in collecting resident outcome data.
- Any other support you think you will need to complete this data collection requirement.

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1.6. Are you planning to conduct any additional evaluation? (see **Guidance for Grant Recipients:** Section 8 for more information) *Mark an X against the statement that applies.*

Yes, I am planning to conduct additional evaluation	
No, I will not be carrying out any additional evaluation	

1.7. If you responded 'yes' to Q1.6, please confirm which evaluation topic(s) you are interested in exploring. Please provide methodological detail where applicable, marking N/A for rows that do not apply to your evaluation approach.

If you are conducting evaluation on more than one topic, please copy and paste the table for each separate topic (up to a maximum of three).

Overarching Evaluation Question <i>(e.g. To what extent, and how have Wave 3 projects delivered as intended?)</i>	See Annex for list of overall evaluation questions
Topic Chosen <i>(e.g. What have been the critical success factors and barriers to effective and efficient delivery in grant recipients' projects? How have identified barriers been overcome?)</i>	See Annex for list of potential topics
Methodological Detail	Planned Approach
Data collection method/s <i>(e.g. interviews, focus groups, case studies, building performance monitoring)</i>	
Research type <i>(e.g. standalone or combined with another exercise)</i>	
Planned research timings	
Research administration <i>(e.g. administered by internal staff or commissioned contractors)</i>	
Method for obtaining contact details, if applicable <i>(including details for ensuring GDPR compliance)</i>	
Anonymity and confidentiality <i>(plan in place to ensure personal identifiable Information (PII) will be handled and</i>	



<i>stored in accordance with data protection laws)</i>	
Use of incentives <i>(including detail on nature of any incentives to be offered and compliance to Market Research Society (MRS) guidelines)</i>	

1.8. Detail any additional information/concerns that may be relevant for your additional evaluation activities as part of Group B in the box below:

Detail could include information on:

- Any specific challenges anticipated in conducting your additional activities
- Any other support you think you will need to carry out your proposed additional activities

Group B Overarching Evaluation Questions and Topics

Overarching Evaluation Question	Evaluation Topics
1. To what extent, and how, have Wave 3 projects delivered as intended?	1a. What have been the critical success factors and barriers to effective and efficient delivery in your projects?
	1.b. To what extent, and how, have external factors influenced success in your social housing projects?
2. To what extent, and how, have Wave 3 policy designs encouraged social housing landlords to target the properties most in need of retrofit, with appropriate measures?	2a. What is the minimum level of building fabric required for low carbon heating installations not to increase, or to reduce, residents' bills?
	2b. To what extent do properties receiving low carbon heating without fabric measures achieve sufficient energy bill savings to take fuel poor residents out of fuel poverty?
3. To what extent, and how, has the design of Wave 3 and its funding models supported successful delivery at scale and value for money?	3a. To what extent, and how, do you think your social housing Wave 3 projects have delivered value for money?
4. To what extent, and how, has Wave 3 prepared social housing landlords and the retrofit sector for post-2030 retrofit and decarbonisation?	4a. Has Wave 3 developed your understanding of the optimal commercial arrangements (including innovative procurement processes) for delivering retrofit at scale?
	4b. To what extent do you think Wave 3 has encouraged further investment in retrofit/the retrofit sector?
5. How effectively has Wave 3 delivered intended environmental and cost benefits, specifically energy, carbon and bill savings?	5a. What energy savings have been generated by the installation of energy efficiency measures in your social housing Wave 3 projects?
	5b. To what extent has the installation of energy efficiency measures in your social housing Wave 3 projects delivered a reduction in fuel bills for your residents?



	<p>5c. What carbon emission reductions have been generated by the installation of energy efficiency measures in your social housing Wave 3 projects?</p> <hr/> <p>5d. How have these impacts varied by building archetype and/or measure mix?</p>
<p>6. To what extent have your Wave 3 projects generated benefits for residents? (Further exploration than in A3 Resident questionnaire)</p>	<p>6a. To what extent have residents been satisfied with the energy efficiency measures installed and the installation process?</p> <hr/> <p>6b. To what extent have your social housing Wave 3 projects delivered warmer and more comfortable homes for residents?</p> <hr/> <p>6c. To what extent have your social housing ' Wave 3 projects contributed to changes in resident physical health, mental health and wellbeing?</p> <hr/> <p>6d. To what extent have your social housing Wave 3 projects contributed to attitudinal and behavioural change in relation to energy use?</p>



Annex C: A1 & A2 outcome indicators

This annex sets out the full specification of outcome indicators. While the A1 and A2 forms draw on this specification, it should be noted that consortia partners completing the A1 form and supply chain organisations responding to the A2 form will not be required to address all indicators listed below.

- Number of FTE posts within the organisation working in retrofit-related roles, split by occupation
- Percentage of these FTE retrofit roles directly involved in delivering the Wave 3 project
- Number of FTE retrofit posts involving new staff or staff moving internally from a role unrelated to retrofit
- Nature of newly recruited roles
- Delivery model (e.g. delivered internally, directly contracted etc.) of retrofit-related roles, split by types of role (Construction, Site Manager etc.)
- Number of apprentices employed as part of Wave 3
- Number of staff members receiving retrofit-relevant accreditations during Wave 3
- Number of staff members attending retrofit-relevant training courses during Wave 3
- Whether shared any resources or products with less experienced social housing providers, to support them to develop their retrofit capabilities during Wave 3
- Number of organisations supported to receive relevant retrofit accreditations during Wave 3



Annex D: Resident Questionnaire (A3)

Please note, each question must be worded exactly as specified, irrespective of questionnaire method (e.g. online, telephone or face to face). This questionnaire is provisional and may be subject to change.

Key Questions

1. **To what extent were you satisfied or dissatisfied with the process of your energy saving measures being installed?**
 - a. Very satisfied
 - b. Satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Dissatisfied
 - e. Very dissatisfied
 - f. Don't know

2. **Since the installation, to what extent have you been satisfied or dissatisfied with your energy saving measures and how they have worked?**
 - a. Very satisfied
 - b. Satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Dissatisfied
 - e. Very dissatisfied
 - f. Don't know

3. **Since the energy saving measures were installed in your home, have your mental and physical health got better, worse, or has there been no change?**
 - a. A lot better
 - b. A little better
 - c. No change
 - d. A little worse
 - e. A lot worse
 - f. Don't know

4. **Since the energy saving measures were installed in your home, have your feelings of warmth and comfort at home improved, worsened, or has there been no change?**
 - a. Improved a lot
 - b. Improved a little
 - c. No change
 - d. Worsened a little
 - e. Worsened a lot
 - f. Don't know

5. **Since the energy saving measures were installed in your home, what change, if any, have you seen to your energy bills?**
 - a. My energy bills are significantly cheaper



- b. My energy bills are a little cheaper
- c. My energy bills have not changed
- d. My energy bills are a little more expensive
- e. My energy bills are significantly more expensive
- f. Don't know

Sociodemographic Questions

1. What is your age?

- a. 18 – 24
- b. 25 – 34
- c. 35 – 44
- d. 45 – 54
- e. 55 – 64
- f. 65 – 74
- g. 75 – 84
- h. 85+
- i. Prefer not to say

2. What is your gender?

- a. Male
- b. Female
- c. Other
- d. Prefer not to say

3. How much is your household's annual income, before tax?

By income, we mean money from employment, pensions and benefits - except where the benefit is paid directly to the landlord (e.g. this can sometimes happen with housing benefits). Please include the income of all adults living in your household in your answers.

- a. Less than £5,000 per year
- b. £5,000 to £15,999
- c. £16,000 to £24,999
- d. £25,000 to £34,999
- e. £35,000 to £44,999
- f. £45,000 to £54,999
- g. £55,000 to £74,999
- h. £75,000 or more
- i. Don't know
- j. Prefer not to say

4. What is your ethnic group? Please only answer in relation to yourself and not anyone else in your household.

White

- a) English/Welsh/Scottish/Northern Irish/British
- b) Irish
- c) Gypsy or Irish Traveller



- d) Any other White background (please describe)
Mixed/multiple ethnic groups
- e) White and Black Caribbean
- f) White and Black African
- g) White and Asian
- h) Any other Mixed/Multiple ethnic background (please describe)
Asian/Asian British
- i) Indian
- j) Pakistani
- k) Bangladeshi
- l) Chinese
- m) Any other Asian background (please describe)
Black/African/Caribbean/Black British
- n) African
- o) Caribbean
- p) Any other Black/African/Caribbean background (please describe)
Other ethnic group
- q) Arab
- r) Any other ethnic group (please describe)
- s) Prefer not to say

5. Do you or anyone else in your household have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more, that limits your or their day-to-day activities?

Normal day to day activities include everyday things like eating, washing, walking and going shopping.

- a. Yes – It limits my/their day-to-day activities all of the time
- b. Yes – It limits my/their day-to-day activities some of the time
- c. Yes – but it does not limit my/their day-to-day activities
- d. No – no household members have any long-term physical or mental health conditions or illnesses
- e. Don't know
- f. Prefer not to say

If possible, grant recipient to provide Unique Property Reference Number (UPRN) to enable matching with scheme data and provision of property details. UPRN is the official unique identifier for every UK addressable property; including it (where available) helps us accurately match your records to scheme data, avoid duplicate/incorrect addresses, and pull through the right property details.



Annex E: Mid-Delivery Report template

The template for the Mid-Delivery report will be shared in an updated version of this guidance in October 2025.

Annex F: End-Delivery Report template

The template for the End-Delivery report will be shared in an updated version of this guidance in October 2025.