



TRUSTMARK
Government Endorsed Quality

The Future of Audit

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Housing Challenge - Wales

1.5 Million homes in Wales identified through 2021 census. (240,000 are social)

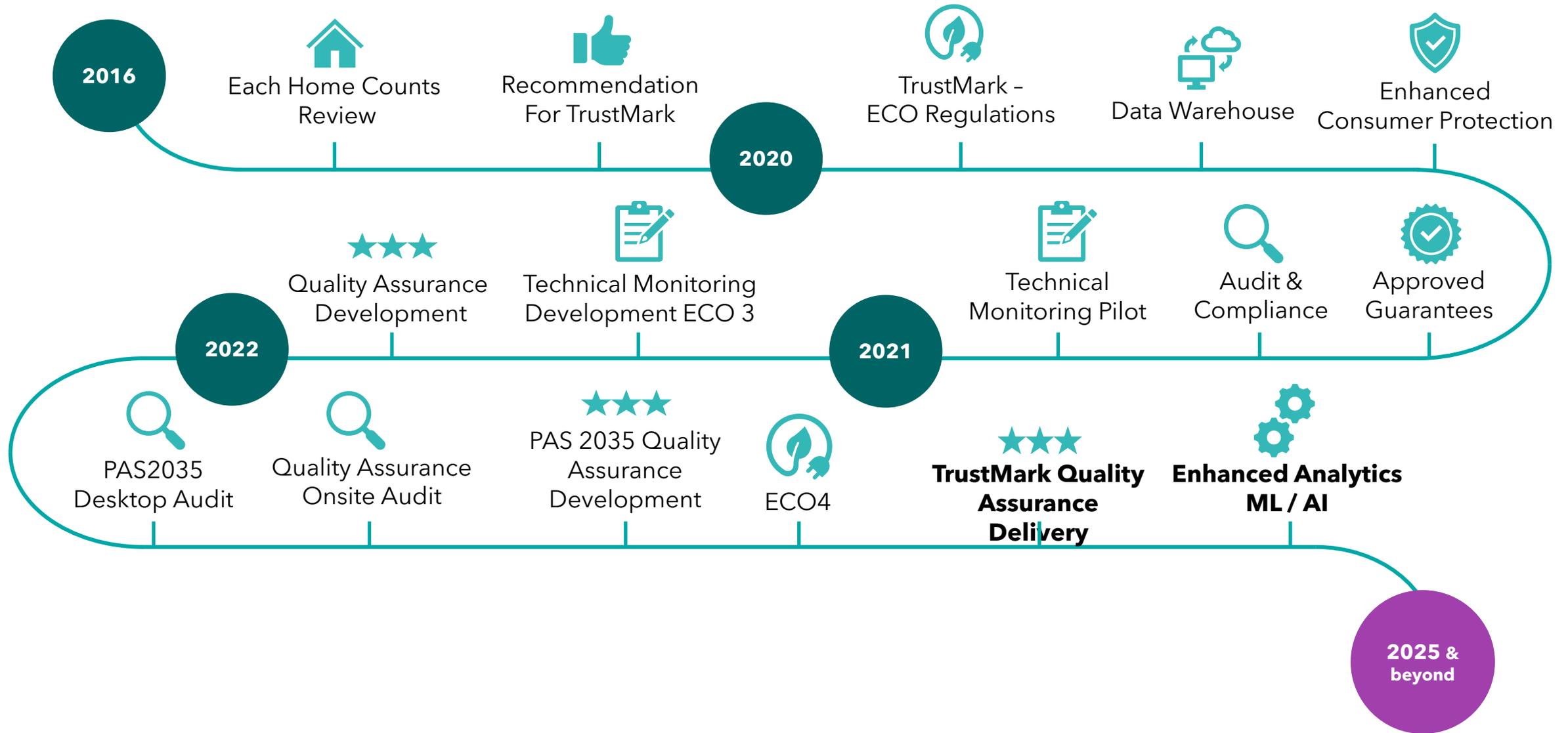
To meet the government target that means over **142** homes require retrofitting per day (7 days a week) for the **next 25 years** .

It is estimated that around 12% of Welsh Households are in fuel poverty.

Further challenges we face are:

- Ensuring that work conducted is compliant and to the required standards
- Ageing workforce - A fifth of the construction workforce is aged 55 or over and most will have retired by 2030 .
- Lack of appetite to join the sector - we need to educate our younger population of the careers available.
- Balancing Academic and Practical Learning .

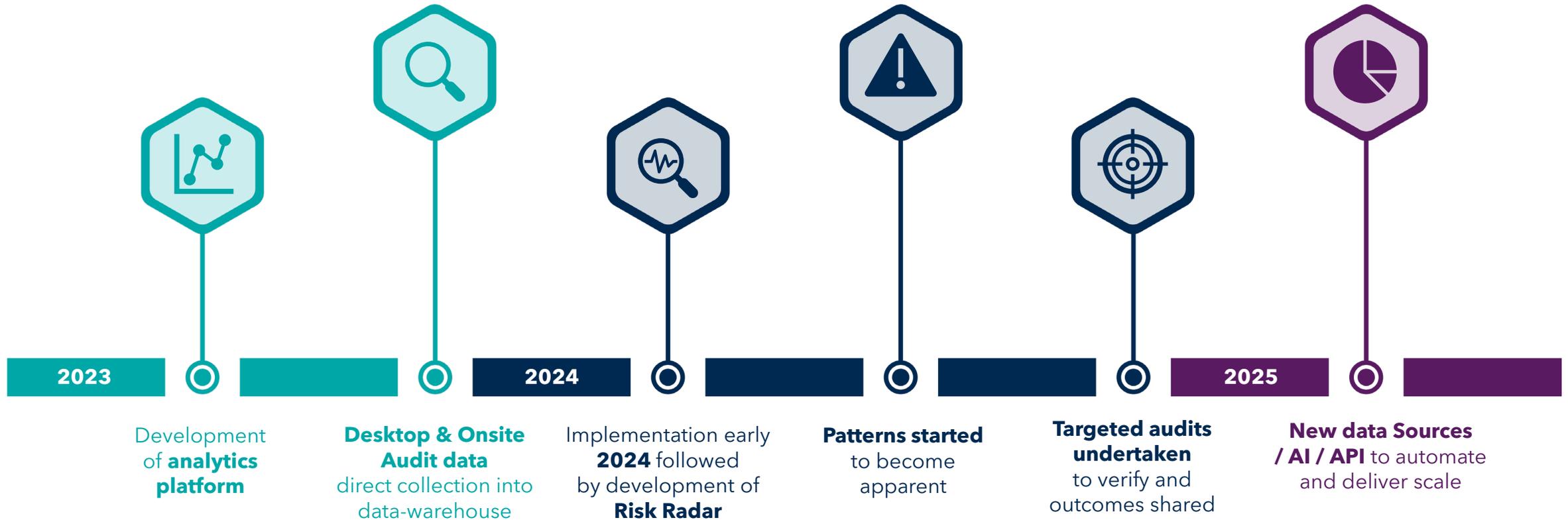
TrustMark Quality Assurance Journey



Why audits matter...



TrustMark Data and Audit Journey



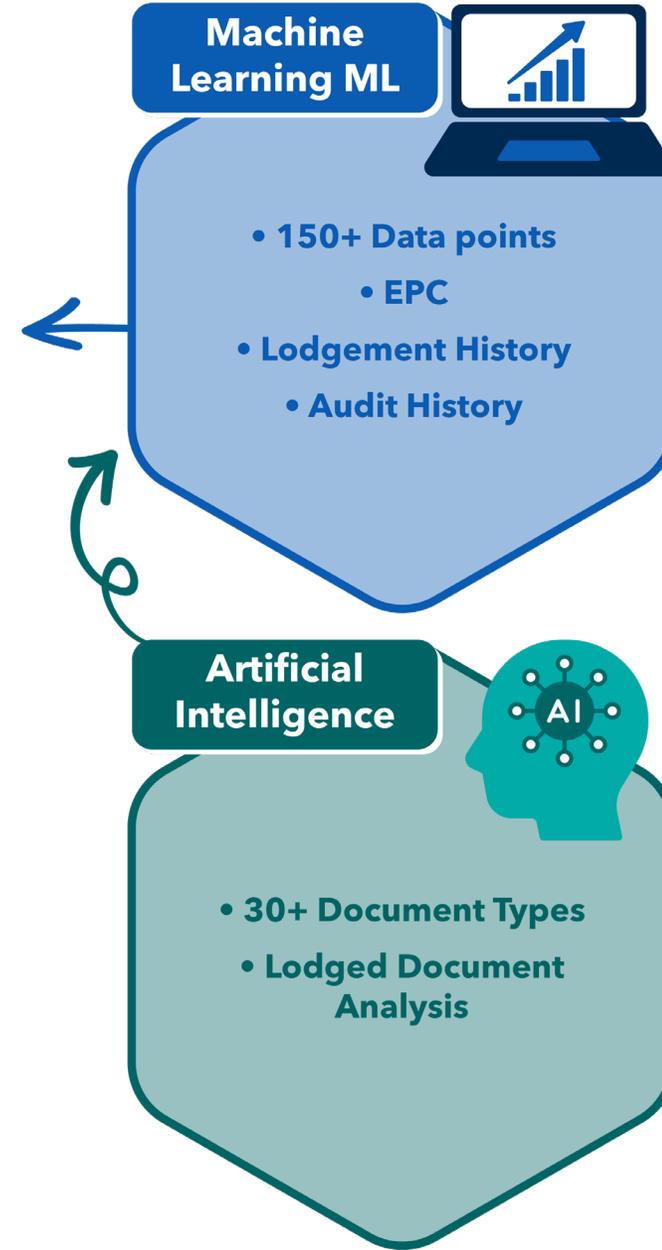
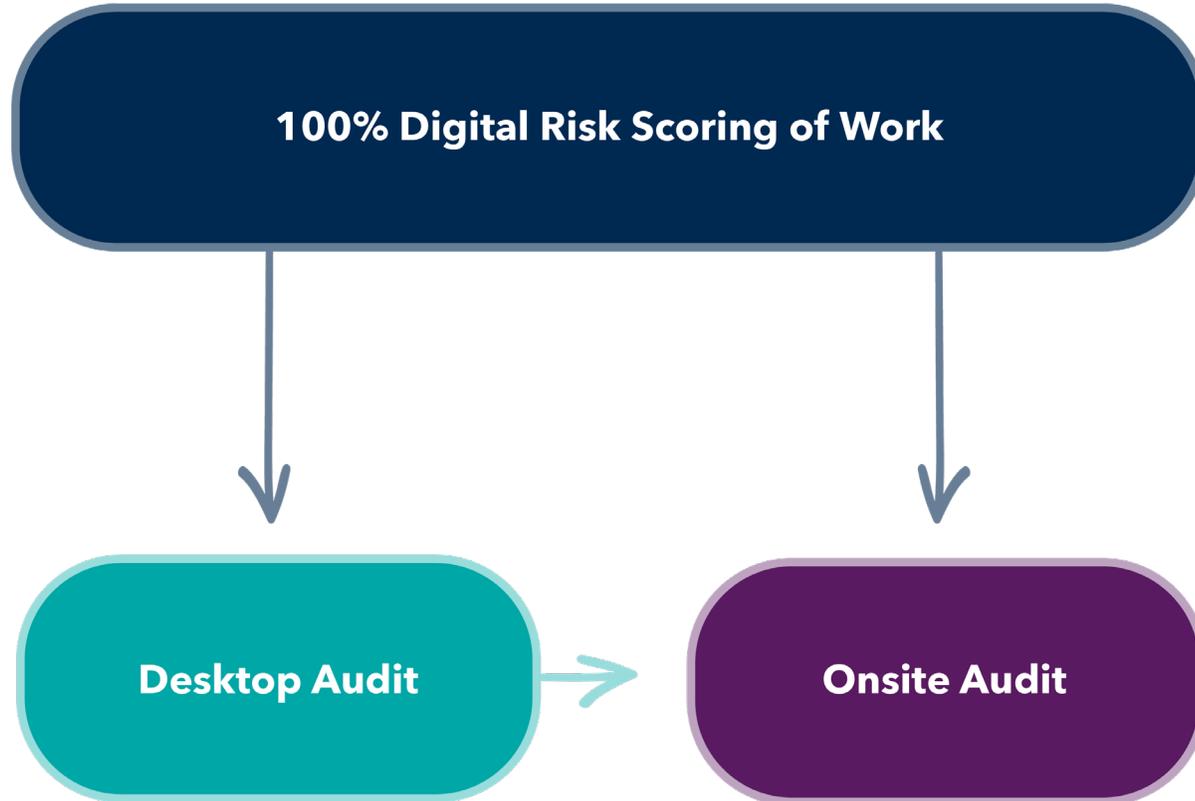
Why Audits need to Evolve

Traditionally the volume of work seen via any form of audit typically low

- **Delivered work varies in quality**
- **Delivery at scale is needed**
- **Variable targeting methodologies**



What we have done



Risk Radar

- Automated Project Risk Review
- Predictive Non-compliance Model
- Location Risk Radar
- Actively seeking Non-Compliance

Model v1.0 Risk Factors Include

- Measure Type
- Measure Technical Risk
- Scheme Provider
- Property Age
- Property Detachment
- Property Type
- Number of Measures in Project
- Pre-install SAP Score
- Post install SAP Score

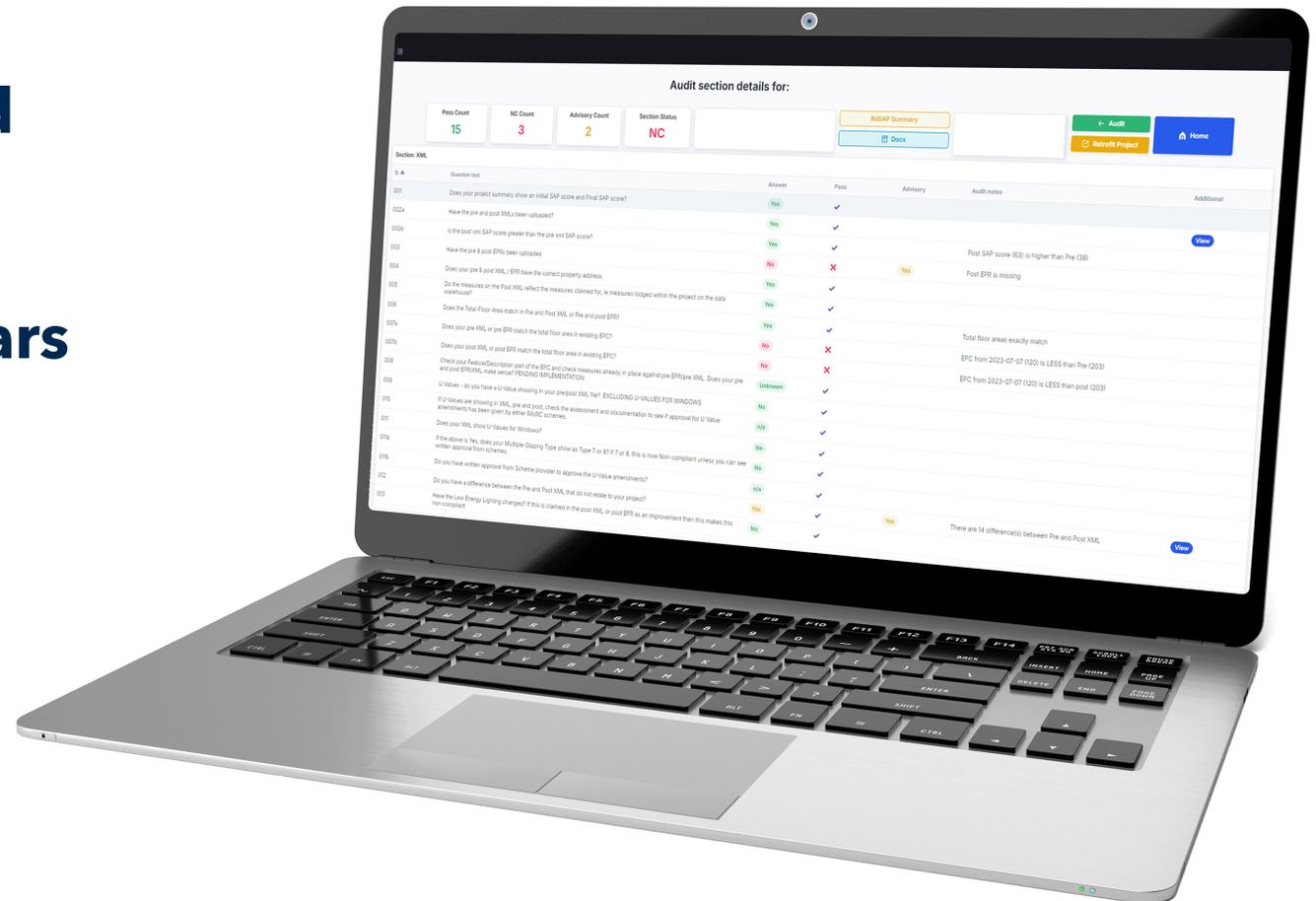
Applied to 100% of retrofit projects



Assurance Desktop

'RdSAP' Checker

- Automated checks on Pre and Post EPRs
- Checks previous EPCs < 5 years
- U value amendments
- Check measures in the assessment against the measures installed in the project.



The impact

So far...



*On site audits recorded in Retrofit Platform since 2023



Independent selection of risk-based audit



Delivery at scale - every lodged installation undergoing a level of risk evaluation / audit



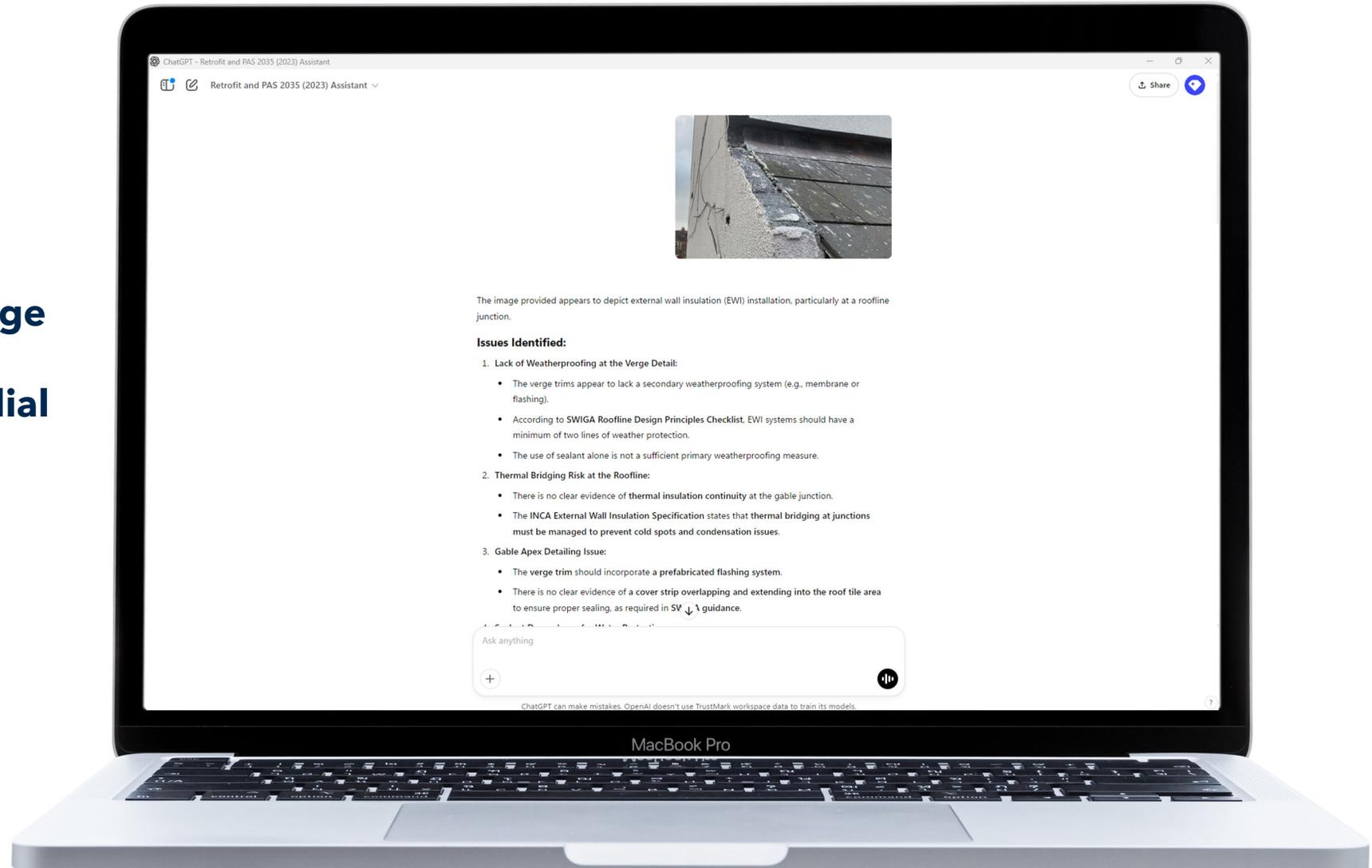
Escalation of patterns found to Government resulting on over 60k homes being contacted



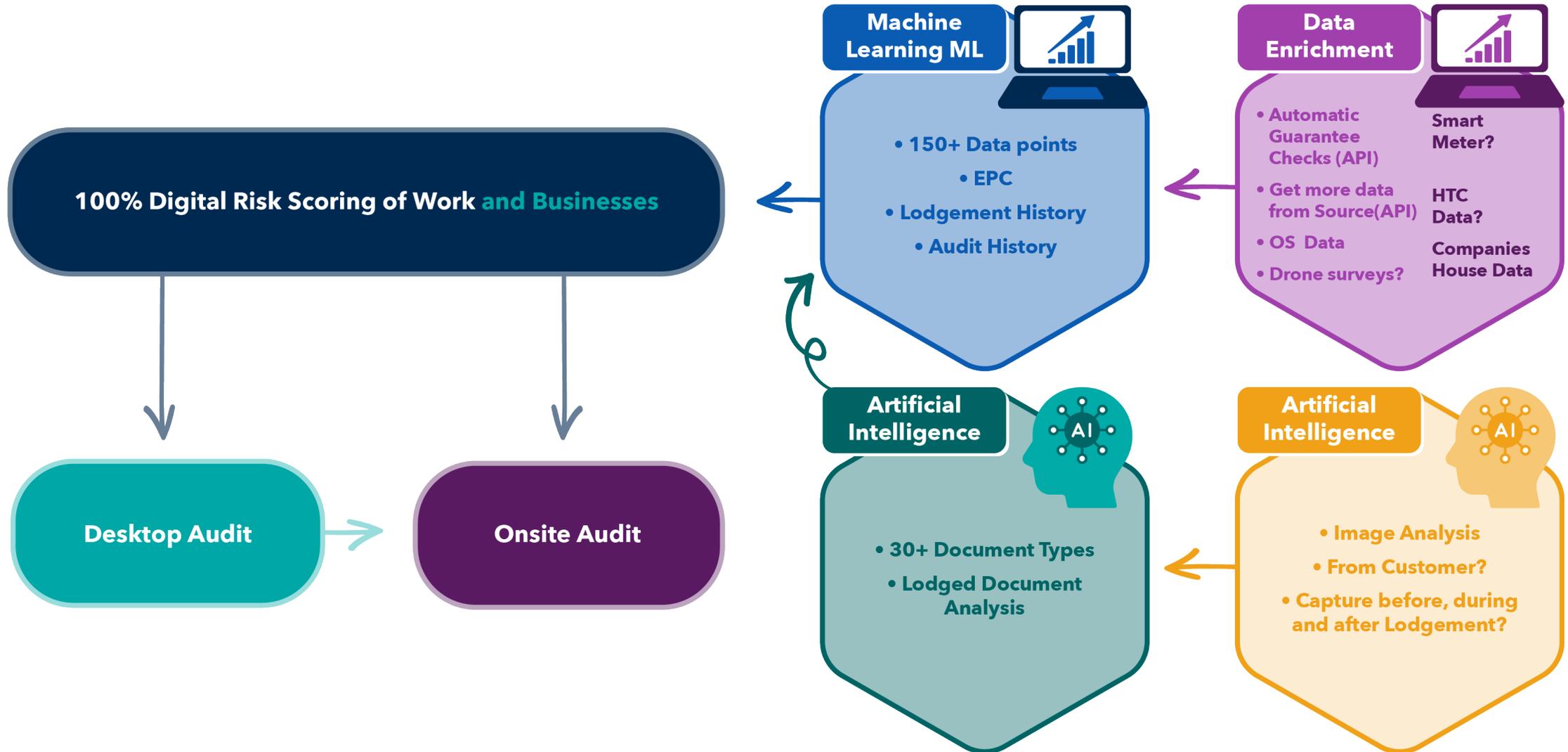
Increased data sharing with Certification Bodies, Government and Regulatory bodies

The Now

- **Image Analysis**
- **Analysis of Non-Compliance in the Image**
- **Recommended Remedial Actions**



What's Next



What can be achieved...



For the Homeowner

- Warmer, healthier, more energy efficient homes
- Reduced energy costs & carbon emissions



For Businesses

- Better help to get it right first time
- Reduced costs
- Time saved
- Improved customer satisfaction



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Thank you

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