

Technical Bulletin: PAS 2030 scheme update

21 May 2025

1. Introduction

Following the report of concerns relating to a significant number of non-compliant installations carried out by certified installers of PAS 2030 energy efficiency measures, UKAS has been working with Ofgem, DESNZ, TrustMark and the accredited certification bodies (CBs) to determine what improvements might be needed to the certification schemes. UKAS has also undertaken a programme of additional assessments to CBs to ensure they are taking the necessary remediation activities.

This bulletin outlines clarifications and additional actions that CBs are required to undertake in response to feedback on learning points identified to date. These need to be taken into account as part of the assessments of installers by CBs accredited by UKAS for PAS 2030 energy efficiency measures (EEM).

In January 2025, a requirement for CBs to audit 20% of external wall insulation (EWI) installations carried out by their certified installers was set by the Minister, with Ofgem tasked with overseeing the additional audits; this was set out in a letter to from the Minister to CBs in January. Further requirements and instructions to CBs have been issued by Ofgem in their letter to the accredited installers dated 11 March 2025; accredited CBs are required to follow the requirements specified in that letter and these requirements will be assessed as part of the ongoing programme of additional assessments.

Further improvements to PAS 2031 have been identified to harmonise the activities of the CBs that will be taken into account at the next revision of the specification. In the meantime, CBs accredited for certifying PAS 2030 installers are required, in addition to the requirements for accreditation set out in ISO/IEC 17065 and PAS 2031, to take account of the specific requirements set out below. CBs also need to ensure that all other relevant obligations and requirements that apply to these activities are met e.g. compliance with Building Regulations.

2. Specific requirements

2.1 Initial evaluation (including transfers)

2.1.1 When a CB certifies an installer for the first time, the risk evaluation status of an installer shall be 'high' as detailed in Table 2 of PAS 2031:2019.

2.1.2 It has been agreed via the Ofgem Roundtable meeting that CBs will not enable an installer to hold certification for the same EEM with more than one CB. Therefore, CBs are required to have in place measures to ensure they do not certify installers that already hold certification by another CB for the same EEM. An agreed process to ensure suitable cooperation and that actions are taken is being established. CBs are required to ensure that they implement this agreed process to prevent dual certification of installers.

2.1.3 CBs can consider requests by an installer to transfer its certification from one certification body to another. Where such requests are considered, the CB shall have in place suitable procedures to ensure the exchange of information with the previous CB to ensure a full risk evaluation can be undertaken. Information requested shall include, but not be limited to:

- Details of previous surveillance assessments
- Information relating to the risk evaluation in accordance with PAS 2031
- Details of any outstanding findings from previous audits
- Details of any outstanding complaints

2.1.4 All CBs shall establish procedures to ensure information can be provided to a new CB to support the transfer process, where it is requested.

2.2 Surveillance evaluation

2.2.1 PAS 2031:2019 requires the CB to review the installer's processes at least annually. The surveillance cycle is to begin with the date of initial certification and the CBs are required to have in place procedures to ensure that the surveillance activities are completed within the twelve-month period. Any exceptional circumstances that prevent the completion of the activities within a twelve-month period shall be justified and under no circumstances shall they be permitted to extend beyond a period greater than sixteen months. Until further notice, CBs are required to conduct surveillance inspections of 20% installations for EWI in accordance with the requirement set by DESNZ/Ofgem.

2.2.2 CBs shall have processes to ensure pre-installation and mid-installation assessments are carried out onsite at a live site during the correct stage of the installation.

2.2.3 In the exceptional circumstance that a surveillance year is completed late, the completion of a surveillance cycle does not change the start date, and the next surveillance cycle remains anchored to the anniversary of the initial certification.

2.2.4 During the period of conducting 20% surveillance inspections, the CB shall continue to complete the risk assessment according to PAS 2031. The type and extent of findings raised during inspections shall be classified and used to update an installer's risk rating in line with PAS 2031:2019 and any additional requirements specified by Ofgem.

2.3 Action in the event of nonconformity

2.3.1 PAS 2031:2019 specifies that installer nonconformities shall be addressed within eight weeks of identification. In exceptional circumstances where nonconformities are not addressed within this timeframe, the CB shall ensure that further action shall be taken within twelve weeks of identification which may include suspension or withdrawal of the installer's certification.

2.4 Reinstatement of certification

2.4.1 Certification can be reinstated following suspension. A certification body shall determine the risk level associated with the reinstated certification, irrespective of the current 20% surveillance requirement. The justification for the risk level shall be documented.

3. UKAS Assessments

3.1 Until further notice UKAS will carry out an assessment of bodies delivering the PAS 2030 scheme every three months.

3.2 Prior to the quarterly assessment a certification body shall submit information detailing the inspection activities carried out during the preceding three months and provide a list of inspections planned for the following three months.

3.3 UKAS witnessed assessments (WA) for EEMs will be identified from lists of surveillance evaluations to be carried out by certification bodies. This will be carried out on a quarterly basis and the EEMs to be witnessed will be identified at the time that the opportunities are identified. The numbers of witnessed assessments will be in accordance with UKAS publication CIS 8.

The changes noted in this communication are effective immediately. Compliance with requirements stated in this Technical Bulletin will be reviewed during UKAS assessments.