



TRUSTMARK
Government Endorsed Quality



Sustainable Warmth Competition: Requirements for TrustMark Scheme Providers **and** Registered Businesses

V1 March 2022

This document must be read and used in conjunction with
the current version of the TrustMark Framework
Operating Requirements and any BEIS, and/or Local
Authority Requirements

trustmark.org.uk

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Foreword

The Sustainable Warmth Competition

The arrangements set out in this document apply for the duration of the Local Authority Delivery (LAD) scheme Phase 3 and the Home Upgrade Grant (HUG) Phase 1 delivery window through to 31 March 2023; and may be amended from time to time.

Since inception in 2005 TrustMark has been instrumental, along with our Scheme Providers, in enhancing levels of consumer protection in a range of industry sectors. The energy efficiency measures, low carbon and renewable technologies installed under LAD Phase 3 and HUG Phase 1 must be completed by a TrustMark Registered Business.

The Sustainable Warmth competition was launched to bring together two fuel poverty schemes (LAD Phase 3 and HUG Phase 1) into a single funding opportunity for Local Authorities (LAs). The two schemes that make up the Sustainable Warmth competition have a shared goal to contribute to the aims set out in the Sustainable Warmth: Protecting Vulnerable Households in England Strategy.¹ As outlined in this strategy, the Government is committed to tackling fuel poverty and helping the most vulnerable by increasing the energy efficiency of homes, reducing the cost of bills, contributing to Net Zero targets, and supporting low-income households in the transition to low-carbon heating. This competition has provided funding to support these objectives.

Through funding made available under the Sustainable Warmth competition, the Government aims to save households money, reduce fuel poverty, cut carbon, and support the Prime Minister's Ten Point Plan for a Green Industrial Revolution. Funding is available to upgrade homes both on and off-gas grid and is comprised of:

1. **LAD Phase 3:** A third phase of LAD with almost £287 million allocated. LAD Phase 3 has a refined scope to support low-income households heated by mains gas.
2. **HUG Phase 1:** Around £219 million allocated for low-income households with homes off-gas grid.

Both schemes aim to support low-income households in England, living in inefficient energy homes by installing energy efficiency and low carbon heating upgrades with a delivery timeframe of January 2022 to March 2023. Where possible the criteria of these schemes have been aligned so that LAs can set out a single approach to implementing support.

The energy efficiency measures carried out under LAD Phase 3 and HUG Phase 1 projects must be completed by a TrustMark Registered Business. TrustMark Registered Businesses installing low carbon heating technologies must also be certified with the Microgeneration Certification Scheme (MCS). Suppose any part of the work involved in installing eligible improvements is subcontracted. In that case, this must be carried out in accordance with TrustMark's requirements, and the relevant PAS or MCS requirements as applicable, with regards to subcontracting.

MCS Only

The main contractor must be TrustMark registered and MCS certified for any relevant works. The main contractor will take full responsibility for any works lodged onto the Data Warehouse under their PAS/MCS certification.

The sub-contractor must hold MCS certification for any MCS measures installed on behalf of the main contractor.

¹ <https://www.gov.uk/government/publications/sustainable-warmth-protecting-vulnerable-households-in-england>

LAD Phase 3 and HUG Phase 1 require information to be lodged, by the Retrofit Coordinator responsible for the project, into the TrustMark Data Warehouse. The Data Warehouse acts as a repository of information about the work undertaken at the property and the associated financial protection mechanisms.

LAD Phase 3 and HUG Phase 1 are government-funded schemes whereby almost £506 million of funding has been allocated to LAs to improve the energy efficiency of homes of low-income, low-EPC rated households across England:

Competition	Finish Date	Notes
Sustainable Warmth	31/03/2023	£506m: circa £287m for Local Authority Delivery & £219m for Home Upgrade Grant

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The Framework Operating Requirements

3.1 The Framework Operating Requirements:

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- 3.1.1 The LAD Phase 3 and HUG Phase 1 Delivery Requirements must be followed in conjunction with the current versions of the TrustMark Framework Operating Requirements (FOR), Code of Conduct for Registered Businesses, Customer Charter, any requirements set by BEIS and/or LAs or Net Zero Hubs.
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Registered Business Eligibility

The addition of the LAD Phase 3 and HUG Phase 1 requirements for TrustMark Scheme Providers will be in place for the duration of LAD Phase 3 and HUG Phase 1 as determined by BEIS and LA.

All installations carried out under LAD Phase 3 and HUG Phase 1 must comply with the conditions of the current version of the overarching TrustMark Framework Operating Requirements.

4.1 Registered Business Eligibility:

4.1.1 The certification standards in the table below apply during LAD Phase 3 and HUG Phase 1:

Phase	From	To	Certification Standards	Notes
LAD Phase 3 and HUG Phase 1	16/06/2021	31/03/2023	As appropriate, PAS 2035 applies to all work and MCS/ PAS 2030 certification. Installers must adhere to the most recent versions of MCS, PAS 2030 and PAS 2035 standards throughout the duration of the schemes.	Standard PAS 2035 applies

4.1.2 Businesses undertaking work for LAD Phase 3 and HUG Phase 1 must comply with the TrustMark Code of Conduct, Customer Charter, any BEIS Terms and Conditions, any specific LA or Net Zero Hub Rules, and any other obligations placed by your Scheme Provider.

4.1.3 Financial protection must be provided for all works installed under the LAD Phase 3 and HUG Phase 1. The financial protection mechanism² must meet the TrustMark FOR - Section 10 and be at least the equivalent of that specified for measures installed under the Energy Company Obligation (ECO) scheme; and be declared within the Data Warehouse.

4.1.4 TrustMark Registered Businesses are also required to hold MCS registration for the installation of low carbon and clean heat technology measures.

4.2 Scheme Provider Requirements:

4.2.1 To ensure that all data submitted for Registered Businesses is accurate including, but not limited to, PAS certification, registered trade scope and business details.

4.2.2 To ensure that Registered Businesses working within HUG and LAD are aware of the necessity of lodgement into the TrustMark Data Warehouse.

4.2.3 Scheme Providers who are not UKAS accredited Certification Bodies but wish to offer TrustMark registration for PAS / MCS trades, must have an evidenced formal arrangement with a Certification Body(ies) in order that PAS / MCS scopes, assessments and certification can be validated and kept synchronised with the Certification Body.

² <https://www.trustmark.org.uk/ourservices/financial-protection>

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Eligible Measures & Installation Standards

5.1 Eligible Measures:

- 5.1.1 For LAD Phase 3 and HUG Phase 1, eligible measures are any energy efficiency and heating measures compatible with the Standard Assessment Procedure (SAP) that will help improve EPC Band D, E, F or G rated homes. This includes, but is not limited to, measures such as wall, loft, and underfloor insulation, as well as low carbon technologies and solar photovoltaics.

Measures that are solely fuelled by fossil fuels, such as installing a new fossil fuel-based heating system, or replacing or repairing an existing fossil fuel-based heating system with another fossil fuel-based heating system, are **not** in scope. For more information on the rules for eligible measures in LAD Phase 3 and HUG Phase 1 please refer to section “2.1.5 Eligible Measures” for the Sustainable Warmth Competition Guidance document: <https://www.gov.uk/government/publications/apply-for-the-sustainable-warmth-competition>.

The eligible measures are as listed in the current version of the Lodgement Data Dictionary applicable to LAD Phase 3 and HUG Phase 1 which is available on the TrustMark website here: <https://www.trustmark.org.uk/ourservices/data-warehouse>

Eligible measures may be subject to specific LA project rules.

- 5.1.2 In all cases where the installation of an insulation measure is undertaken, the property must have ventilation requirements completed in line with the requirements of PAS 2035 and PAS 2030.
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5.2 Installation Standards:

- 5.2.1 All measures must be installed in line with the requirements of the standards below and within the context set out in section 04 of this document:

- PAS 2035
 - PAS 2030
 - MCS Standards
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- 5.2.2 For all insulation measures, Registered Businesses are required to follow the latest BEIS “Guide to Best Practice”; and any other guides of similar status relating to other measures that may be introduced; or any official industry interim guidance produced.
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- 5.2.3 Registered Businesses must support any additional requirements set by their Scheme Provider and Certification Body including those to facilitate pre, mid and post-install inspections; and any independent checks/validations. The Registered Business should engage with its Scheme Provider and Certification Body to fully understand the requirements, particularly those related to measures of significant technical risk, including but not necessarily limited to:

- Cavity wall insulation including those installed in party walls
 - Internal wall insulation
 - External wall insulation
 - Room-in-roof insulation
 - Park home insulation
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Data Warehouse Lodgement

6.1 Lodgement of Measures:

6.1.2 Work delivered must be lodged into the TrustMark Data Warehouse.

6.1.3 The lodgement fee is £30.00 + VAT.

6.2 Lodgement Evidence in the Data Warehouse

6.2.1 The standard PAS 2035 lodgement process applies.

Guarantee/Financial Protection Mechanism.

For MCS technologies, the MCS Certificate Number will be required.

6.2.2 Where the installation requires notification of Building Regulations, a self-declaration statement will be required before submitting a lodgement.

6.2.3 **Last date for lodgement:**

LAD Phase 3 and HUG Phase 1 – **30TH April 2023**

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Audit & Compliance

7.1 Audit & Compliance:

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| 7.1.1 | TrustMark reserves the right to undertake an audit on any measures that have been completed under LAD Phase 3 and HUG Phase 1. |
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| 7.1.2 | Audits will be performed and TrustMark will make Scheme Providers aware of audit non-conformity for follow up and resolution. |
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| 7.1.3 | Where non-conformity is identified TrustMark may notify the relevant LA and any other relevant party. |
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| 7.1.4 | Where a lodgement or work remains non-compliant after all relevant quality assurance processes have been applied, further action will take place under the TrustMark quality assurance process. |
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Supporting Information

There is a wealth of supporting information available to help with understanding in the various areas. The list below is not exhaustive and has been provided to help signpost to the key information sources:

- To find out more about PAS 2035 and PAS 2030, and/or obtain a copy, please visit:
<https://shop.bsigroup.com/>
- For Low Carbon and Clean Heat Technology, please visit:
<https://mcscertified.com/standards-tools-library/>