

## **PROMOTION Service Level Agreement between Portsmouth City Council and (Local Authority)**

The Local Authority will agree to the following terms:

All Green Deal and ECO enquiries to the Local Authority for private sector housing will be signposted exclusively to the Solent Green Deal

The Local Authority will promote the Solent Green Deal within their area using the materials provided.

That GDAS from other authorities within the scheme are allowed to undertake green deal assessments within the LA district.

The Local Authority will benefit from the following resources both for their own guidance and to signpost residents with Green Deal enquiries:

### **Project Management**

All leads come to PCC via the website, email, phone line or in person. PCC will discuss the Green Deal in detail with the client and then gather information including contact details and information about the property to establish viability of an assessment. A visit will be booked with a GDA from the client's LA area, or with a GDA in a neighbouring area if the client's LA does not employ GDAs. The client will then be sent a comprehensive information pack including T&Cs. PCC will use the Stroma web-based software to administer this process.

### **GDA Services**

Green Deal assessments will be carried out in the authority area by a Solent Green Deal Advisor. Portsmouth City Council will administer, book and manage the assessment as the Green Deal Assessor Organisation. The client will have access to three recommended Green Deal Providers to progress their plan at a competitive rate. A post installation EPC will be carried out to ensure quality and standards are maintained, and the PCC will be available throughout the process to provide client support as required.

### **Solent Green Deal Website - [www.solentgreendeal.org.uk](http://www.solentgreendeal.org.uk)**

A comprehensive website which fully explains the Green Deal process, finance and measures available. The site includes the Green Deal Wizard interactive tool which enables users to establish initial eligibility for Green Deal, and the Energy Saving Quiz and tips to encourage behavioural change. Users can request a call back from the scheme via a direct email link to PCC (or assigned call answer service). Each LA involved will have a link to their council site.

Freephone number - 0800 052 2242

The number will be answered between 0900 and 1700 Mon-Fri by a Green Deal trained staff member who will discuss all areas of Green Deal with the caller. The caller can book an assessment visit if required.

Promotional literature

PCC will provide leaflet and poster templates that the authority can edit and print as required. PCC will also provide a toolkit which will include all the necessary guidelines and graphics required to produce a new design. The authority will be restricted solely to using the design toolkit provided by PCC when creating new promotional or marketing material. PCC requests that any new literature with text written by the authority is approved by us first to confirm accuracy of content. The scheme should not be promoted using any materials not approved or provided by PCC.

GDA Services

Green Deal assessments will be carried out in the authority area by a Solent Green Deal Advisor. Portsmouth City Council will administer, book and manage the assessment as the Green Deal Assessor Organisation. The client will have access to three recommended Green Deal Providers to progress their plan at a competitive rate. A post installation EPC will be carried out to ensure quality and standards are maintained, and the PCC will be available throughout the process to provide client support as required.

There is no fee become involved in this scheme; the authority will be responsible for covering additional costs relevant, e.g. printing additional promotional materials

Information will be supplied to the participating authority quarterly in relation to the following:

- Number of enquiries made from their area.
- Number of GDA reports submitted.
- Measures installed and final energy savings made.
- Investment made into the housing stock.
- Money saved due to installation of measures.
- Customer feedback to the scheme - Good comments and any disputes.

Cost Recovery

There will be a small number of assessments that are not forwarded to the Providers and we cannot invoice the Provider for these jobs. PCC will invoice clients on an individual basis, regardless of where they are situated, if they fail to further their assessment through our Providers

**PARTNER Service Level Agreement between Portsmouth City Council and (Local Authority)**

The Local Authority will agree to the following terms:

All Green Deal and ECO enquiries to the Local Authority for private sector housing will be signposted exclusively to the Solent Green Deal

The Local Authority will promote the Solent Green Deal within their area using the materials provided.

The Local Authority will carry out Green Deal Assessments within their own area using local authority employees

The LAS will carry out assessments in neighbouring authority areas where that authority has committed to the Promotion Agreement

The Local Authority will benefit from the following resources both for their own guidance and to signpost residents with Green Deal enquiries:

**Project Management**

All leads come to PCC via the website, email, phone line or in person. PCC will discuss the Green Deal in detail with the client and then gather information including contact details and information about the property to establish viability of an assessment. A visit will be booked with a GDA from the client's LA area, or with a GDA in a neighbouring area if the client's LA does not employ GDAs. The client will then be sent a comprehensive information pack including T&Cs. PCC will use the Stroma web-based software to administer this process.

**GDA Services**

Green Deal assessments will be carried out in the authority area by a Solent Green Deal Advisor. Portsmouth City Council will administer, book and manage the assessment as the Green Deal Assessor Organisation. The client will have access to three recommended Green Deal Providers to progress their plan at a competitive rate. A post installation EPC will be carried out to ensure quality and standards are maintained, and the PCC will be available throughout the process to provide client support as required.

**GDAO Services**

As the Green Deal Assessor Organisation (GDAO), PCC will centrally administer the scheme on behalf of all authorities involved. GDAs employed by any of the

authorities will be managed by PCC in their role as a GDA. This will include all requirements as laid out in the Specification for Organisations Providing the Green Deal Advice Service. In their role as a GDAO, PCC will provide training, CPD and support for GDAs registered with them. In addition the GDA will have access to the Stroma assessor module software for customer, assessment and lodgement requirements, and loan of an iPad 2 with access to Stroma RSAP+ software for carrying out assessments.

Solent Green Deal Website - [www.solentgreendeal.org.uk](http://www.solentgreendeal.org.uk).

A comprehensive website which fully explains the Green Deal process, finance and measures available. The site includes the Green Deal Wizard interactive tool which enables users to establish initial eligibility for Green Deal, and the Energy Saving Quiz and tips to encourage behavioural change. Users can request a call back from the scheme via a direct email link to PCC (or assigned call answer service). Each LA involved will have a link to their council site.

Freephone number - 0800 052 2242

The number will be answered between 0900 and 1700 Mon-Fri by a Green Deal trained staff member who will discuss all areas of Green Deal with the caller. The caller can book an assessment visit if required.

Promotional literature

PCC will provide leaflet and poster templates that the authority can edit and print as required. PCC will also provide a toolkit which will include all the necessary guidelines and graphics required to produce a new design. The authority will be restricted solely to using the design toolkit provided by PCC when creating new promotional or marketing material. PCC requests that any new literature with text written by the authority is approved by us first to confirm accuracy of content. The scheme should not be promoted using any materials not approved or provided by PCC.

There is no fee become involved in this scheme; the authority will be responsible for covering additional costs relevant, e.g. printing additional promotional materials, GDA registration fees.

Cost Recovery

The cost of each Green Deal Assessment will be recovered from the Providers by Portsmouth City Council on a quarterly basis. The local authority will receive all surplus monies from the fee received from the provider, following the reduction of any business costs which have been undertaken by any of their GDAs as follows:

(Assessments per day x number of days assessing) x number of GDAs = Total annual assessments

Total annual assessments x £150 = Total annual income

Total annual income - (Annual business costs + Total annual GDA wages) =  
Revenue

Revenue / Total annual assessments = Revenue per assessment

There will be a small number of assessments that are not forwarded to the Providers and we cannot invoice the Provider for these jobs. PCC will either:

1. On a quarterly basis, invoice each Local Authority area for any failed assessments in their area. It is then up to the authority how they recover this cost from the individual
2. Invoice clients on an individual basis, regardless of where they are situated, if they fail to further their assessment through our Providers

Information will be supplied to the participating authority quarterly in relation to the following:

Number of enquiries made from their area.

Number of GDA reports submitted.

Measures installed and final energy savings made.

Investment made into the housing stock.

Money saved due to installation of measures.

Customer feedback to the scheme - Good comments and any disputes.