



**Sterling Accreditation**  
setting the standard



# ANNUAL REPORT

# 2014



Sterling Accreditation Limited  
36 Basepoint, Harts Farm Way  
Havant PO9 1HS





## **Contents**

Contents.....	2
Glossary.....	3
Introduction .....	4
Review of the Period.....	5
Membership.....	6
Guidance and Information.....	6
Continuous Professional Development.....	6
Applications.....	7
Lodgements.....	8
Quality Assurance.....	9
Customer satisfaction.....	10
Finance.....	10
The Future.....	10
Who's Who.....	11
Contact Details.....	11



## **Glossary**

The abbreviations used in this report are explained below:

AC	Air Conditioning
ACIR	Air Conditioning Inspection Reporting
Air Con	Air Conditioning Inspection Reporting
APEL	Approved Professional Experiential Learning
CPD	Continuous Professional Development
DCLG	Department for Communities and Local Government
DEA	Domestic Energy Assessor
DEC	Display Energy Certificate
EA	Energy Assessor
EPC	Energy Performance Certificate
NDEA	Non Domestic Energy Assessor
SOR	Scheme Operating Requirements
QA	Quality Audit
QAA	Quality Audit Assessor



## **Introduction**

This is the fifth annual report for Sterling Accreditation Limited and covers the period 1<sup>st</sup> October 2013 to 30<sup>th</sup> September 2014.

The Department for Communities and Local Government require Accreditation Schemes to report on an annual basis following a set pattern. This report provides a variety of information on the Scheme, its membership and lodgement of energy assessments.

Sterling is registered at Companies House (No. 68664378) as a limited liability company.

Sterling Accreditation was granted approval on 30<sup>th</sup> October 2009 to be an accreditation scheme for energy assessors in both domestic and non-domestic EPCs, DECs and ACIRs at all levels. We activated the non-domestic EPC strand in October 2012.

We now have a UK all round capability to accredit EAs in England & Wales, Northern Ireland and Scotland.

Sterling is independently owned and operated. Our sole business objective is to provide a high level of service and support to our members which facilitates the registration of accurate Energy Certificates on the Landmark Register for England, Wales and Northern Ireland and on the Energy Saving Trust Register for Scotland.

Sterling has no other business stream; we do not supply, allocate or provide work to any other organisation in the energy sector. This is an important position for us as it avoids any conflict of interest.

Whilst this year has seen a moderate increase in membership and lodgements it has been more a period of consolidation. Our ACIR reporting software tool, E-volve, continues to capture a large share of the market. We have licensed CIBSE so that they can provide this software to their members.

I confirm that this report, as far as possible, gives an accurate representation of this year's activities and end position.

**Simon Barnes**

Managing Director  
October 2014



## **Review of the Period**

During this reporting period Sterling has continued to develop its CRM which has allowed us to provide our members with a more efficient service and freed up time to allow a more personal service to be given when needed. The CRM system continues to enable us to develop a better insight into our business and improve management of lodgements, QA and our overall service.

In 2013/14 the rate at which we have taken on new members has slowed down considerably. Lodgement numbers have also stabilised. Both membership and lodgements reflect the current financial climate that we are in and we expect little change until the economy picks up.

DCLG requires all Schemes to take part in and manage Cross Scheme Moderation. The object of this is to improve and develop a level playing field regarding the quality assurance of Accreditation Schemes. Sterling continues to play a full part in Cross Scheme Moderation, TSG and Conventions group meetings to ensure that both our and the voice of our members is aired to the correct audience.

Sterling's Air Conditioning Software (e-volve) continued to grow in usage and is the preferred choice of software for our members. We are planning some improvements to this software in the next year.



## **Membership**

We accept new members to our scheme through either the APEL or qualification route.

At the end of this reporting period, 30<sup>th</sup> September 2014, we had 132 active Members accredited to undertake domestic energy assessments and 346 accredited to undertake non domestic assessments. Over the last four years membership at 30<sup>th</sup> September each year has been:

TABLE 1

Year	Non Domestic Members	Domestic EPC Members
2010	8	0
2011	68	0
2012	169	0
2013	299	86
2014	346	132

It is usual for an EA to be active in more than one strand of membership. However the figures of 132 active domestic and 346 active non domestic members given above only include each member once. However, some domestic members may also be non domestic members as well.

## **Guidance and Information**

All EAs who become members of the Sterling Accreditation Scheme have access to a members' website which provides a wealth of information and news and documentation including information from DCLG. This is to ensure that they have all the basic information needed to undertake their assessments and keep them up to date. There is also a members' forum which encourages a transfer of information.

## **Continuous Professional Development**

We arrange CPD essentially to provide training where we have identified an area in our EAs knowledge and expertise that requires support or when we are aware of new requirements, be it legal or technical that requires EA up skilling.

We have developed agreements with appropriate trainers and training organisations to provide CPD and training as and when required. Their greater resources have enabled us to provide a much wider scope of CPD and training.

We maintain a professional profile for each member which is kept up to date and checks are made to ensure that the requisite CPD is undertaken.



## **Applications**

54 applications were received by us in this reporting period.

In the domestic strand 27 were through the qualification route. APEL is not permissible in the domestic strands.

In the non domestic strands 19 were through the APEL or APEL transferring route and 19 through the qualification route.

Table 2A below gives breakdown of the routes used by our non domestic members to gain membership over the last four years. Table 2B below gives breakdown of the routes used by our domestic members to gain membership over the last 5 years:

TABLE 2A NDEAs

Year	Qualification	APEL
2010	7	1
2011	45	15
2012	60	75
2013	140	219
2014	159	238

TABLE 2B DEAs

Year	Qualification
2013	86
2014	27



## **Lodgements**

During this reporting period 26,267 (27,924)\* Energy Certificates have been lodged in the Landmark register. Split as follows:

England & Wales:	23,991 (24,640)
Northern Ireland:	382 (450)
Scotland:	1,894 (2,834)

### **Display Energy Certificates: 2,240 (1,395)**

England & Wales:	2,202 (1,319)
Northern Ireland:	38 (76)

### **Domestic – Energy Performance Certificates: 11,875 (11,228)**

England & Wales:	11,730 (11,052)
Northern Ireland:	84 (147)
Scotland:	61 (29)

### **Non Domestic - Energy Performance Certificates: 5,511 (6,676)**

England & Wales:	3,974 (4,456)
Northern Ireland:	91 (107)
Scotland:	1,446 (2,113)

### **Air Conditioning Inspection Reports: 6,633 (8,625)**

England & Wales:	6,077 (7,813)
Northern Ireland:	169 (120)
Scotland:	387 (692)

*\*Brackets denote figures for previous reporting period.*





## Quality Assurance

Sterling undertakes some QA on all lodgements to ensure a basic level of compliance. A heightened level of QA is undertaken on lodgements in accordance with the relevant DCLG SOR strand.

A feedback report is provided to all EAs who have had work quality checked regardless of whether it is a pass or fail. Feedback is used to help improve the work of individual EAs as well as informing our own needs to provide technical advice notes and CPD and to make an informed contribution to the various DCLG Conventions and TSG meetings.

A report on QA undertaken is provided to DCLG on a monthly basis.

All EPCs, DEC's and ACIRs that fall outside the error rates specified in the SORs are corrected and re-lodged. In this reporting period we have undertaken quality checks on the lodgements in the various strands as follows:

### England & Wales

	Percentage Audited	Pass Percentage
Display Energy Certificates	4.5	92.0
Air Conditioning Inspections	4.2	89.3
Non Domestic Energy Performance Certificates	6.0	91.6
Domestic Energy Performance Certificates	2.7	95.2

### Northern Ireland

	Percentage Audited	Pass Percentage
Display Energy Certificates	13.2	100.0
Air Conditioning Inspections	8.9	73.3
Non Domestic Energy Performance Certificates	9.9	100.0
Domestic Energy Performance Certificates	6.0	80.0

### Scotland

	Percentage Audited	Pass Percentage
Air Conditioning Inspections	5.9	100.0
Non Domestic Energy Performance Certificates	4.6	98.5
Domestic Energy Performance Certificates	26.2	75.0

Where the QA results are below DCLG Scheme Operating Requirements appropriate measures have been taken to address the various issues in order to redress the situation.

All quality audits are undertaken by our team of QA Auditors and each EA is provided with a comprehensive feedback report regardless of whether the audit was a pass or failure.

The work of our QAAs is moderated on a regular basis by our senior auditors.



## **Customer Satisfaction**

In this period we have received two complaints, one of which was passed onto another Accreditation Scheme for resolution.

## **Finance**

Financial information will be provided on request to [info@sterlingaccreditation.com](mailto:info@sterlingaccreditation.com)

## **The Future**

We expect the next year's lodgements to be very much as for this year. We are still concerned that there is a lack of compliance in certain areas and this is particularly so in the Air Conditioning Strand where our efforts to raise the profile of this problem have yet to result in any discernible action.

We will continue to move forward in the air-conditioning compliance sector and with developing our products and services to ensure we remain a market leader. We will work with organisations to raise industry awareness and improve compliance to support our members and their businesses.

We will also be launching software that will help energy assessors with their ESOS reports, indeed this will also be of considerable help to building portfolio holders in assessing the energy efficiency of their building portfolios.

When we started Sterling Accreditation we made a commitment to our members that we would only concentrate on those activities that apply to an accreditation scheme. We believe we have kept this promise and hope that these assurances that we will not compete with them in their commercial market retains their loyalty and respect as members.

We will continue to invest in new technology to support Energy Assessors with easier ways for to lodge and for us to manage data. We aim to continue developing these systems to ensure EAs remain compliant at all times with the minimum of fuss.

Sterling Accreditation will continue to play its full part in Scheme Moderation, TSG meetings and Convention Groups to ensure that we continually improve the SORs and the available technical advice.



# ***Sterling Accreditation***

*Setting the Standard*

## **Who's Who**

Simon Barnes	Scheme Manager (Managing Director)
Alex Matthias	Business Development Manager
Mike Gordon	Operations Manager
Etienne Humphries	Domestic Strand Manager
Kate Hansford	Membership Administrator
Peter Rowley	Technical Support

## **Contact Details:**

### **Sterling Accreditation Limited**

36 Basepoint  
Harts Farm Way  
Havant  
PO9 1HS

Tel 023 9244 9601