



Dorset Retrofit Service Survey

Summary of results

Dorset Community Energy and Wessex Community Assets are designing a new home retrofit service, the Dorset Retrofit One Stop Shop, to help householders overcome key barriers to making their homes more energy efficient. 155 households completed the survey and this will help us develop a service that supports people’s efforts to retrofit their homes.

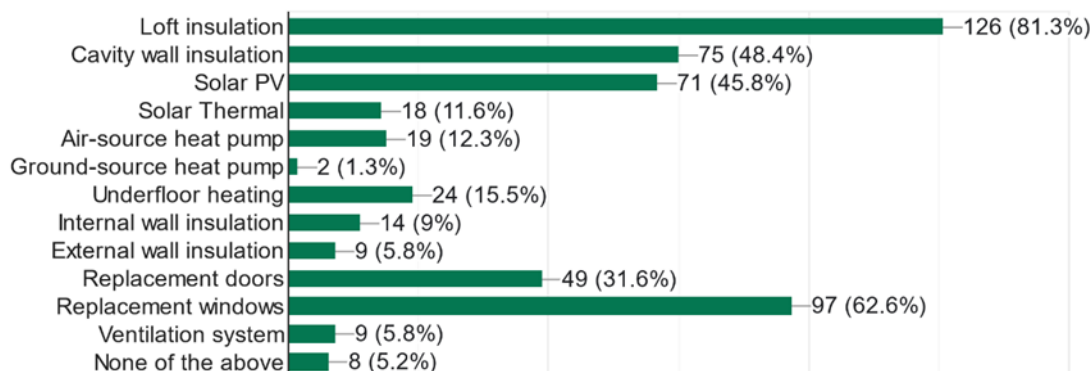
There were key three areas that we were seeking to understand:

- What are people’s motivations for considering retrofit?
- What are people’s key concerns when thinking about retrofit?
- What would assist people in their retrofit journey?

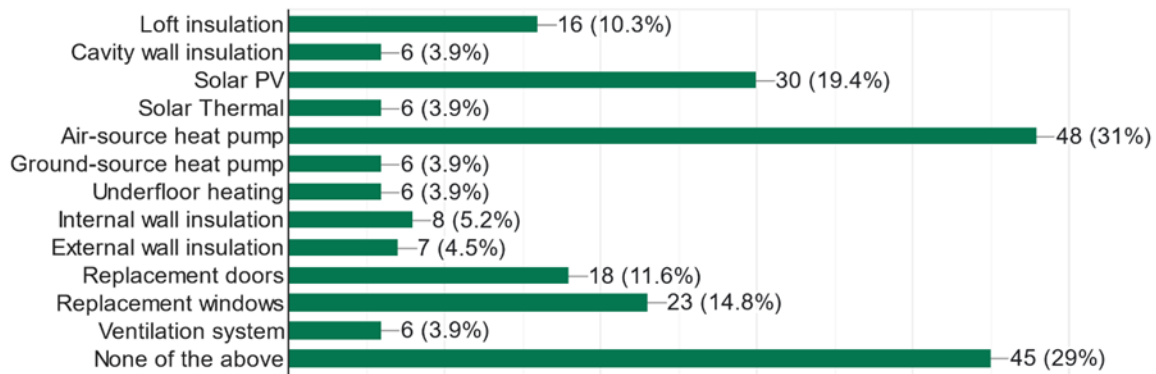
1. Background information

The majority of respondents to the survey (80%) own their homes outright. 70% of the houses had 3 or 4 bedrooms, but 70% of respondents were in one or two person households. This reflects the older demographic of Dorset residents, compared to national averages, highlighted in the recent Census.

When asked which retrofit solutions had already been installed, the following information was given:

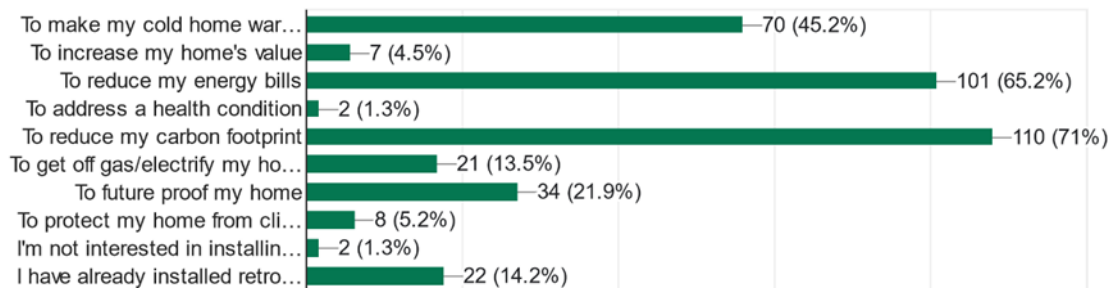


When asked which retrofit solutions the householders were planning, the following responses were given:



2. Motivations

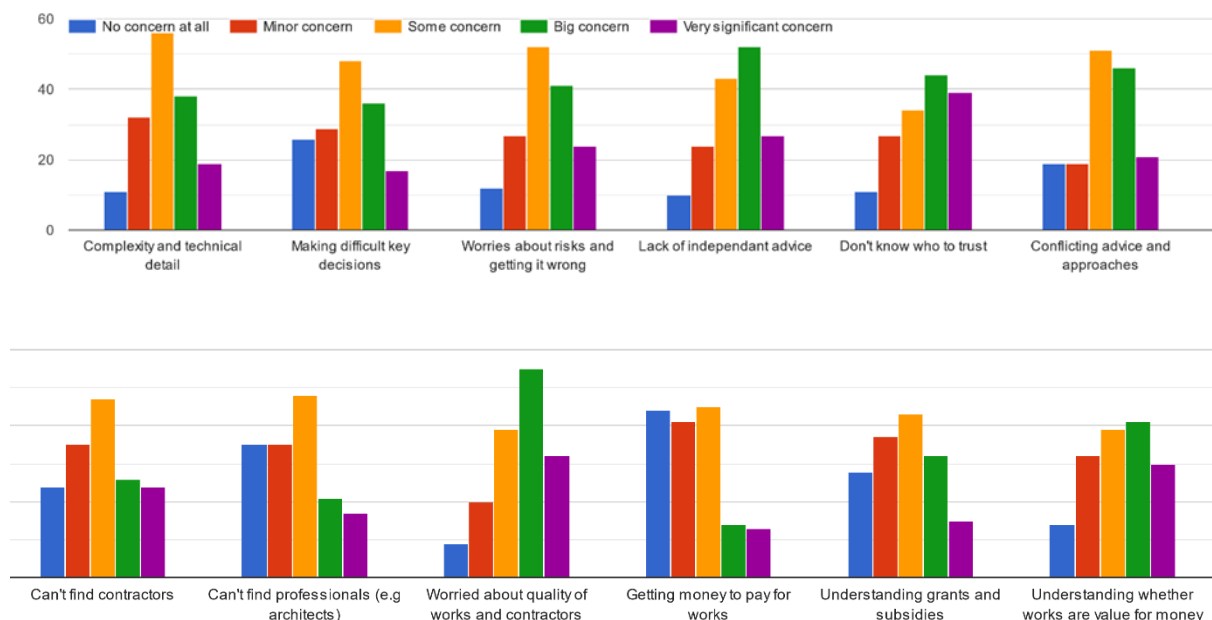
While the survey demonstrates that people are motivated by wanting to make their cold home warmer and to reduce their energy bills, it was striking that reducing carbon footprints was of importance to a high percentage.



3. Concerns

A range of concerns were raised.

How big a concern are the following factors when carrying out retrofit works on your home?



4. How could a Dorset Retrofit Service help householders?

The survey asked: What else is important for you when making decisions about retrofit solutions for your home?

Summary of recurrent themes:

- **Cost(effectiveness):** Overall 47% of respondents cared about cost in some shape or form, either:
 - 29% of respondents cared about the cost of retrofitting their home.
 - 18% also cared about the payback time of retrofitting their home, or the cost / benefit.
- **Environmental Awareness:**
 - Several respondents expressed concern about the environmental impact of production associated with retrofit, such as the ecological footprint of the materials used, and the disposal of waste materials from retrofitting
- **Listed Buildings:** 7% indicated that they had to consider planning regulations associated with living in an old or listed building
- **Expert installers and trusted tradespeople:** 10% said that accessing tradespeople who were trust worthy and reliable impacted the way they made decisions over retrofitting.

The survey asked: What support would you be looking for from a retrofit service? What would make it easier for you to carry out retrofit works on your home?

Summary of recurrent themes:

- **Trusted Professionals:** 41% indicated that having a trusted professional, consultant or expert who could provide impartial and good advice would make it easier to carry out retrofit. Several also expressed that the expert needs to be able to listen. Respondents also specified several types of advice:
 - Technical Advice
 - Cost (effectiveness)
 - Decision-making assistance
 - After care and maintenance
 - Legal Advice / planning and regulations
- **[Guidance towards] trusted contractors:** 17% felt that either access to or guidance towards trusted contractors would make the retrofit process easier. Several suggested the likes of a certification scheme, or a list of trusted contractors.
- **Bespoke strategy, design and planning:** 12% expressed that bespoke design and strategy would help to make the process easier, especially in relation to old and listed buildings. Some respondents emphasised experience with old houses, and the ability for the designer to be creative with solutions in response
- **Home Assessment / Analysis:** 8% wanted to have their home assessed. In particular, they felt this could help them to weigh up the options, and identify problem areas through the use of thermal imaging for example, Thermal Camera Modelling
- **[Guidance towards] Access to grants / financial advice:** 9% said that financial advice would support them to carry out retrofit

Less mentioned themes included the need or desire for a single point of contact, a one stop shop, liaising with local authorities on planning regulations, as well as with landlords, and access to community co-operation and networking platforms – such as being able to contact other people who have previously carried out retrofit, or to bulk purchase materials with other prospective retrofitters.