



Department for Business, Energy & Industrial Strategy

Energy Efficiency & Local Directorate
Department for Business, Energy &
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4 January 2021

Dear Mr Burtenshaw,

Thank you for your email of 2 December where you requested the following information:

1. *How many vouchers have been issued; Broken down by measure*
2. *How many vouchers have been applied for; Broken down by measure*
3. *How many vouchers have been rejected alongside main reasons for rejection*
4. *How many staff are processing the claims*
5. *In which order are claims being reviewed i.e by value of voucher, measure installed, geographic location or date received*
6. *Average turnaround time for a voucher request; by technology*

Under the Freedom of Information Act 2000 ('the Act'), you have the right to:

- know whether we hold the information you require
- be provided with that information (subject to any exemptions under the Act which may apply).

We are not able to provide you with the following information under Section 22(1) of the Act:

1. *How many vouchers have been issued; Broken down by measure*
2. *How many vouchers have been applied for; Broken down by measure*
3. *How many vouchers have been rejected alongside main reasons for rejection*

Section 22(1) exempts information which is intended for future publication. We intend to publish this information on www.Gov.uk early this year.

Section 22(1) is a qualified exemption and we have therefore considered the public interest test arguments in favour of releasing or withholding the requested information.

We acknowledge that there is a general interest in releasing information about the Green Homes Grant Voucher Scheme. However, given the necessary preparation and administration involved

in publishing the information, we consider that the best use of public resources should be directed towards publishing this periodically in a consistent and comprehensive format.

Our decision is therefore to withhold the information until it is ready for publication.

4.How many staff are processing the claims?

Vouchers are being processed by an external delivery partner and therefore we do not hold the information.

5.In which order are claims being reviewed?

Claims are reviewed and processed in order of the date received. Many applications need additional information and there are a series of checks which must be performed to ensure details are correct and to manage fraud risk. This will lead to vouchers being issued in the order that applications complete the process and will not necessarily be in date order.

6.Average turnaround time for a voucher request; by technology

We are unsure what you mean by “technology”, so we have made the assumption that you would like us to provide the average handling time to issue a voucher by measures on the Green Home Grant Voucher Scheme.

As of 7 December 2020, it has taken an average of 49.6 days to issue each application. However, this can vary depending on the types of measure, the value of the voucher and the complexity of the application.

Measure Name	Average Time to Issue a Voucher (Days)
Air source heat pump	50.9
Biomass boiler	60.5
Cavity wall insulation	49.0
Double/triple glazing	46.8
Draught proofing	52.0
Energy efficient replacement doors	50.5
External solid wall insulation	49.7
Flat roof insulation	51.3
Ground source heat pump	50.0
Heating controls	50.7
Hot water tank insulation	55.0
Hot water tank thermostats	45.0
Hybrid heat pumps	51.0
Internal solid wall insulation	49.8
Loft insulation	49.0
Park home insulation	-
Pitched roof insulation	50.8
Room-in-roof insulation	47.9

Secondary glazing	46.0
Solar thermal	50.7
Under-floor insulation: Solid floor	42.9
Under-floor insulation: Suspended floor	49.0
Grand Total	49.6

The voucher application process has been designed to minimise the time taken for a voucher to be approved. However, applications must be thoroughly checked for compliance with the scheme rules to help ensure value for money, consumer protection, and detect malpractice. We have found that some voucher applications are incomplete and require more information or requires updated information in order to be approved. As we work through voucher applications, we are contacting applicants to gather any further information required to support their application.

Appeals procedure

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to the Information Rights & Records Unit. It would be helpful if you can tell us why you are dissatisfied with the response to your request so we may address this during the internal review.

Information Rights & Records Unit
Department for Business, Energy and Industrial Strategy
1 Victoria Street
London
SW1H 0ET
Email: FOI.Requests@beis.gov.uk

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Complaints can be made to the Information Commissioner via their website at: <https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/>.

Yours sincerely,

Energy Efficiency & Local Directorate