

Great British Insulation Scheme (GBIS)

Summary of Updates

Great British Insulation Scheme Supplier Delivery Guidance & Measures Table

This document summarises the updates contained in each version of the above publications. Any references to paragraph numbers in this document apply to the version in question and may not be accurate references in other versions.

GBIS Delivery Guidance	2
GBIS Measures Table	12

1. GBIS Delivery Guidance

Version 1.0

Publication date:	31 August 2023
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Version number:	1.0
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This section outlines the amendments that we have made to our Great British Insulation Scheme Delivery Guidance V1.0 document that was published on 1 September 2023 from our Draft Great British Insulation Scheme Delivery Guidance V0.1 that was published on 30 May 2023.

1. Throughout document

- Formatting and wording updates
- Removed “Draft” from document titles and references to guidance when applicable.
- Commencement date of parts 1 to 9 of the ECO4A Order (25 July 2023) has been added throughout the document in place of reference to the unknown commencement date of the Order when the draft guidance was published.
- Version number changed from V.01 to V.1
- Contents list including page numbers have been updated to reflect changes throughout the document.
- Paragraph numbers have been updated to reflect changes.

2. Title pages

- Page 1: Wording changed from “This guidance sets out Ofgem’s proposed procedures for administering the Electricity and Gas (Energy Company Obligation) Order 2023. The Great British Insulation Scheme” to “This guidance sets out Ofgem's procedures for administering the Great British Insulation Scheme, which is a new scheme established by the Electricity and Gas (Energy Company Obligation) Order 2023 (referred to in this guidance as the 'ECO4A Order).”
- Wording changed from “each supplier will have an obligation target” to “each supplier has an obligation target”.
- Page 1: Footnote 1 amended.

Summary of Updates | Great British Insulation Scheme Supplier Delivery Guidance & Measures Table

- Page 1: Changed “will place a legal obligation” to “places a legal obligation”.
- Page 1: Added “The ECO4A Order was made on 24 July 2023, and parts 1 to 9 of the legislation relating to the Great British Insulation Scheme came into force the following day on 25 July 2023.”
- Removed “This guidance has been prepared in draft form after sight of the draft ECO4A Order, to allow for stakeholder consultation prior to commencement of the Scheme. It should be read accordingly. In particular, it should be acknowledged that Ofgem will not be the Scheme administrator until the ECO4A Order is in force and that any amendment of the draft ECO4A Order may necessitate amendment which will be reflected in our final guidance.”
- Page 3: Removed “Draft” from document titles throughout page.
- Page 3: Removed reference to “Great British Insulation Scheme: Monitoring” as this guidance will no longer be published.

3. About this guidance

- Page 9: Added commencement date of ECO4A Order
- Footnote 4: Added link to ECO4: Supplier Administration V1.0 Guidance,
- Footnote 5: Added link to ECO4: Local Authority Administration Guidance,
- Footnote 6: Added link to ECO4: New Measures and Products Guidance,
- Footnote 7: Added link to Ofgem ECO webpage: Contacts, guidance, and resources,
- Footnote 8: Added link to Ofgem ECO webpage: Contacts, guidance, and resources.
- Page 12: Updated links to guidance documents added to page.
- Page 15: Added text “relevant parts of the” ECO4A Order
- Page 16: Notional annual bill savings target figure updated to reflect the latest SoI (Statement of Intent) from the Department of Energy Security and Net Zero
- Page 16: Removal of “Great British Insulation Scheme: Monitoring” from the list of published guidance documents leaving the four documents that have now been released.
- Page 17: Reference to “score monitoring” has been removed from list point “f)”
- Page 17: Updated full legal disclaimer which appears as the paragraph in bold on this page. Update includes addition and deletion of some text.
- Page 17: Additional disclaimer added to say “This document does not anticipate every scenario which may arise. If a scenario arises which is not addressed in this guidance, we will adopt an approach consistent with the relevant legislation. Any additional guidance we publish will be available on our website”.
- Page 18: List of “Useful Links” has been updated to provide the most recent working links to documents and resources.

Summary of Updates | Great British Insulation Scheme Supplier Delivery Guidance & Measures Table

- Page 18: Added link to “Great British Insulation Scheme and ECO4 Guidance for Local Authority Administration, and Great British Insulation Scheme Supplier Data Dictionary” which was not previously mentioned in V.01

4. Introduction

- Page 21: Figures for notional annual targets have been updated throughout the page to reflect the Government’s most recent SoI.
- Page 21: Paragraph 1.4: Phrase “by final year of delivery” now changed to “by final determination”.
- Page 22: Added paragraph 1.9 containing information relating to processing of personal data.

5. Obligations

- Page 24: Paragraph 2.4: Wording changed from “Suppliers must meet at least 90% of their Phase A and Phase B targets through measures completed ” to “before the end of each phase. Over-delivery from a previous phase will contribute to Phase B and C targets as appropriate.”
- Page 24: Added paragraph 2.5 providing a description of when a measure is considered to be complete.
- Page 26: Paragraph 2.5: Removed “ECO4 allowed for early delivery of measures before the legislation came into effect with measures delivered before the Order commencement date recognised towards meeting the supplier obligations.”
- Page 26: Paragraph 2.5: New wording added to explain the period of Early Delivery retrospectively given that it has now passed.
- Page 27: Paragraph 2.13: added stating “All measures delivered on or after 30 March 2023 until 24 July 2023 will be known as early delivery measures.”

6. Eligibility

- Page 19: Paragraph 3.1: Some wording has been removed, paragraph now states “The acronyms referred to in **Error! Reference source not found.** are explained below ”
- Page 24: Added paragraph 3.8 providing description of “Supplier Flex”.
- Page 24: Paragraph 3.9: Word “Draft” removed from “Draft Great British Insulation Scheme and ECO4 Guidance for Local Authority Administration”.
- Page 24: Paragraph 3.10: Phrase “Under the flexible eligibility element of the Scheme” removed from start of paragraph.

Summary of Updates | Great British Insulation Scheme Supplier Delivery Guidance & Measures Table

- Page 24: Paragraph 3.11: Following clarification added "(i.e., up to 16 percentage points of the 20% low-income minimum requirement can be met through Flex)"
- Page 24: Paragraph removed (paragraph 3.10 in draft) as repetition of paragraph 3.10 in V1.0
- Page 25: Paragraph 3.15: Cross-reference added to "Appendix 2 – Premises and occupant requirements."
- Page 26: Paragraph 3.24 and 3.25: Split into two paragraphs (previously combined as paragraph 3.23 in draft document)
- Page 39: Paragraph 3.82: Details of what each area each Rural Urban Indicator Code represents removed.
- Page 39: Following wording removed "Exception where Band F and Band G PRS properties are eligible." This is covered in 3.85-3.86.
- Page 40: Paragraph 3.89: Wording added "Suppliers may also use the ECO4 and the Great British Insulation Scheme – Templates to Evidence Private Domestic Premises and Social Housing. These templates are to be used in scenarios where the documents to be provided on request, as outlined in the ECO4 or Great British Insulation Scheme Delivery Guidance, are not available."
- Page 41: Paragraph 3.91: Wording added "This could be in the form of a copy of a valid tenancy agreement".
- Page 43: Paragraph 3.101: Wording added "The declaration to be signed by a social landlord is included within the Eligibility and Pre-Retrofit Declaration form. This declaration form must be retained by suppliers and be available on request for audit purposes."
- Page 44: Paragraph 3.110: Word "Draft" removed.
- Page 46: Paragraph 3.123: Title of figure 5 added – "In-fill houses".
- Page 49: Paragraph 3.134: a) and b) in list swapped around, so that "Official letter headed paper" is first in list.
- Page 50: Paragraph 3.137: Wording amended to "it must include the 10-digit reference number". Previously stated that reference number could be 7 or 10 digits.
- Page 51: Paragraph 3.140 added to confirm that suppliers will receive error notification if date is after date on DOCI for first measure in project.
- Page 54: Paragraph 3.159: Word "Draft" removed.
- Page 55: Table 4: Route 2 wording amended to clarify that proxy 7 cannot be used in combination with proxy 6 **or proxy 5**. Proxy 2 wording amended from 'receives a Council Tax reduction' to "is entitled to a Council Tax reduction".
- Page 57: Paragraph 3.161: Phrase "It's worth highlighting" removed.

Summary of Updates | Great British Insulation Scheme Supplier Delivery Guidance & Measures Table

- Page 58: Table 6: Bullet point added to confirm that measure must be installed by TrustMark registered installer and certificate of lodgement issued (or must be installed subject to similar arrangements).
- Page 59: Table 6: Under SAP bands heading, wording added to confirm that suppliers / installers responsible for consulting with LA/DA on carrying out of measures before the day on which measures completed; for ensuring they meet their obligations; and for ensuring Great British Insulation Scheme measure delivered in line with low-income minimum requirement. Under Evidence holding requirements heading, following wording added "Where suppliers self-refer an eligible household via Supplier Flex, they must collect and retain the evidence".
- Page 60: Table 6: Row added to outline TrustMark responsibilities under Flex.
- Page 61: 3.165 & 3.166: Previously single paragraph, now split into two.
- Page 61: Paragraphs 3.167-3.173 added to give details on LA Flex audit process.

7. Retrofits

- Page 75: Paragraph 4.12: wording changed to "Other energy efficiency measures".
- Page 76: Paragraph 4.18: Removed "See paragraph 5.56 for more details on secondary measures".
- Page 76: Paragraph 4.19: Removed "See paragraph 3.104 for more details on in fill measures".

8. Great British Insulation Scheme measures

- Page 82: Table 8 title changed to "Great British Insulation Scheme measure table".
- Page 84: Paragraph 5.11: Wording changed to "CWI should not be installed to walls which already meet current building standards. When considering installing CWI in properties built after 2000, members of the supply chain should be particularly vigilant in confirming that any partially filled cavity walls do not meet current building standards and do indeed need additional CWI. A measure may be rejected if there is evidence that it has been preceded by an extraction that does not comply with the guidance."
- Page 87: Table 12 "Minimum thickness (mm) required to achieve U value change" has been removed.
- Page 89: Paragraph 5.30: added wording "or GBIS".
- Page 91: Removed what appears as paragraph 5.46 in draft document regarding DESNZ development of a technical guide for PHI measures.
- Page 92: Paragraph 5.50: Removed "See 5.565.56 for more details."
- Page 93: Paragraph 5.57: Listed text converted to table.

9. Scores

- Page 92: "Figure 8: POPT flowchart" has been added.
- Page 93: "Figure 8: POPT diagram for properties with fully glazed conservatories" has been changed to "Figure 9."
- Page 95: Example 3: a): "POPT for the CWI" measure has been added.
- Page 95: Example 3: b): "for the SWI measure" has been added.
- Page 95: Example 3: c) "If the total area of solid wall is insulated, the" has been added.
- Page 96: "Figure 9" has been changed to "Figure 10".
- Page 97: Example 2 has been removed and replaced with example 3.

10. Notifications

- Page 101: Added paragraph "We are working on creating a process to allow manual notification to take place before 31 January 2024 should the register not be available to accept notifications. We will provide information and guidance with explanation on how the manual notification process will work in the future."
- Page 102: Paragraph 7.9: Word "Draft" removed.
- Page 102: Paragraph 7.10: Wording has been amended to remove "A certain number of measures", and "may be granted an automatic extension of up to three months" has been added.
- Page 103: Paragraph 7.14: Word "Draft" removed.

11. Monitoring, audit and fraud prevention

- Page 104: Paragraph 8.2: Title changed to "Technical Monitoring".
- Page 105: Paragraph 8.2: Added "Failure to remediate measures that do not meet relevant standards may lead to measure rejection."
- Page 105: Removed "Ofgem score monitoring verifies that the correct score has been selected based on the characteristics of the property where the measure was installed."
- The responsibility for score monitoring of measures installed and lodged on the TrustMark data warehouse is divided between TrustMark and Ofgem, with TrustMark collecting the necessary data for score monitoring and Ofgem using this data to make an assessment against the data notified by suppliers. More information about how this process will work and what the roles and responsibilities of suppliers and installers can be found in our upcoming ECO4 and Great British Insulation Scheme Guidance: Monitoring."

Summary of Updates | Great British Insulation Scheme Supplier Delivery Guidance & Measures Table

- Page 105: Paragraph 8.4: Removed word "Draft".
- Page 112: The following sections have been removed – Documentation Guidelines, Quality of Documentation, Evidence must be complete, Digital Software use, Signature Application, GDPR Considerations, Notes on completion of Specific Documentation, Signature practices that are not permitted, Signature Forgery, Operative signatures being signed 'on behalf' of the operative, Copy and pasting, Photocopying.

12. Appendices

- Page 113: Appendix, 6: "Documentation Guidelines" has been added and "Error! Bookmark not defined.Error! Bookmark not defined." has been added through error.

13. Appendix 1 – Associated scheme documents

- Page 114: Under "Mandatory Signatures" Retrofit Coordinator, Owner, Landlord, Social Landlord has been added.
- Page 114: Under "Purpose of Great British Insulation Scheme template" "It can be used either for ECO4 or Great British Insulation Scheme." has been added.

14. Appendix 2 – Premises and occupant requirements

- Page 115: Paragraph 11.1: "Chapter 3 – Eligibility" has been changed to "Chapter 3".
- Page 121: Paragraph 11.27: "(see paragraph 11.57)" has been removed.
- Page 124: Paragraph 11.42: "screenshots from the VOA and SAA website to evidence the council tax band appropriate to a property at the time of the installation, or" and "The information to verify council tax band screen shot data is available online, and we expect suppliers to take the necessary steps to ensure that the information that they retain as evidence for all measures notified is correct." has been added.
- Page 125: Chapter 11.51: "found from paragraph" has been removed and "in chapter 33" has been added.
- Page 142: Table 20: LA "signs" has been amended to "dates".
- Page 142: Table 20: The sentence "three bank statement(s) covering consecutive 3-month period from within the last 3-4 months prior to when the LA has signed dates and issued issues the declaration." has been amended to "bank statement(s) covering consecutive 3-month period from within the last 4 months prior to when the LA dates and issues the declaration."
- Page 142: Table 20: The sentence "Or if notified monthly, three from the last 3 months prior to when the LA has signed and issued the declaration." has been

Summary of Updates | Great British Insulation Scheme Supplier Delivery Guidance & Measures Table

amended to “Or if notified monthly, three from within the last 4 months prior to when the LA has dated and issued the declaration.”

- Page 142: Table 20: “Bank statements used as evidence for route 1 should show credit payments received, and the householder’s name and address. Other information can be redacted if the householder wishes, provided that it is clear there has been no redaction of payments received. In cases where vulnerable customers are struggling to provide sufficient evidence, this can be dealt with on a case-by-case basis. LAs can take a view on what is appropriate and may ask Ofgem for advice where a specific household is struggling to provide requested evidence” has been added.

15. Appendix 3

Formatting changes only

16. Appendix 4

Formatting changes only

17. Appendix 5

Formatting changes only

18. Appendix 6

- Text relating to evidence guidelines has been moved to this appendix. It previously appeared under section 8 – “Monitoring, audit and fraud prevention”.
- Page 171: Paragraph 15.5: Wording changed to “All pages of any documentation must be present”.
- Page 173: Added “can be auto populated”.
- Page 174: Paragraph 15.25: Text added “It is essential that all personal data collected is processed in accordance with the retained EU law version of the General Data Protection Regulation 2026/679 (UK GDPR) and the Data Protection Act 2018.”
- Page 175: Paragraph 15.30: Added “being rejected.”
- Page 176: Paragraph 15.36: Added “every form should be completed individually”.

Version 1.1

Publication date: 5 April 2024

Version number: 1.1

This version is intended to be an update to the previous V1.0 published in August 2023. V1.1 version contains general corrections to text and formatting. Additional wording around certain policy areas has also been added with the aim to add more clarity for the reader. There are no significant policy changes within this version.

Additional information and wording changes appear in the following sections:

- Introduction
- Eligibility
- Retrofits
- GBIS Measures
- Scores
- Appendix 6
- Appendix 7

(This list excludes area in which general corrections to spelling and formatting were made)

1. Introduction

- 1.14: Insertion of link <https://www.gov.uk/apply-great-british-insulation-scheme>. This site was not available at the time of publication of V1.0

2. Eligibility

- 3.34-3.35: "Unmatched" changed to "Unverified"
- Throughout whole section: "new building" changed to "new domestic premises"
- 3.47: Wording added recommending suppliers to contact us if they are uncertain about qualifying domestic premises
- 3.81: Updated paragraph about determining rural premises
- 3.135: Matched DWP Core Group paragraph updated wording

Summary of Updates | Great British Insulation Scheme Supplier Delivery Guidance & Measures Table

- 3.136: This section now includes information about EST (Energy Saving Trust) data matching in addition to DWP data matching, wording and information throughout the whole relevant section reflects this inclusion
- 3.151-3.170: Income Levels Under Child Benefit section has been updated to include more detailed definitions and descriptions under this category.
- Table 4: Great British Insulation Scheme Flex Routes table has been simplified and re-worded with the aim to add more clarity to the content and more user friendly.

3. Retrofits

- 4.34: New paragraph about PAS 2035 rules and lodgements with Trustmark
- 4.35-4.37: Interaction with other schemes section updated to include additional information pertaining to each alternate scheme and how these interact with GBIS. The list that appeared in V1.0 of scheme names has been replaced with the above.

4. Great British Insulation Scheme Measures

- 5.27: New paragraph added about notifying multiple loft insulation measures and the circumstances in which this will be allowed
- 5.29: Additional guidance added stating loft declarations should be present in every loft space
- 5.77-5.80: New section added explaining the requirement for collection of customer contribution data

5. Scores

- 6.19: New paragraph added with additional explanation of term "LPG"
- 6.50: Update to paragraph explaining the notification process for varied depth loft spaces
- 6.73: Added description of innovation calculation for IM cap
- 6.75: New paragraph added explaining innovation measures are optional
- Appendix 6
- 15.19–15.24: Expanded signature application rules throughout this section
- 15.29: Updated wording in paragraph relating to signature practices that are not permitted
- 15.32: Paragraph updated with additional detail about signature forgery
- 15.33-15.35: Section updated with additional detail about copying and pasting practices

- 15.36-15.37: Minor changes made to section relating to operative signatures

2. GBIS Measures Table

Version 2.0

Publication date: 5 April 2024

Version number: 2.0

This section outlines the amendments that we have made to our GBIS Measures Table V2.0 that was published on 5 April 2024 from our GBIS Measures Table V1.0 that was published on 7 August 2023. The new version contains general formatting and drafting improvements as well as specific updates described below.

- Introduction content significantly streamlined.
- Reduced colour palette to support simplification.
- Footnotes have been reworded to be clearer more consistent.
- Stated the tenure types in full ("private rented sector (PRS)" not "PRS", "Social Housing" not "Social").
- Prefixed the bands with "SAP Band" to make it clear what is being referred to.
- Social Housing columns swapped so that the increase in SAP band is from left to right.
- "Tenure" table header changed to "Tenure Types" to be consistent with Delivery Guidance. "Measures" table header added to be consistent with "Tenure Types" header.
- An eligible tick (✓) and ineligible cross (x) added to key and meaning explained.
- Table row heights made consistent

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