



**TRUSTMARK**  
Government Endorsed Quality



# Green Homes Grant Local Authority Delivery: Requirements for TrustMark Registered Businesses

V1.1

This document must be read and used in conjunction with  
the TrustMark Framework Operating Requirements V2.2  
and any BEIS/Local Authority Requirements

[trustmark.org.uk](https://trustmark.org.uk)

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## 02

## Foreword

## Green Homes Grant Local Authority Delivery (GHGLAD)

These arrangements, as may be amended, apply for the duration of the respective GHGLAD phases 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.

In July 2020, the Chancellor announced £2 billion of support through the Green Homes Grant to save households money; cut carbon; and create green jobs. The Green Homes Grant comprises of up to £1.5 billion of support through energy efficiency vouchers and up to £500m of support allocated to Local Authority delivery partners, through the GHGLAD.

The Green Homes Grant is a key part to the government's plan to 'build back greener' and support the transition to net zero carbon emissions by 2050.

The energy efficiency measures carried out under GHGLAD must be completed by a TrustMark Registered Business. This requirement is not mandated by BEIS but by the Local Authorities themselves. Where TrustMark Registered Businesses install low carbon technologies they must also be registered with the Microgeneration Certification Scheme (MCS).

GHGLAD requires the businesses carrying out the work to record information about the installation into TrustMark's Data Warehouse, that acts as a repository of information about the work undertaken on the property and associated financial protection mechanisms.

GHGLAD is a government funded scheme whereby £500 million of funding is being allocated to Local Authorities in two overall phases, to improve the energy efficiency of homes of low-income, low-EPC rated households across England:

Phase	Start Date	Finish Date	Notes
Phase 1a	01/10/2020	31/03/2021	£200M
Phase 1b	01/01/2021	30/09/2021	
Phase 2	01/01/2021	31/12/2021	£300M

## 03

## The Framework Operating Requirements

## 3.1 The Framework Operating Requirements:

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- 3.1.1 The Green Homes Grant Local Authority Delivery Requirements for TrustMark Registered Businesses must be read and used in conjunction with the TrustMark Framework Operating Requirements (FOR) V2.2, Code of Conduct for Registered Businesses, Customer Charter, any requirements set by BEIS and any specific Local Authority requirements.
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## 04

## Registered Business Eligibility

**The addition of the Green Homes Grant Local Authority Delivery Requirements for TrustMark Registered Businesses will be in place for the duration of GHGLAD as determined by BEIS and Local Authorities. All installations carried under GHGLAD must comply with the conditions of the overarching TrustMark Framework Operating Requirements V2.2.**

#### 4.1 Registered Business Eligibility:

4.1.1 The certification standards in the table below apply during the respective GHGLAD phases:

Phase	From	To	Certification Standards	Notes
1a	01/10/2020	31/03/2021	<p>Whatever the Registered Business currently holds for the measure:</p> <p>MCS PAS 2030:2017 PAS 2030:2017 – as issued under 'Note D' of the UKAS PAS 2030 Green Homes Grant Communication of 22/12/2020 – see section 05 of this document. PAS 2030:2019 PAS 2030:2019 &amp; PAS 2035:2019</p>	<p>Unlike the Green Homes Grant Voucher Scheme, there is no requirement for measures installed in park homes, high-rise buildings and buildings that are both traditionally constructed and protected to be delivered by a PAS 2030:2019 certificated installer in compliance with PAS 2030:2019 and PAS 2035:2019; <b>unless</b> the installer is certificated to PAS 2030:2019 <b>or</b> specific Local Authority rules apply.</p> <p>i.e., installers certificated to PAS 2030:2017 can install measures in these types of properties unless specific Local Authority rules apply.</p>
1b	01/01/2021	30/09/2021	<p>Whatever the Registered Business currently holds for the measure:</p> <p>MCS PAS 2030:2017 (ends 30/06/2021) PAS 2030:2017 (ends 31/03/21) – as issued under 'Note D' of the UKAS PAS 2030 Green Homes Grant Communication of 22/12/2020 – see section 05 of this document. PAS 2030:2019 PAS 2030:2019 &amp; PAS 2035:2019</p>	As above and within context of end dates in 'Standards' column.
2	01/01/2021	31/12/2021	<p>MCS PAS 2030:2019 &amp; PAS 2035:2019</p>	Standard PAS 2035:2019 applies
<p><i>Note: The definition of high-rise buildings, protected buildings and traditional construction is as defined in PAS2035:2019.</i></p>				

4.1.2	Businesses undertaking work for the GHGLAD must be compliant with the TrustMark Code of Conduct, Customer Charter, any BEIS Terms and Conditions, any specific Local Authority Rules; and any other obligations placed by your Scheme Provider.
4.1.3	Financial protection must be provided for all works installed under the GHGLAD. The financial protection mechanism <sup>1</sup> 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 required to hold MCS registration for the installation of low carbon and clean heat technology measures.

<sup>1</sup> <https://www.trustmark.org.uk/ourservices/financial-protection>

# 05

## UKAS Certification Requirements

*Text as published by UKAS 22nd December 2020.*

### UKAS PAS 2030 GREEN HOMES COMMUNICATION TO CERTIFICATION BODIES – EXTENSION OF BEIS TRANSITION POLICY FOR THE GHGVS TO 30 JUNE 2021<sup>2</sup>

**This Communication relates only to the Green Homes Grant Voucher Scheme (GHGVS). It does not relate to any other scheme e.g., ECO, GHG Local Authority Delivery scheme (GHG LAD)<sup>3</sup>. Regarding the GHG Local Authority Delivery scheme (GHG LAD) see Note d) below.**

In August 2020, with the announcement of the Green Homes Grant Scheme (GH) the Government has made available £2 billion for installing energy efficiency and renewable energy measures by 31 March 2021. The scheme will be underpinned by UKAS-accredited certification of installers to PAS 2030.

Following the publication of the revised PAS 2030:2019 in May 2019 BEIS initiated a transition period to ensure that all UKAS-accredited certification bodies and their certified installers had transitioned to the new version of PAS 2030 by 30 June 2021. \*

On 28 August 2020, BEIS, TrustMark and UKAS jointly issued information on the transitional arrangements which included allowing installations under either the 2017 or 2019 versions of PAS 2030 for a limited period for installers delivering under the GHG Voucher scheme.

BEIS has extended the timeline for the GHG Voucher scheme by a year until 31 March 2022. In order to facilitate implementation of the Green Homes Grant Voucher Scheme by the deadline, BEIS has made changes to the transitional policy as follows:

1. PAS 2030 certified installers that have transitioned from PAS 2030:2017 certification to PAS 2030:2019 certification **prior to the commencement date** of the temporary flexibility arrangement can have their 'superseded' PAS 2030:2017 certification recognised alongside their PAS 2030:2019 certification; thus permitted to work in compliance with either standard of their certification and scope from the commencement date of 28 August 2020 until 30 June 2021.
2. PAS 2030 certified installers that transition from PAS 2030:2017 certification to PAS 2030:2019 certification **after the commencement date** of the temporary flexibility arrangement can have their 'superseded' PAS 2030:2017 certification recognised alongside their PAS 2030:2019 certification; thus permitted to work in compliance with either standard of their certification and scope from their PAS 2030:2019 certification date until 30 June 2021.
3. PAS 2030 certified installers that either transitioned from PAS 2030:2017 certification to PAS 2030:2019 certification **prior to or after the commencement date** of the temporary flexibility arrangement are required to work in compliance with and in scope of their PAS 2030:2019 certification and in compliance with PAS 2035:2019 on and after 30 June 2021.

<sup>2</sup> <https://www.ukas.com/resources/latest-news/extension-of-beis-transition-policy-for-the-ghgvs-to-30-june-2021/>

<sup>3</sup> <https://www.gov.uk/government/publications/green-homes-grant-local-authority-delivery-scheme-entering-a-bid>



**Note: Where an installer has no relationship with the Certification Body that issued the PAS 2030:2017 certification (e.g., moved to Certification Body to obtain PAS 2030:2019 certification) recognition of PAS 2030:2017 certification may not be possible; this will be dependent on the services offered by the PAS 2030:2017 Certification Body.**

4. Where an installer has not previously been certified to PAS 2030:2017, they may apply to a UKAS-accredited certification body for certification to PAS 2030:2019. If they are unable to meet all the requirements of PAS 2030:2019 the certification body will issue non-conformities which will need to be closed before certification. However, providing the installer is able to demonstrate compliance with PAS 2030:2017 requirements, the certification body will be able to certify them for that standard for a limited interim period, ending not later than 30 June 2021, on the understanding that they are working towards compliance with PAS 2030: 2019. This will allow the installer to participate in the Green Homes Grant scheme. When the installer is able to provide evidence to the certification body that enables the outstanding non-conformities to be closed, the certification body will complete the certification to PAS 2030: 2019.
5. Any PAS 2030:2017 certificate that has been issued under this arrangement must be transitioned by the 30 June 2021 or the certificate will lapse.

This temporary flexibility arrangement does not extend the overall PAS 2030:2019/PAS 2035:2019 transition time scale beyond the published date of 30 June 2021. There is no implication that PAS 2030:2019 certification can be used without compliance with PAS 2035:2019.

All other applicable rules and requirements apply including but not necessarily limited to those defined by BEIS, UKAS, Ofgem and TrustMark.

Please note:

- a) Certification to PAS 2030:2019 requires compliance with all the requirements of that standard.
- b) All UKAS- accredited PAS 2030 certification bodies have had their accreditation schedules updated to PAS 2030:2019 as required by the BEIS transitional requirements. The BEIS Flexibility arrangements for the interim period for the Green Homes Grant scheme, mean that this accreditation will be recognised as also allowing certification to the 2017 version of PAS 2030 for the limited period until 30 June 2021.
- c) Installers will only be able to install measures for which they hold certification and for which their certification body holds accreditation.
- d) Installers working with Local Authorities through the GHG Local Authority Delivery Scheme also need to be PAS 2030 certified. For Phase 1 of the GHG LAD scheme, they must transition to PAS 2035/2030:2019 by 30 June 2021, up to that point it is allowable for them to use PAS2030:2017, PAS:2035/2030:2019, or the GHG voucher easement. For delivery under GHG LAD Phase 2 installers must be certified to PAS 2030:2019 and compliant with PAS 2035:2019.

\* The transition arrangements required all certification bodies to transition by 30 June 2020, which was achieved by the deadline. As certification bodies transitioned, they were expected to certify their installers to the new standard when their surveillance became due, such that by 30 June 2021, all installers would have been transitioned to the 2019 version. New applicant installers were expected to work towards certification to PAS 2030:2019.

# 06

## Eligible Measures & Installation Standards

### 6.1 Eligible Measures:

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- 6.1.1 For GHGLAD, 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.

Fossil fuel measures, such as the installation of a new fossil fuel-based heating system, or the replacement or repair of an existing fossil fuel-based heating system with another fossil fuel-based heating system, are not in scope.

The eligible measures are as listed in the current version of the lodgement Data Dictionary applicable to GHGLAD which is available on the TrustMark website here:

<https://www.trustmark.org.uk/ourservices/data-warehouse>

Eligible measures may be subject to specific Local Authority project rules.

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- 6.1.2 All measures within the GHGLAD installed to PAS 2030:2017 must meet the minimum ventilation requirements of PAS 2030:2017 section A5 and tables A4/5/6. Ventilation requirements must be satisfied and evidenced in full for the installation to be PAS compliant.

It is recognised under PAS 2030:2017 ventilation requirements are recommendations, yet under the TrustMark GHGLAD, these are mandatory requirements.

In all cases where the installation of an insulation measure is undertaken, the property must have ventilation requirements completed in line with either PAS 2030:2017 or as per the requirements of PAS 2035:2019 and PAS 2030:2019 depending upon the installation methodology used.

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### 6.2 Installation Standards:

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- 6.2.1 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:

- MCS Standards
  - PAS 2030:2017
  - PAS 2030:2019
  - PAS 2030:2019 & PAS 2035:2019
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- 6.2.2 For under-floor insulation, Registered Businesses are also required to follow the BEIS "Guide to Best Practice" Retrofit Floor Insulation- Suspended Timber Floors July 2020; and any other guides of similar status that may be introduced or any official industry interim guidance produced.
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6.2.3 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 that installed in party walls
- Internal wall insulation
- External wall insulation
- Room-in-roof insulation
- Park home insulation
- Under-floor insulation

6.2.4 Refer to the table below for measures that have additional requirements:

Scenario	Technical risk	Risk reduction
Measures requiring other intervention		
Internal Wall Insulation	Technical risks where installed services create an obstacle within the structure	<p>Partial internal wall insulation treatment of properties can be fraught with issues. The temperature differential between rooms or areas can create the ideal conditions for condensation. Thermal bridges become extremely difficult to eliminate, giving further grounds for concern.</p> <p>The best solution is always treating the whole or 100% of the external envelope of the building. Should this not be feasible then a medium term retrofit plan through the PAS 2035 route should always be the best solution.</p>
Solid Wall Insulation	Technical delivery risks may be presented and create additional challenges that would require further considerations.	Where a (pre-design) building survey or assessment identifies issues regarding conditions or installation challenges, these situations must be addressed prior to installation.
Low Carbon Heating	The design of the heating system is critical to the successful installation of a low carbon heating source.	System design which considers the house fabric must be completed and recorded in accordance with the relevant MCS standards requirements before the installation of low carbon heating measures(s).

# 07

## Data Warehouse Lodgement

### 7.1 Lodgement of Measures:

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|-------|--|
| 7.1.1 | All installations under PAS 2030:2017 for GHGLAD will require lodgement within the TrustMark Data Warehouse by the responsible business. |
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| 7.1.2 | Work delivered to PAS 2035:2019 must be lodged by a TrustMark registered Retrofit Coordinator  |
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| 7.1.3 | The GHGLAD lodgement fee will be £30.00 + VAT.   |
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### 7.2 Lodgement Evidence in the Data Warehouse

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|-------|---|
| 7.2.1 | The following evidence will be required for lodgement of GHGLAD measures (excluding PAS2035:2019 which will follow the existing process): <ul style="list-style-type: none"><li>• Building Survey (Pre-Design)</li><li>• EEM Design</li><li>• Pre-installation Building Inspection</li><li>• Mid-install Inspection</li><li>• Handover Documents</li><li>• PAS 2030 Declaration of Conformity</li><li>• Guarantee / Financial Protection mechanism</li><li>• For MCS technologies the MCS Certificate Number will be required</li></ul> |
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| 7.2.2 | Where the installation requires notification of Building Regulations, a self-declaration statement will be required before submitting a lodgement.  |
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# 08

## Audit & Compliance

### 8.1 Audit & Compliance:

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8.1.1	TrustMark reserves the right to undertake an audit on any measures that have been completed under the GHGLAD.
8.1.2	Audits will be performed and TrustMark will make Scheme Providers aware of audit non-conformity for follow up and resolution.
8.1.3	Where non-conformity is identified TrustMark may notify the relevant Local Authority and any other relevant party.

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# 09

## Supporting Information for Installers

There is a wealth of supporting information available to help installers with their 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 2035:2019, PAS2030:2019, PAS 2030:2017 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/>
- PAS 2030 and MCS Certification / Competent Person Scheme Registration is only available from UKAS Accredited Certification Bodies. Most Certification Bodies are TrustMark Scheme Providers. For a list of TrustMark Scheme Providers please visit our website.
- Under-Floor Insulation: All installations must be assessed, designed and installed to meet the requirements of the BEIS "Guide to Best Practice" Retrofit Floor Insulation- Suspended Timber Floors July 2020<sup>4</sup>

<sup>4</sup><https://www.gov.uk/government/publications/insulating-suspended-timber-floors-best-practice>