



Sterling Accreditation
setting the standard



ANNUAL REPORT 2015

About

Sterling Accreditation was established in 2009, to provide a high quality accreditation scheme to Energy Professionals. Every year we have continued to grow in strength and reputation as a scheme that delivers a high level of service and support to its members.

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 Central Registers for England, Wales, Northern Ireland and 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.

Vision

To continue 'Setting the standard'

To work with our members and professional energy associations to deliver a high standard of service throughout the whole of the scheme; from helping new members to delivering excellence at auditing

To continue to push the compliance and awareness of the requirements associated with the Energy Performance of Buildings Directive.

To listen and understand our members requirements and deliver services specific to their needs.



Review of the period

A frustrating period, where, despite valiant efforts, compliance remained low; we like in other years continued to push for a greater understanding of the regulations and associated compliance throughout the whole of the industry, which we hope will lead to a greater number of lodgements and a reduction in overall energy usage.

Our lodgement figures reflect a slight increase in some areas of the business and we have also increased slightly in our share of the regional markets; something which we are always keen to improve.

In this reporting period we moved our operation to Manchester; this strategic decision was made to further strengthen the support and services offered to our members. We have been working hard to develop Continuous Professional Development training courses that will provide valuable learning to our current and prospective members.

We continue to work alongside the Technical Steering and Cross Scheme Moderation Groups providing help and support where necessary to introduce a better more informed working environment for our members.

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

Mike Gordon



Operations Manager



Membership

The following table shows the number of applications received by strand:

Strand	England & Wales	Northern Ireland	Scotland
DEC	4		
EPC (ND)	14	2	6
ACR	20	3	1
EPC(D)	17		

The following table shows the number of operating members by strand:

Strand	England & Wales	Northern Ireland	Scotland
DEC	64	11	
EPC (ND)	113	16	48
ACR	124	26	27
EPC(D)	74	1	5

Lodgements

During the reporting period 1st October 2014 to 30th September 2015; the following Energy Certificates were lodged or registered through the Scheme.

Region	Total Lodged
England & Wales	23,917 (23,991)
Northern Ireland	515 (382)
Scotland	1,997 (1,894)

Lodged reports separated by Strand and Region

Strand / Region	England & Wales	Northern Ireland	Scotland
DEC	1,740 (2,240)	49 (38)	
EPC (ND)	3,584 (3,974)	59 (91)	1,597 (1,446)
ACR	7,700 (6,077)	344 (169)	357 (387)
EPC (D)	10,893 (11,730)	63 (84)	43 (61)

**Brackets denote figures from 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:

Strand	Region	No. Called	% Called	No. Passed	% Pass
DECs	E&W	64	3.7%	55	85.9%
	NI	3	6.1%	2	66.7%
EPC(ND)	E&W	144	4.0%	87	60.4%
	NI	6	10.2%	4	66.7%
	Scotland	49	3.1%	25	51.0%
ACR	E&W	159	2.1%	122	76.7%
	NI	7	2.0%	4	57.1%
	Scotland	21	5.9%	19	90.5%
EPC(D)	E&W	230	2.13%	199	86.5%
	NI	4	6.35%	4	100.0%
	Scotland	10	23.26%	9	90.0%

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 reporting period we are very pleased to advise that we only received 2 complaints, only 1 of which related to a member of our scheme.

All complaints regardless of origin are always fully investigated.

Finance

Financial information will be provided on request to info@sterlingaccreditation.com

Contact Details

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