

# Perception Survey Results 2020



## Background

In Spring 2020 we carried out our fourth annual stakeholder perception survey. The survey went to our key stakeholders, including investors, newsletter subscribers, community group members and project partners, as well as being publicised via the website, Facebook and Twitter. We offered a free prize draw entry to encourage participation, and a double entry to the first 50 people who completed the survey. In total 217 stakeholders took part.

As part of the survey we asked the following open questions:

- What improvements to existing services would you like to see?
- Are there any new services you think we should provide?
- Is there anything else you'd like to tell us?

The full responses to these questions can found in the Appendix A & B.

## Overall results

Participation in the survey increased significantly with 217 responses (*cf 2019:88 v 2018:124 v 2017:164*) and represented approximately 12.5% of those contacted to take part. The main results continue to be positive, with decent average score across most questions, and positive feedback in the open questions. A breakdown by question can be found in the document...

## Commitment and Trust

There is no significant overall change in the results in terms of people's perception of our commitment to the cause or trust in our expertise, both of which remain high.

Area	Measure	Scale	2016-17	2017-18	2018-19	2019-20
<b>Survey participants</b>	The number of people who participated in our social impact survey		164	124	88	217
<b>Committed</b>	To what extent do you perceive Low Carbon Hub to be committed to the creation of a low carbon, locally owned renewable energy system?	Out of 4	3.78	3.81	3.89	3.8
	Percentage of respondents who perceive Low Carbon Hub to be quite or highly committed to the creation of a low carbon, locally owned renewable energy system?	3 or 4 out of 4	98%	98%	99%	99%
<b>Trust</b>	To what extent do you trust Low Carbon Hub's expertise around local, renewable energy and low carbon?	Out of 4	3.59	3.57	3.65	3.7
	Percentage of people who said they had quite high or high trust in Low Carbon Hub's expertise around local, renewable energy and low carbon?	3 or 4 out of 4	96%	96%	98%	97%

## Encourage others

There has been a slight decrease in the likelihood that people would encourage others to get involved with the Hub (from 8.1 to 7.8 out of 10). 213 (98%) of respondents scored us 5 or above with two '4' scores, one '1' score and one '0' score making up the rest of the respondents. A Chi Squared test was carried out which demonstrated that the slight decrease was not significant.

The two '4' scores were from individuals that did not leave any comments and on said they did not have any involvement in the Hub and the other stated they subscribed to the newsletter only. The one '1' score left comments including 'I really don't understand how LCH works(!)' whereas the one '0' score did not leave any comments.

There is a decrease in Net Promoter Score (NPS) from 30 to 16.

NPS looks at the propensity of an individual to recommend a brand or organisation to a friend. Respondents are grouped as follows:

- **Promoters (score 9-10)** are loyal enthusiasts who will keep engaging and refer others, fuelling growth.
- **Passives (score 7-8)** are satisfied but unenthusiastic customers
- **Detractors (score 0-6)** are considered unhappy customers who can damage your brand through negative word-of-mouth.

Net Promoter Score	
0 to 6	46 (21%)
7 to 8	91 (42%)
9 to 10	80 (37%)
<b>NPS</b>	37-21 = 16

Subtracting the percentage of Detractors from the percentage of Promoters yields the Net Promoter Score, which can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter).

Area	Measure	Scale	2016-17	2017-18	2018-19	2019-20
<b>Encourage Others</b>	How likely would you be to encourage others to get involved with Low Carbon Hub?	Out of 10	7.79	7.53	8.11	7.8
	Net Promoter Score	NPS	18.3	8.1	30	16
	NPS - investors		6.8	30	23	
	NPS - newsletter subscribers		16.2	24	24	
	NPS - active member		44.4	89	60	
	NPS - help desk		47.4	88	44	
	NPS - host		0	80	57	
	NPS - partner organisation		34.6	82	32	
NPS - CIC group member	52.9		57	53		

Upon revisiting last year's numbers, an error was discovered in the calculations of the NPS scores. Whilst the percentage of detractors was removed from the percentage of promoters the percentage of passives was not calculated and subsequently considered. The table above shows the corrected scores.

The difference in NPS scores (specifically for the overall, investors, newsletter, helpdesk & partner categories) can be accounted by the dramatic difference in sample sizes. Due to the much larger sample we can expect that the ratings would go down as there is less of an inference in a larger sample size. In some cases, low sample numbers mean we should be wary about extrapolating the results.

Our assumption is that over the last year, as we have really widened our support base, we have surveyed more people that don't know us as well as the very warm responders that we the people who filled out the survey the previous year. We also feel it is appropriate to consider that the

majority of those filling in the survey are individuals that interact with us rather than schools or businesses that we work with.

### Mentioning the Low Carbon Hub

Positive recommendation is further evidenced by the fact that, of the 75% of respondents who say they have mentioned us to someone in the last 12 months, none say this has been in a negative way.

Have you mentioned us?	Yes	%
Yes, positively	151	70%
No, not mentioned to anybody	55	25%
Yes, in a neutral way	11	5%
Yes, negatively	0	0%

### Knowledge, Belief and Action

The results relating to the degree to which we have impacted on people’s belief in the value of community energy or in their taking action, is fairly consistent with last year’s results – action is up by 3% and belief is up by 2%, however, probably not significantly.

The results relating to the degree to which we have impacted people knowledge has increased from 85% to 92% and after conducting a t-test which produced a p-value of >0.001 this could be judged to be statistically significant.

There continues to be a gap between our ability to improve people’s knowledge and then inspiring them to take significant action – however the lower score may in part be due to the fact that some people feel they are already taking action without our help, or feel they could do more, so down scoring their action.

### Quality of service

Due to an error in the 2020 survey the rating for the ‘quality of service’ questions were out of five whereas in previous years it was out of four. This meant the base line was harder to establish. We have calculated pro rata average ratings which can be seen in the below table and in Appendix A.

How would you rate the quality of service you received...	Scale	2016-17	2017-18	2018-19	2019-20
<b>When investing in renewable energy project with LCH?</b>					
Number of responses		99	75	45	79
Average rating		3.52	3.45	3.8	4.5
3 or 4 out of 4, 2019-20 figure is 4 or 5 out of 5		97%	92%	96%	94%
Pro-rata rating (considering the difference in ‘out of amount’)					3.6
<b>In developing a community energy installation at your site</b>					
Number of responses		7	4	8	8
Average rating		3.43	3.75	3.6	4
3 or 4 out of 4, 2019-20 figure is 4 or 5 out of 5		86%	100%	100%	75%
Pro-rata rating (considering the difference in ‘out of amount’)					3.2
<b>...from the helpdesk</b>					
Number of responses		30	18	60	200
Average rating		3.53	3.72	3.4	3.7
3 or 4 out of 4, 2019-20 figure is 4 or 5 out of 5		97%	100%	88%	54%
Pro-rata rating (considering the difference in ‘out of amount’)					3.248

## **Investment**

79 out of 217 people (36.4%) answered the questions relating to the quality of the service they received when investing in renewable energy projects with Low Carbon Hub, scoring an average of **4.5/5**. No one rated the service 1 or 2 out of 5 and five people (6.3%) rated it a 3, but the vast majority (93.7%) scored us 4 or 5 out of 5.

## **Hosts**

Eight participants responded to this question (the same as last year), giving an average response of **4/5**. 75% gave us 4 or 5 out of 5. It is disappointing that we have not had any more responses from host organisations, this is something we will aim to change next year.

## **Helpdesk**

Our lowest scores, again, relate to our helpdesk service, although still high (**3.7/5**) this has increased slightly from last year (3.4 in 2019), and only 4% of responders rated us 1 or 2 out of 5. The number of people responding to this question has increased dramatically on last year's survey as we had 200 people answer in 2020 compared with 59 in 2019. It is hard to interpret this result without more context and it should be noted that this question is a bit of a catch all, as the question simply refers to 'Contacting us for help or information about community energy' which could cover any number of our activities.

## **Free text feedback**

There were two options to leave free text comments, of these about a third of the boxes were filled with comments. Most of these comments remain positive and supportive. There were very few comments about investments which, given that last year a key goal was to improve investor communications, we take as a good sign. The only slightly negative investor comment was about this individual not understanding part of the mailing process.

The timing of the survey meant that there were several COVID-19/Pandemic related comments and suggestions which did not appear last year for obvious reasons. There was also a large increase in the number of queries about Cosy Homes Oxfordshire and home retrofit as a topic in general. Other areas of comments were communications, visibility, helpdesk, collaboration, receiving more information, projects, and employment.

## **In summary, the main conclusions from the survey are:**

- Results continue to be positive across the board.
- There continues to be little negative feedback in free text, and investment-related queries have fallen again this year.
- There continues to be a possible gap between the impact we have in terms of the knowledge we impart and this resulting in action – however we would need more in depth research to confirm if this was significant or a correct conclusion to draw from the data.
- The support and services we offer are well received, however our helpdesk service (which is a catch all for any ad hoc work the Hub does) is the weakest of our area of support. It will be interesting to see in next years results
- Survey engagement has massively increased (by 147%) giving us a more accurate picture of what people think of us and where we could improve. Host participation in the survey was the only category to decrease this year.

## **Recommendations for 2020**

- **The Hub and how it acts**
  - Continue to invest in improved investor communications so we maintain this standard
  - Continue to communicate power down activities
  - Consider whether any of the suggested ideas for focus and support can or should be met though any of our programmes or activities

- Explore if gap between ‘knowledge’ and ‘action’ score signals a failure to convert knowledge into action or is due to external factors or survey design.
- Explore why not everyone contacting us for help is rating our support highly, especially in the light of a growing number of people feeling they have been in contact with us for support. We may also need to consider rewriting the ‘helpdesk’ question to enable us to better understand responses.
- Explore the link with CAG with regards to bringing wider community groups together and resources available.
- Since the annual survey has taken place a bespoke Cosy Homes Oxfordshire survey has gone out and so the free text comments around those topics will be addressed in this process.

- **Survey and survey process**

- Consider adding a question in the belief section around whether the Hub contributed to the ethos that is apparent in the results.
- We had more webinars in the first half of 2020 due to the COVID-19 pandemic. We are conducting a webinar feedback survey and hope to capture this participation and learning effect on individuals.
- Consider how we could refine questions without disrupting our base line analysis.
- Maintain level of survey participation
- Explore how we can disaggregate the impact we've had on people's belief and commitment, how we ask questions and a desire to collect more timely feedback on events and helpdesk support so it can feedback more quickly into our systems.
- Explore a using a new NPS calculation (see below)

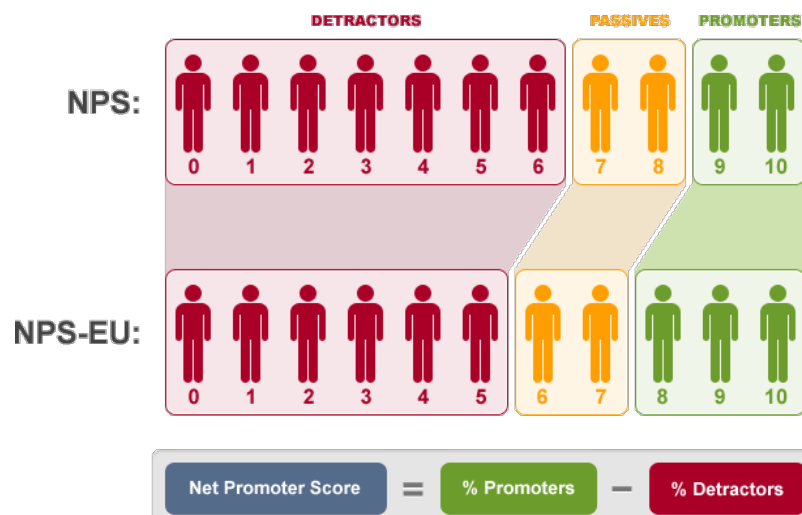
### A different NPS Calculation?

Much is made of the cultural variations in NPS scores and it has been suggested that a European variation should be implemented to account for differences in the scoring nature between American and European audiences.

*‘When European respondents, growing up in such a school system, are confronted with a **classic NPS scale** of 0 to 10, they will – if extremely satisfied – give an 8 (a compliment in their mind). I see plenty of surveys conducted in Europe based on some American template where these respondents are then asked, “What can we do to get a 9 or 10?” They inevitably respond with “Nothing, I love your company!” or “Nothing, it was the best service I ever had.”’*

*-Extract from Alexander Dobronte’s article (<https://www.checkmarket.com/blog/nps-eu/>)*

Therefore, so many European countries have a neutral NPS score due to the fact that an 8 in the classic NPS scale has no bearing on the final score. What has been proposed is an NPS variant where an 8 is counted as a promoter and a 6 is passive (rather than detractor).



If we used this NPS variation, we would get the following scores:

	<b>NPS 2019-20</b>	<b>n=</b>	<b>NPS 2018-19</b>	<b>n=</b>	<b>Notes</b>
<b>Overall</b>	<b>53</b>	<b>217</b>	<b>57</b>	<b>88</b>	
<b>Investors</b>	58	133	57	63	
<b>Newsletter</b>	61	156	54	68	
<b>Active Supporters</b>	87	15	89	9	
<b>Helpdesk Recipients</b>	70	27	94	16	
<b>Partners</b>	68	38	88	17	
<b>Community Groups</b>	68	19	86	14	
<b>Hosts</b>	57	7	80	10	

It would be worth considering using this calculation as it might offer a truer representation of the approach of those filling in the survey. However, doing so may mean year on year comparisons are trickier.

## Appendix A Results by response to key questions

Area	Measure	Scale	2016-17	2017-18	2018-19	2019-20
<b>Survey participants</b>	The number of people who participated in our social impact survey		164	124	88	217
<b>Committed</b>	To what extent do you perceive Low Carbon Hub to be committed to the creation of a low carbon, locally owned renewable energy system?	Out of 4	3.78	3.81	3.89	3.8
	Percentage of respondents who perceive Low Carbon Hub to be quite or highly committed to the creation of a low carbon, locally owned renewable energy system?	3 or 4 out of 4	98%	98%	99%	99%
<b>Trust</b>	To what extent do you trust Low Carbon Hub's expertise around local, renewable energy and low carbon?	Out of 4	3.59	3.57	3.65	3.7
	Percentage of people who said they had quite high or high trust in Low Carbon Hub's expertise around local, renewable energy and low carbon?	3 or 4 out of 4	96%	96%	98%	97%
<b>Encourage Others</b>	How likely would you be to encourage others to get involved with Low Carbon Hub?	Out of 10	7.79	7.53	8.11	7.8
	Net Promoter Score	NPS	18.3	8.1	30	16
	NPS - investors		6.8	30	23	
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	NPS - active member		44.4	89	60	
	NPS - help desk		47.4	88	44	
	NPS - host		0	80	57	
	NPS - partner organisation		34.6	82	32	
NPS - CIC group member	52.9		57	53		
<b>Alternative Net Promoter Score System</b>						
<b>Encourage Others</b>	Net Promoter Score	NPS			57	53
	NPS - investors				57	58
	NPS - newsletter subscribers				54	61
	NPS - active member				89	87
	NPS - help desk				94	70
	NPS - host				80	57
	NPS - partner organisation				88	68
	NPS - CIC group member				86	68

### What impact the LCH has had on

Area	Measure	Scale	2016-17	2017-18	2018-19	2019-20
<b>Knowledge</b>	Your knowledge	Out of 4	2.59	2.47	2.6	2.8
	% of respondees who report the Hub has had a moderate or substantial impact on your knowledge	2 or more	85%	83%	85%	92%



<b>Belief</b>	Your belief in the potential of community owned solutions to energy	Out of 10	7.91	7.72	7.68	7.8
	% of respondees who report the Hub has made them more positive about the potential of community owned solutions to energy issues	7 or more	81%	84%	85%	80%
<b>Action</b>	Taking action yourself on energy or environmental issues	Out of 4	2.01	2.24	2.00	2.2
	% of people who have taken action on energy or environmental issues as a result of LCH	2 or more	71%	76%	73%	76%

## Promotion

<b>Have you mentioned us in the last 12 months?</b>						
Number of responses			164	124	88	217
Yes, positively			77%	69%	71%	70%
No, not mentioned to anyone			16%	25%	26%	25%
Yes, in a neutral way			6%	5%	2%	5%
Yes, negatively			1%	2%	0%	0%
<b>Did you mention the Low Carbon Hub</b>						
Number of responses			137	92	65	161
To an individual			88%	84%	86%	83%
To a group in person			38%	30%	49%	45%
Via social media			18%	15%	24%	14%
In a newsletter			9%	10%	18%	7%
In an article			6%	5%	9%	4%
Other			1%	2%	3%	2%
<b>Opportunities to invest in the renewable energy</b>						
Number of responses			161	120	87	216
Yes, I've invested in the Low Carbon Hub			62%	63%	52%	37%
No, but I may be interested in the future			32%	30%	31%	51%
No, and not currently of interest			5%	5%	11%	7%
Not sure			1%	4%	4%	5%
<b>Developing or managing a community energy installation at your site</b>						
Number of responses			160	120	85	216
Yes, I've used this service			4%	3%	9%	4%
No, but I may do in the future			20%	13%	18%	20%
No, not used and not currently relevant			70%	77%	67%	69%
Not sure			6%	8%	4%	7%
<b>Contacting us for help or information about community energy</b>						
Number of responses			155	119	86	217
Yes, I've asked for help or information			21%	15%	20%	16%
No, but I may do in the future			35%	31%	32%	33%
No, not used and not currently relevant			41%	48%	43%	46%
Not sure			3%	6%	3%	5%



<b>How would you rate the quality of service you received...</b>					
<b>When investing in renewable energy project with LCH?</b>					
Number of responses		99	75	45	79
Average rating		3.52	3.45	3.8	4.5
3 or 4 out of 4, 2019-20 figure is 4 or 5 out of 5		97%	92%	96%	94%
Pro-rata rating (considering the difference in 'out of amount')					3.6
<b>In developing a community energy installation at your site</b>					
Number of responses		7	4	8	8
Average rating		3.43	3.75	3.6	4
3 or 4 out of 4, 2019-20 figure is 4 or 5 out of 5		86%	100%	100%	75%
Pro-rata rating (considering the difference in 'out of amount')					3.2
<b>...from the helpdesk</b>					
Number of responses (those that used helpdesk)		30	18	60	34
Average rating		3.53	3.72	3.4	4.06
3 or 4 out of 4, 2019-20 figure is 4 or 5 out of 5		97%	100%	88%	79%
Pro-rata rating (considering the difference in 'out of amount')					3.248

## Appendix B Free text feedback

**What improvements to existing services would you like to see? Are there any new services you think we should provide? Is there anything else you would like to tell us?**

### POSITIVE COMMENTS

Love working with you guys and its nice to be able to collaborate and make a real difference I applaud your work and initiatives and intend to invest again later this year.

I am very excited by the next phase of Low Carbon Hub activity. I hope we can make a real difference to the future zero carbon world.

What you've achieved is amazing

Just that you are all doing an amazing job, and we are really lucky to have such a group working in Oxfordshire - thanks!

Think your doing a great job. Going from strength to strength

I think you are a well-focused organisation and think you should stay that way.

LCH is an important and trusted source of inspiration and information for climate related things

I really value the fact that I have money invested in LCH - it makes me think that money is really doing something worthwhile.

All great so far.brilliant project hope to invest in the new project although a lower minimum could benefit those on a low budget. As a nurse on the frontline a clap great investment in renewable energy better.

keep punching above your weight!

You are doing great.

Keep up the great work

Great as you are

No. I think you're fabulous

No need to change a winning formula, greatly.

No, excellent service, right amount of communication and marketing  
You're all absolutely fine as you are. Keep at it!  
Keep on keeping on  
Can't think of anything - you're doing a pretty good job  
I was impressed with the quality and information given in the latest Share Offer Document  
Not really, you are good at it  
I am satisfied with your existing services.  
the current LCH focus seems appropriate and i'm sure will shift with what is possible within  
the political landscape.  
You are doing a great job.  
Please continue with the great work!  
very effective organisation  
keep up the good work!  
Keep going, we need you.  
Your great.  
Well done  
Great stuff-Thank U  
keep up the good work !  
No, keep doing what you are doing its great  
Just keep doing what you're doing  
Keep up the good work!  
Your work is inspiring and optimistic!  
Keep up the great work you already do!  
I enjoyed my tour of Sandford Hydro about a week before the water was let in to start the  
turbines.  
Keep up the good work! You're doing great.  
Found the AGM very useful  
Keep up the good work  
My wife invested as well.  
Keep up the good work  
Well done.  
Well done!  
'More power to your elbow' !  
Doing a great job  
I'm generally impressed with the energy, ingenuity and expertise behind the whole operation  
It's a subject that interests me, and I've invested in other energy co-ops.  
Generally you're doing a good job on the electricity front. But there's a long long way to go on  
decarbonisation of (i) heating (ii) transport.

### **SURVEY FEEDBACK**

Previous Qn should have a 'did not use' option  
Q5b has two 'more' in the positive option (  
LCH has made me more more positive)  
rather badly designed survey. 7d i never used the helpdesk  
Badly worded questionnaire  
I've not used your helpdesk but had to rate it in the question  
I should point out that my response that you didn't encourage me to take environmental  
measures is because I already did that before I knew of you, not because I don't care about the  
environment. You may get some funny answers to that question!

### **DOCUMENTS**

I'd like to see some kind of online local resource document, with links, to local organisations /  
surveyors / engineers / inspectors / te

### **COMMUNICATIONS**

I'd like to see more interaction with individuals helping to grow the network rather than just  
interconnecting with groups already formed

Interaction with school and students regarding the solar energy

More prompt reply to requests

It'd be great if X replied to my emails. Out of politeness if nothing else.

Wider publicity eg through local newsletters/newspapers.

More of the same.. Perhaps, better promotion of eg. cycling as low carbon transportation

You need to be clearer on what projects you would support on community buildings.

Following an energy audit through you I thought LCH would be interested in investing in a solar installation on our extensive church roofs - as big and easy as any school - but apparently not!

Without calling you directly myself, I have pointed other people at you for help with energy efficiency

Face to face talk like skype

### **HELPDESK**

Asked for advice on installing solar 12v system for an allotment group. Was referred to someone else but got zero feedback from them. Very disappointed

### **VISIBILITY/PROACTIVENESS**

Improve visibility

Would welcome a more proactive partnership

Training for other groups outside Oxfordshire

Can't think of any - maybe training?

Despite being involved in a local group I was, until recently, quite unaware of the reach and pioneering work of the Hub - my shortcoming rather than yours but I wonder if there is potential for confusion/ lack of awareness because of the proliferation of groups with similar names. And a reminder that always scope to keep promoting your role as energetically as possible.

increased visibility in the mainstream - efforts like yours are still quite niche

### **WEBINARS**

Webinar type at the moment

Webinars are always useful especially at this time.

webinars

### **FOCUS**

Much more focus on addressing energy efficiency and encouraging all new developments to be greener

Need a lot more focus on SAVING energy as well as generating low carbon energy

More focus on reducing energy use in housing

Need to put a lot more focus on REDUCING energy usage, not just installing renewable energy

### **COLLABORATION/EXPANSION**

I'd like to see the Low Carbon Hub thinking of new ways to collaborate with other green groups and interacting more with the general public.

It would be wonderful to see regional hubs emerging using the LCH model.

Are you managing to extend or partner beyond Oxfordshire? About a year ago I told a friend in Cornwall about you and she intended to raise this with her local councillor for green affairs. It would be good if you could roll out on a wider geographical basis. Just to create even more opportunity for low carbon energy!

I would like you to partner with oxford city council so residents could improve their renewable usage via you if possible

### **MORE INFO**

I mainly receive information about projects and investment opportunities. I am not so aware of the "services" you offer. Ref previous question I have not used the Helpdesk - you need a N/A option on that question.

More information on how local groups could help you, eg identifying sites, working with

potential sites

Online display of Sandford Lock power generation, in real time. The current chart at the Peoples Power Station website is not helpful.

Monthly generation updates for interested investors. Commentary from team

Interesting to read general information about ground source heat exchange (e.g St Andrew's Church) but I would like to read more details (e.g. which company installed the system; what is available for home owners etc.)

Please keep giving us the overview - how well is Oxford / Oxfordshire doing in powering down and powering up?

## **PROJECTS**

Just more renewable energy projects

Actively canvas schools which have no solar panels to install them

Need to sort out with government how warehouses can be fitted with Solar Energy BEFORE anymore Solar Farms

Solar farms must be on land not suitable for agriculture ( or subject to flooding) and well screened.

## **SCHOOLS**

I was hoping that LCH would have pushed harder with Phil and Jim to get panels on their roof. But I probably don't know what was done behind the scenes. Parents and neighbours were pushing but could not get it done.

## **EV's**

Initiative for more public charging stations for electric cars (EV), investment opportunities for such initiatives and actual installation of public EV chargers.

## **HOUSES/COSY HOMES/RETROFIT**

more responsive Cosy Homes activity

This survey did not mention cosy homes. I have some feedback on this service.

Retrofitting insulation looks like the hardest but most necessary

I think the Cosy Homes scheme was rolled out before we had sufficient contractors. We encouraged people to sign up for Cosy Homes before they were ready to take it forward, so we lost the enthusiasm of a few local residents.

If you offer house surveys you should actually do them!

Need to get home insulation and home technology opportunities up and running

Household assessments service of how a household lives (daily live) and offer advice how to make easy improvements and larger ones. Targeting households on lower income.

Do you recommend insulation or renewable energy installations to individual home owners? Cosy homes was not mentioned as part of LCH. I had some difficulties using this service and the results (possibly as a result of your move to new location).

We had a cosy homes survey and are just waiting for the current situation to improve before deciding what to do.

Heating homes remains a challenge to reducing fossil fuel use. Individual heat pumps to replace gas boilers is still practically problematic. Could local heating coops be a solution?

The answer to previous question, about compulsory energy generators for all new build houses-- cheapest way to be energy efficient !

that I can approach to look at and evaluate an individual house, i.e. what is most important, easiest, etc, to tackle first in terms of reducing impact on the environment.

would like to see insulation demonstration projects for houses

Energy comparisons of light bulbs and household appliances, running costs and benefits of turning them off. Curtains - advise people to use/draw them even if double glazing fitted- biggest energy loss- it has become Trendy not to have them!!

Get developers to put energy generators on all new houses

## **EMPLOYMENT**

Employment opportunities within renewable energy at all levels

## **INVESTORS**

I couldn't understand part of the letter I got (?2 years ago) about what I should write on the form to receive my dividend (I lost my whole file) -- however I received my dividend without it, so I'm not so unhappy.

## **COVID**

Covid 19 at the frontline is a crisis climate could be worse and we could change it now.

## **OSNEY**

Keen to ensure the SBS Global Leadership Centre at the old Osney Power Station is as low carbon as possible, a conversation would be useful.

## **OTHER COMMENTS**

Helping very small schemes such as allotment groups might raise awareness among people for whom investing is not an option but would create more support

I think you are a good idea but am a bit sceptical about your capacity to deliver the services you want to offer.

Aims are laudable but need to clarify the theory v cost.

Sounds like you simply enjoy spending other peoples money to support your cause.

LCH should act as expert Auditor to local Councils' efforts to deal with sustainable energy issues, notably retrofitting better insulation and other energy conservation measures, for homes and businesses. Be more of a "Critical Friend".

I would like to see demonstrations for the public on how solar panels work etc. This is a project I am slowly working towards.

Maybe lost cost actions people can easily do

Care Homes Village Halls

Not sure, but probably a better speaker than we had at the Open Doors visit to the hydro.

Encourage the return to lower VAT for renewable schemes now we are out of the EU

Encouraging business and personal as well as community generated power

Three levels of difficulty guide for homeowners, and one for renters also about home energy efficiency actions they can take

A local renewable energy power station for Eynsham, with a local grid.

I really dont understand how LCH works(!) We are asked to make a donation but I dont see the commercial reality check.

More capacity to engage on more fronts

I'm quite happy with things as they are and am not in a position to host a project. I may invest some more in the future when it's clearer how much money I have post-virus. I don't feel in need of any other services, thanks

There is a gap in enabling conversion of domestic premises to sustainable heating like air source heat pumps. Maybe Low C Hub could help with this

Support and management of planning and implementation of energy saving measures perhaps refundable on completion to encourage action.

Helping the wider community install renewables at an affordable way - a collective scheme for Oxford residents where you broker and buy in bulk so we know it is trustworthy and affordable

It's still hard to see how community energy projects can be successfully replicated without energy and financial experts.