



TRUSTMARK
Government Endorsed Quality

V1.0

TrustMark Licence Plus Scheme

Overview





The Licence Plus Scheme

The Licence Plus Scheme provides a key route in supporting TrustMark Registered Businesses to engage in a transitional adoption of fabric-first, whole house retrofit. This additional aspect of the licence has been created to support the achievement of UK's Net Zero targets and aid homes in reducing their household energy bills.

The Licence Plus Scheme showcases the competency and quality workmanship of TrustMark Registered Businesses who can join the Licence Plus Scheme through participating TrustMark licensed Scheme Providers.

All work under the Licence Plus Scheme will be lodged in the TrustMark Data Warehouse. This provides visibility of the work that has been delivered and how it is protected.

Lodgement data drives a robust audit and compliance programme which can accommodate a risk-based approach. Or, where preferred, a tailored monitoring schedule to support lending from the 'green-markets' where consumers can access a variety of financing for their projects.

The Scheme Requirements include the following:

- Providing a property assessment and pre-works Energy Performance Certificate (EPC)
- Ensuring a customer has impartial advice to make informed decisions
- Agreeing a contract to deliver agreed work and services
- Providing a post-works EPC
- Providing Financial Protection for all work undertaken
- Lodging details into the TrustMark Data Warehouse

These requirements can be adapted to include additional conditions as required.

Rising to the Challenge

To achieve improvement in properties, several factors are required:

- Consumer desire and drive to commence the work and services required
- The ability to fund the work into a recognised and deliverable process
- Demand which is supported by a competent and skilled supply chain
- Quality outcomes for the consumer, ensuring that adequate consumer and financial protection is provided during and after the works are delivered

The Construction Leadership Council has forecast that the industry needs circa 500,000 new professionals and trades to meet this requirement. They need a simple and accessible process to demonstrate their skills and competency, to open opportunities for future initiatives and the creation of a sustainable market.



This delivery must be underpinned by a robust, quality monitoring and compliance process, which provides assurance and confidence in the ability of the supply chain to deliver the expected demands and pipeline of energy and home improvement works.

The Licence Plus Scheme supports the construction sector with its appetite to move to more formal licensing, to drive better and consistent outcomes in areas of currently 'unregulated' delivery.

The Solution

The Licence Plus Scheme enables energy efficiency improvement works which support a fabric first, whole house approach to be delivered by a competent business within a flexible assurance arrangement, underpinned by the existing TrustMark structure and processes.

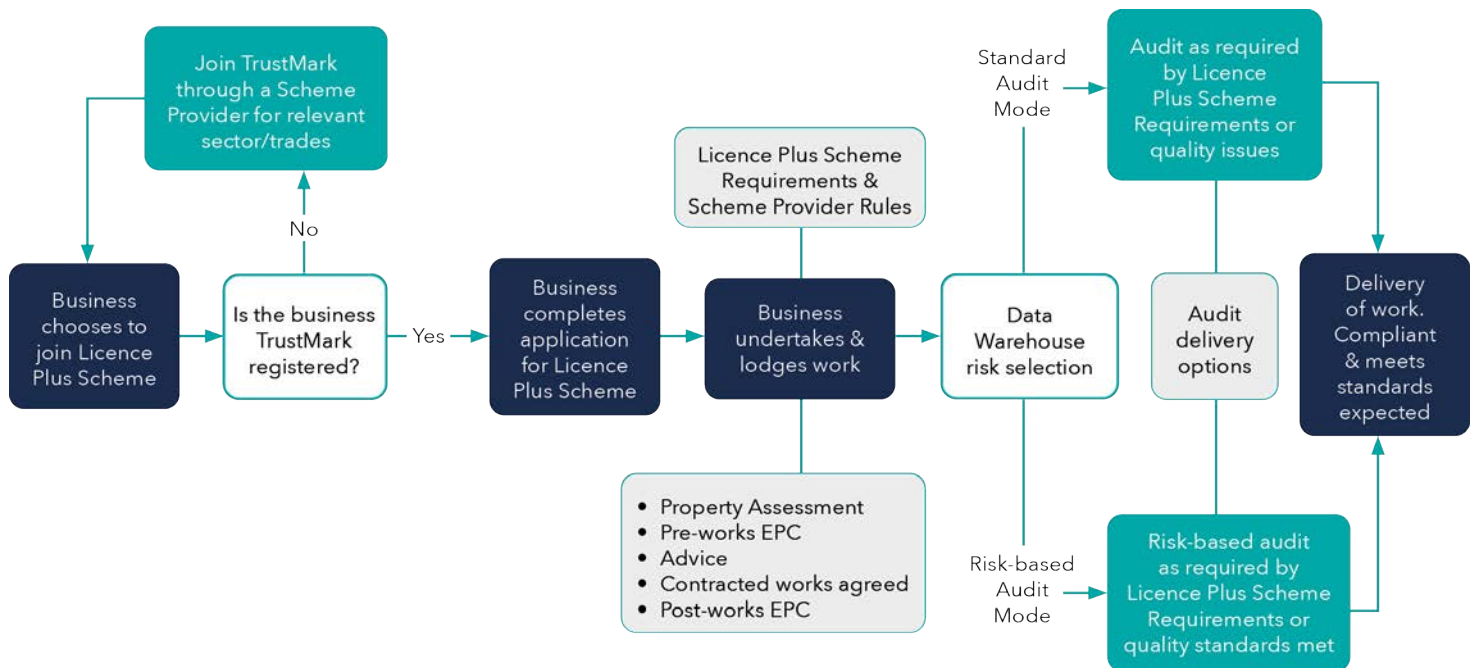
The Licence Plus Scheme, adopts the pre-works property assessment principle by incorporating the Reduced Data Standard Assessment Procedure (RdSAP) process to produce an EPC; identifying the staged improvements that can be incorporated into the homeowner's project empowering them to make choices that suit their budget while allowing them to create a plan of future improvements.

The delivery structure is adaptable so that onsite audits of Licence Plus businesses can be carried out by Scheme Providers who opt to do so, or by TrustMark where required.

The compliance rules can be enhanced to support the requirements of organisations such as financiers or lenders who use the Licence Plus Scheme to deliver and validate work. The audit and compliance options can be tailored to suit the needs of the specific function, this can range from a 100% desktop and onsite audit, a risk-based option or a blended version in-between.



The following diagram gives an overview of the how the Licence Plus Scheme works:



For full details of the Scheme Provider and Business requirements, please see the current published version of *'Requirements for Scheme Providers and Registered Businesses'*.

Data Warehouse Lodgement

All works delivered under the Licence Plus Scheme must be lodged into the TrustMark Data Warehouse. The Data Warehouse is a central database where improvement works to properties are maintained, alongside any specific requirements for warranties or consumer protection.

Lodgement Costs

Where Registered Businesses lodge work and the Scheme Provider has opted to complete the onsite audit functions, the cost of a lodgement will be £45 + VAT and TrustMark will conduct a risk-based audit process of both business and the Scheme Provider.

Where TrustMark retains the onsite audit function, TrustMark will assess the compliance of the initial 5 lodged works at a cost of £175 + VAT per lodgement. Providing the business has met the audit and compliance requirements they will move to the risk-based audit model, reducing the lodgement cost to £45 + VAT.

Any non-compliances will move the registered business back to a full audit regime of the lodged work.



Scheme Benefits

The Licence Plus Scheme can bring benefits to a wide range of key stakeholders:

For Consumers

- Confidence in the work undertaken
- Work is carried out by competent vetted people
- Work and the relevant Financial Protection fall within a robust monitoring process
- Built-in resolution and dispute services

For Businesses

- Enables delivery of services to consumers where the customer has engaged with specific funding or grant programme
- Provides a structured basis for future planning to invest, recruit and train personnel
- Enhances reputation
- Opens opportunities for funding and inclusion in future government initiatives

For Scheme Providers

- Supports acquisition and scheme development through increased engagement
- Further recognition of existing competent trades
- A transitional approach into the existing certification process
- Further engagement with UK Net Zero objectives
- Straightforward participation via extension to Licence scope

For Lenders

- Builds supply chain capacity through increased engagement
- Reinforces confidence of delivery via a recognised framework
- Audit trail via the TrustMark Data Warehouse lodgement process
- Allows bespoke compliance and work validation
- Supports the development of carbon credit-based products

For Government

- Supports the building of the supply chain through increased engagement
- Helps upskilling of the current workforce via business development opportunities
- Drives a more consistent delivery through a recognised framework
- Helps to support economic growth

For more information on the Licence Plus Scheme please email:

licenceplus@trustmark.org.uk



Ensuring that property and home improvement
businesses deliver quality services with
effective protection for consumers



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