

The background of the central section is a dark blue gradient with a semi-transparent image of a person's hands holding a tablet. Overlaid on this are various white icons: a checklist, a gear with a checkmark, a person's head and shoulders, a document with a magnifying glass, and a cityscape. The text "DMS HUG 2" is centered in large, bold, white letters.

DMS HUG 2

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Responsibilities of the grant recipient

What?

As a Grant Recipient (GR), you are required to submit a monthly report that adheres to the requirements set out in the Memorandum of Understanding (MoU).

This report ensures that project progress, data accuracy, and funding alignment are tracked efficiently.

Why?

The data you submit allows the department to:

- Ensures compliance with funding requirements.
- Tracks project progress effectively.
- Facilitates grant payment drawdowns in a timely manner.
- Supports overall program success and transparency.



Responsibilities of the grant recipient

When?

Reports must be submitted by the **10th working day of each month**. Upcoming deadlines for HUG 2 grant funding drawdowns are:

- **Friday 13 December 2024** (final deadline for February 2025 payments).
- **Wednesday 15 January 2025** (final deadline for March 2025 payments).

Staying on top of these deadlines ensures smooth processing of funding and avoids delays, especially with only two drawdown opportunities remaining before HUG2 ends in March 2025.

Failure to complete, submit, or provide accurate and timely information may negatively impact your project funding and performance reporting.

How?

1. Access the [data collection template](#) and [data dictionary](#) on [gov.uk](#).
 - Portal link: <https://dms-uat.beis.gov.uk/>
2. Complete the template accurately with data for the specified reporting period.
3. Validate the data using the DMS portal's validation feature.
4. Submit the data on or before the deadline via the portal.

Support and assistance

Q. How can I get assistance if I have trouble submitting my data?

- A. If you need help with your data submission, contact your Single Point of Contact (SPOC). They will guide you through the submission process or direct you through the prescribed escalation route if additional support is needed.

Q. Where can I find the revised data collection template and data dictionary?

- A. The latest version of the template and data dictionary can be found on the government portal at <https://www.gov.uk/government/publications/home-upgrade-grant-phase-2>

Q. What should I do if the portal displays an error message?

- A. Refer to the Data Dictionary to resolve common issues. For unresolved errors, contact your SPOC for further guidance

Q. What if I need to escalate an issue?

- A. If your SPOC cannot resolve the issue, they will help escalate it to the appropriate support team.



Support and assistance

Q. How can I ensure smooth submission in case of absence?

A. Ensure that at least two people in your organisation have access to the portal and the data upload file. This ensures reports can still be submitted on time during annual leave or unexpected absences.

Q. Where can I find the portal opening dates?

A. Portal opening dates are communicated in advance. Refer to the portal's dashboard or contact your SPOC for specific timelines.

Always plan your submissions within the given window to avoid delays.

Q. Where can I find more detailed instructions?

A. For further guidance, refer to the "Guidance" section on the spreadsheet or contact your SPOC.

Support and assistance

Q. What are the roles and responsibilities of the Delivery Agent, Partner and the Department in the DMS process?

A.

Delivery Partner:

- Acts as the main contact for Grant Recipients (GRs) through the SPOC network.
- Discusses monthly uploads during regular meetings.
- Escalates any issues raised by GRs about the DMS platform to the Delivery Agent.

Delivery Agent:

- Helps GRs by sending reminders and prompts to submit reports by the 10th working day of the month.
- Provides support through the SPOC network and central communications.
- Acts as the first point of escalation for any issues raised by GRs regarding the DMS platform.

Department:

- Tracks monthly progress on report submissions.
- Re-opens reporting windows if there are errors or late submissions.
- Works with the Delivery Partner and Agent to send reminders and updates to GRs about reporting deadlines.
- Sends communications when changes or updates are made to the DMS platform.

General

Q. What do the colour coded columns in the template mean?

A. The columns in the template are color-coded to indicate their level of importance.

Dark green column: These fields are mandatory and must be completed for the spreadsheet to pass validation. Failure to complete these will result in a failed submission.

Grey column: Grey Background: Fields to be reported only in specific circumstances, as noted in the column's instructions.

Orange column: These fields should be completed as soon as the information becomes available. All information in these fields will eventually be required, so updating them regularly is essential.

It is critical to complete as much information as possible for every submission to ensure data accuracy and streamline the reporting process.

Incomplete or inaccurate submissions may delay or jeopardise your funding and project performance reporting.

Take the time to ensure your data is thorough and up to date.

General

Q. What do the color-coded tabs in the spreadsheet mean?

A. The color-coded tabs indicate when data must be reported, and it is essential to provide complete, accurate, and timely information to ensure compliance with reporting requirements:

Blue tabs: These must be reported for the entire duration of the project. Ensure that all data entered is accurate and kept up to date.

Red tabs: Must be reported once the project passes its Delivery Assurance Check. Failing to provide complete and correct data for these tabs could delay project approvals or performance evaluations.

Green Tabs: Must be reported once a project receives funding for batch delivery. Delays or errors in completing these tabs could affect funding schedules and overall project tracking.

Missing, incomplete, or inaccurate data in any of these tabs may impact your project's progress and reporting compliance.

Be diligent in updating these tabs promptly with all required information.

General

Q. Do I need to report incomplete applications or homes in progress?

A. No. For HUG 2, you only need to report data for completed homes.

Applications that are incomplete or in progress should not be reported.

Q: When should I report a completed property?

A. Report a completed property only after all measures have been installed, all required information is available, and the property has received its TrustMark Unique Measure Reference numbers.

Include the month the home was completed in the Month Completed column in the Application or Property Details tab.

Properties should remain in this tab for the duration of the scheme to provide a clear record of all completed properties.

Performance monitoring KPIs tab

Q. What should I do if I can't input a phone number starting with 0?

If the spreadsheet does not allow a phone number starting with 0, ensure the cell is formatted as text before entering the number. This will allow you to input the number correctly with a leading 0.

Q. Can I provide multiple email addresses in the "Email address" field?

A. No, only one email address should be provided in this field. Ensure it belongs to the person submitting the report and is correct for follow-up purposes.

Q: Can I include multiple sentences in the "State of play of the project" field?

A. Yes, you can use multiple sentences to describe the current status of the project. However, keep the response clear and concise to ensure readability.

Q: Should I use bullet points in the "Activities planned for the next reporting period" field?

A. Avoid using bullet points. Write your planned activities in complete sentences or a short paragraph for consistency.

Performance monitoring KPIs tab

Q. What should I avoid when entering information in text fields?

A. Avoid the following:

- Adding extra spaces before or after the text.
- Using special characters unless specifically required.
- Leaving mandatory fields blank.

Q: Can I copy and paste text into the fields?

A. Yes, but ensure that the text matches the required format, and remove any extra spaces or formatting issues after pasting.

When filling out the text fields in the template, avoid adding extra spaces before or after your entries. Extra spaces can cause validation errors or formatting issues, particularly in fields like email addresses, phone numbers, or names.

- Check your entries carefully for unintended spaces.
- If copying and pasting text, ensure no additional spaces are included.

Accurate formatting ensures your submission is processed smoothly without delays.

Performance monitoring KPIs tab

Q. I reported the wrong spending figure last month (e.g., A.A). What should I do?

A. You can fix the error by adjusting this month's spending to correct it. For example:

If you reported £110 last month but it should have been £100, subtract the 10 error from this month's spending.

So, if your spending this month is £100, you would report £90 instead.

Remember: Total project A&A Spend (column L) and Total project Capital Spend (Column M) should always be cumulative.

Please make sure your adjustment reflects the correct total spend up to this point.

Fraud register tab

Q: What is the format for reference numbers, and how should I use them?

- A. Reference numbers should follow the format 'F001' for the first entry, then 'F002', 'F003', and so on for subsequent entries. Do not reuse reference numbers in future months unless it refers to the same incident.

Each incident must have its own unique reference number in the format 'F001', and no other numbering convention will be accepted.

The numbering should not restart each month but continue sequentially across all months.

Q: What if I have an ongoing fraud or error instance that spans multiple months?

- A. Use the unique reference number for the incident and include it in subsequent months until it is fully resolved.

If you have new information, such as the value of the loss, update the entry using the same reference number.

Q: Do I need to include instances every month?

Only include instances if they occur, or if the updated information is to be included eg the value has been established.

If there are no new instances for a given month, leave the tab blank for that period.

Fraud register tab

Q. Are there specific format requirements for fields in the fraud register tab?

Yes. All fields must be completed in the correct format as indicated in the guidance.

For example:

- Use alphabetical or numerical values as required.
- Follow specified formats for dates (DD/MM/YYYY), reference numbers (F001), and other inputs.

Failure to follow the correct format may result in validation errors or delays in processing your submission.

Risk register tab

Q: How should I format the Risk ID??

- A. The Risk ID must be unique for each risk and numbers should follow the format 'R001' for the first entry, then 'R002', 'R003', and so on for subsequent entries.

Do not use a different format, Do not reuse reference numbers in future months unless it refers to the same incident.

Each risk must have its own unique reference number in the format 'R001', and no other numbering convention will be accepted and will cause validation errors.

The numbering should not restart each month but continue sequentially across all months.

Q: I have a new risk. What should I do?

- A. Add the new risk to the Risk Register. The register should be continually updated to reflect any new risks that arise during the project.

Q: What should I do if a risk is closed, or the score has reduced?

- A. Keep the risk in the register. If the risk has been resolved or its impact has reduced, change the risk status to closed and add the date to reflect the current impact.

This ensures a clear history of risks and how they were managed.

Risk register tab

Q: What happens if I fail to follow the required formats?

A. Incorrect formats or missing data can cause validation errors and delay your submission.

Double-check that all fields are completed accurately, especially the Risk ID and any dropdown selections.

Q: What is the minimum number of risks I need to submit?

A: While there is no strict minimum number of risks required, you should provide as many risks as are relevant to your project. At a minimum, ensure that key risks identified during the project application are included in the initial submission.

Update the register regularly with:

- New risks that arise during the project.
- Revised descriptions or scores for existing risks.
- Closed risks with reasons for closure.

Providing a comprehensive and up-to-date risk register helps to track project challenges effectively and ensures compliance with reporting requirements. Incomplete submissions may impact project performance evaluations.

Homes in progress tab

Q: When should I start reporting Homes in Progress?

- A. You must begin reporting Homes in Progress only after your project passes its Delivery Assurance Check (DAC). Reporting prior to this stage is not required.

Do not reuse batch numbers in future months unless referring to the same batch.

Each batch must have its own unique reference. The numbering should not restart each month but continue sequentially across all reporting periods.

Accurate batch numbering ensures consistency and proper tracking of progress across the project lifecycle.

Q: What is a home in progress?

- A. A home is considered "in progress" once onsite work has started. This includes the first instance of physical work for any planned measure, such as setting up scaffolding or digging a trench for ground source heat pumps.

For reporting, provide the number of homes in progress within the corresponding batch.

Q: I have amended my batch, how should I flag this in the Homes in Progress tab?

- A. Use the same batch numbering convention but append the amendment number to the original batch number. For example, if you are making amendment 3 to batch 1, the batch number should be updated to 1.3.

Application or Property details tab

Q. When should I include a property in the Applicant Details tab?

Only include a property in this tab after all work has been completed. Homes with incomplete work should not be added.

Q. How many rows should I provide for each property?

- A. Provide one row per property in the tab, regardless of the number of measures installed.

Q. How should I input property addresses in the “Application Property Details” section?

- A. Ensure that property addresses are entered correctly in proper English, with accurate formatting.

Double-check the Postcode (column “I”) and Unique Property Reference Number (UPRN) (column “J”) as these fields are mandatory for tracking purposes.

Q. What is the correct format for postcodes?

- A. Make sure there are no hidden spaces or extra spaces before or after the postcode.

The space in the middle of the postcode is fine, but any additional spaces will cause the portal to read them as extra digits and reject them.

Application or Property details tab

Q. Is there a tool to verify postcodes and UPRNs?

A. Yes, you can use the free Postcode Search Tool at www.findmyaddress.co.uk to search for the official address, UPRN, and location of properties in England.

You can perform up to 10 searches daily per device; use multiple devices to search for more than 10 properties in a day.

Q. How do I record data for landlords with multiple properties?

A. If the applicant is a landlord applying for multiple properties, provide one row per property and include the landlord's name and address in columns L and M.

Q. Can I submit partially completed rows in the spreadsheet?

A. No. Do not submit partially complete rows, as the data validation will reject the spreadsheet.

Ensure all mandatory fields are completed before submission to avoid delays or errors.

Q. How do I link measures to an application?

A. Use the same application reference number in both the Applicant Details tab and the Installed Measures tab for the corresponding property.

This ensures the measures are correctly linked to the application.

Installed measure tab

Q. I have a property with multiple measures. How should I record them?

Provide one row per installed measure.

For properties with multiple measures, record each measure on a separate row to ensure accurate tracking.

Q. How do I link measures to a specific property?

- A. Ensure the application reference number used in the 'Application or Property Details' tab is the same as the one used in the Installed Measures tab for the corresponding measures.

Inconsistent reference numbers will cause the spreadsheet validation to fail..

Q. How do I match the Trustmark Business License Number?

- A. Ensure that the Trustmark Business License Number listed in the Installed Measures tab matches one of the license numbers provided in the Installer Details tab.

If they don't match, the spreadsheet validation will fail.

Q. I am missing some details eg cost of material single measure. Can I submit the row with incomplete data?

- A. No. Do not submit partially complete rows, as the spreadsheet validation will reject the submission.

Ensure all required fields are filled out accurately before submission.

Installed measure tab

Q. Where can I find details on measure types?

- A. Refer to the Measures Lookup Table for more information about measure types and their details.

This will help you select the correct measure type when filling out the tab.

Q. Do I need Trustmark lodgement details to submit measures?

- A. Trustmark details are not required initially, but you should start populating this information as it becomes available. Avoid leaving this task until the end of the scheme.



Trustmark

Q. What is Trustmark lodgement details to submit measures?

- A. Trustmark is the government-endorsed quality scheme that monitors compliance and workmanship standards for energy efficiency projects.

Trustmark lodgements confirm that the work completed aligns with these standards, protecting consumers and maintaining industry quality..

Q. Why are lodgements required for scheme completion?

- A. Lodgement provides a record of the energy efficiency measures implemented and ensures you're your grant-funded projects meet the necessary quality and safety standards.

You should only report when all lodgement data is available.

Properties with missing TrustMark lodgement data should not be reported as complete.

This is a mandatory requirement. Incomplete lodgements may result in funding recovery or non-compliance penalties.

Installer details tab

Q: What should I do about missing information in the Installer Details tab?

- A. If you haven't already, start adding the TrustMark Business License Number for each installer as you gather the information. This is a key requirement and ensures compliance with SHDF reporting standards.

Updating this now will make future submissions smoother.

Q: Why is the TrustMark License Number needed?

- A. The TrustMark Business License Number is required to verify that the installer is accredited under the TrustMark scheme.

This ensures that all installations meet quality and safety standards and aligns with government requirements for SHDF projects.

Q: What happens if I don't include the TrustMark Business License Number?

- A. Missing this information could delay project approvals, reporting, or evaluations.

Adding it early helps avoid unnecessary issues during submission or review.

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