



# Participant Information Sheet

## Introduction

This information sheet is to help you decide if you would like to take part in this research. It describes what the research is about and what it will involve. Please take time to read this information carefully.

## Who are we and what's the purpose of this project?

[Nesta](#) is the UK's social innovation agency. Our aim is to find new ways to tackle society's big problems in education, the environment and health.

Our work on the environment focuses on reducing carbon emissions from homes in the UK, and one approach we are pursuing is accelerating the adoption of heat pumps. As part of this focus, supporting existing plumbers and heating professionals to incorporate heat pump installations into their portfolio is essential to create a skilled workforce able to deliver the UK's net-zero goals. We know that there already exists a lot of knowledge among installers and that many are keen to progress the industry. By testing peer mentoring networks, we aim to explore how we can connect experienced installers with new entrants to boost their competence and confidence as they enter the heat pump sector.

## Why have I been invited to take part?

You've been invited to take part in this research because you are a heat engineer who install, service and maintain heat pumps in England, Wales or Scotland.

## What happens if you take part in the project?

We would like to interview you for around 45 minutes. The interview will take place online over Zoom (it would be preferred if you could join from a computer or tablet

rather than on the phone). The interview will take place at a time and date convenient to you during the month of March 2025.

During our conversation we'll present you a fictional scenario illustrating how a mentorship program could look like. We are interested in your feedback and ideas to ensure we're headed in the right direction.

We would like to record the interview, and will confirm that you are okay with this at the start of our conversation. You can still take part even if you would not like to have the interview recorded. If we do record the interview it will not be shared with anyone outside of the immediate research team. We will also take notes of what you talk about throughout the interview.

## Why should I take part?

As an expert, your opinion will be very valuable to us and our work, and ensure we're headed in the right direction. By way of thank you for participating in the project, Nesta is offering a £75 voucher in compensation for 45 minutes of interview.

## What will happen to my information?

We will primarily use the information you give us to inform the direction of our research project. However, we may also use it to write a report or as part of a presentation. If a report is written or a presentation is made about this research, there will be no way that you could be identified, nor statements you make attributed to you. The information you provide will be held in confidence and only quoted anonymously.

Any notes we make during the interview will not be identifiable to you personally, or attributed to your name. This means that your name will not be stored in the same file as your interview notes. Only members of the research team will have access to your interview notes.

If the interview is recorded, the recording will be deleted after the end of the project, or three years after the interview; whichever occurs first.

All personal data will be treated with strictest confidence by Nesta in accordance with the requirements of the UK General Data Protection Regulation and all other

relevant laws. [Please see Nesta's the Privacy Notice for detailed information regarding your data.](#)

## What happens if I don't want to take part, or if I change my mind?

You do not have to take part in the interview, and if you do take part you can change your mind at any time during the interview. You can refuse to answer any questions you are not comfortable with and you can ask the interview to stop at any time without needing to give a reason, although it is helpful if you do.

If you decide to end the interview early, you can choose to have the recording of, and notes from, the interview deleted immediately. We may not be able to delete all of the information you have provided if you request your information be deleted after the end of the interview. This is because interview notes will be anonymised and we may no longer be able to attribute them to you. However, we will be able to delete the recording of your interview at any time.

## What will happen to the results of the study?

Our aim is to launch a pilot of a mentorship program during the summer/ autumn 2025. You can check the [relevant parts of the Nesta website](#) later in 2025, or contact the researchers with the email addresses below if you'd like to find out the results of this research.

## Questions?

If you have any questions, concerns or would like further information, please contact:

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