

Annual Report 2022



elmhurst
energy

Elmhurst Energy Accreditation EPBR Scheme Annual Report 2022 for England, Wales and Northern Ireland

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Foreword

Welcome to the Elmhurst Energy 2022 report on its EPBR activities for England, Wales and Northern Ireland.

For most 2022 started coming out of the latest regional lockdowns and quickly picked up into a very busy year for the energy assessment industry. Across the board all the markets picked up whether new build homes, house sales and lets, ECO4 finally transitioned through the year in the retrofit sector, and commercial buildings market also didn't stop rising throughout the year.

2022 was also a milestone year where a long overdue update to the national calculation methodologies were delivered for most regions, with SAP10 and new SBEM methodologies being used. However the major backdrop to the entire year for most families and businesses was the extraordinary increase in fuel prices which has had a seismic shift in attitudes to energy efficiency. Playing out in the background was the very obvious issue of our nations energy security, with the conflict in Ukraine.

COP27 in November 2022 in Egypt also showed what a difficult global arena we operate in as it ended with no unanimous consensus, despite efforts to encourage nations to reduce greenhouse gases

further in order to limit global warming to 1.5 degrees Celsius.

There is lots of talk of revamping the EPC, measuring the real-time actual energy performance of all buildings, and supporting consumers to use their heating systems efficiently and drive down energy consumption. All of this is very much welcomed, and we know that our members will play a significant part in this moving forward.

For the first time the ECO policy used a whole home approach (ECO4), using PAS2035/30 – to think about a multi-measured approach to energy efficiency retrofit, rather than a singular focus on individual measures. There is still some way to go on this front, but an important milestone was reached. We are also seeing more talk of using PAS2038 which details good quality retrofit of Non-Domestic buildings, again this is something upon which to build upon.

Midway through 2022 the new SAP10 methodology and associated Building Regulations were released for England. With Wales and Northern Ireland also setting out updates during the year, this has set the scene

for a long overdue update to the old methodologies so that fuel prices, carbon factors as well as new innovation can be included moving forward. The updates also included newer versions of SBEM for non-domestic buildings. The BRE and Government are currently working on the next version of RdSAP based on SAP10. All of this is very welcome news to ensure that energy assessments are as up-to-date as possible for the end consumer.

Markets

The demand for existing home EPCs showed continue growth through 2022 this was against a backdrop of interest rate rises and uncertain economic times, whilst house price rises dampened towards the end of the year; the requirements for EPCs in this sector remained very buoyant.

New build homes continued to grow through the year without ever hitting the target size of the market that Government would like to see (300,000 new builds per annum) this has anecdotally been put down to a huge variety of reasons, including the likes of supply chain issues, lack of skilled people, Brexit etc. The overall market however is still



very good and targets being set by Government as well as demand from consumers show this market to be in a very strong position.

Non domestic energy assessment had an extraordinary busy year with members finding themselves extremely busy throughout; this will continue into 2023. The change in methodologies and the impact of new carbon factors have dramatically changed the results of EPCs and also enforcement of MEES in this sector seems to be on the up.

2022 has also been notable, as lenders are now shining a light on the energy efficiency of their lending books. This

has driven more and more banks and building societies to understand EPCs and engage with our market. This is a very good initiative and one which will ensure that more and more professional bodies consider the impact of energy assessments; with this in mind the ability to lend to consumers to improve their buildings energy efficiency is starting to become mainstream.

Overall 2022 was a very positive year, we are all delighted to see the new methodologies being updated to ensure that the energy assessments undertaken by our members are as up to date as possible. The massive shift in fuel prices and fuel security has put our industry and front of a lot of Government

thinking. This is extremely good news to our members. As we always say 'you can't manage what you don't measure' and this is why Energy Assessors play a vital part of our future. We hope that as a nation we move to the next phase of encouraging good quality retrofit to all our buildings to use less energy in the first place.

I wish you all a healthy and prosperous 2023 and thank you for being members, customers and supporters of Elmhurst Energy.

Stuart Fairlie C.Build E MCABE
Managing Director
Elmhurst Energy Systems Ltd

Elmhurst Energy Systems

About Us

Established in 1993 and operating in England, Wales, Scotland and Northern Ireland we have grown to become the largest and most well-known independent organisation in the energy assessment industry renowned for our professionalism and ability to drive high standards through our software, training and accreditation.

We ensure that individuals looking to achieve energy assessment qualifications are trained to the highest standard. Once qualified and where applicable they are invited to join our expert accreditation scheme. An accredited Elmhurst Member enjoys many benefits including access to our industry leading software, expert technical support and of course a competitive pricing structure.

Ultimately, our role is to ensure that our members undertake accurate and reliable energy assessments of buildings and organisations across the UK. We are audited by the governments of England, Wales and Scotland for our energy assessor scheme and are proud of our consistently high quality feedback from audits.

Our Vision

To be the leading provider of software, training and accreditation to the building, property and energy efficiency and environmental sectors.

We will continue to drive the energy assessment industry forward through unrivalled customer support, innovative products and a wide range of complementary energy assessment services. We believe that as a business-to-business company we can only succeed through the success of our customers.





Elmhurst Energy Accreditation Scheme - Review

Introduction

The purpose of this report is to provide an overview of the operations of the energy assessor accreditation scheme for England, Wales and Northern Ireland, operated by Elmhurst Energy Systems Ltd, and is a requirement of all accreditation schemes to report to the Department for Levelling Up, Housing and Communities. This report also serves as a public record of the scheme's activities and is likely to be of interest to our members and anyone else with an interest in energy assessment.

This report provides various data on the membership of the scheme and the number of report lodgements made by its members on existing and new build dwellings (DEA and OCDEA respectively), non-domestic buildings, the operational rating of public buildings (DEC), and air conditioning inspection reports. It is important to note that this report only covers England, Wales and Northern Ireland.

Membership

The table below outlines total membership in England, Wales and Northern Ireland, per strand on 31st December 2022. Elmhurst offer a number of different accreditation strands through either qualification or APEL routes.

Table 1a:

Strand	Total Membership
DEA	5,042
OCDEA	1,101
NDEA L3	802
NDEA L4	613
NDEA L5	77
DEC	312
ACEA	26
TOTAL	7,973

Lodgements

Between January and December 2022 Elmhurst has lodged a total of 1,098,645 Energy Certificates across all strands. The table below outlines total lodgements for this period.

Table 2:

Strand	Total Lodgements
DEA	857,215
OCDEA	169,589
NDEA	58,366
DEC	13,229
ACEA	246

Auditing

Elmhurst audits a minimum of 2% of lodged certificates per annum per strand*, consisting of random and smart audits, with individual assessors each subject to a minimum number of audit checks, as required by the Scheme Operating Requirements. Additional auditing is also undertaken for new assessors, complaints, and follow-on audits.

Elmhurst checks the compliance levels by strand monthly, and monitors the overall compliance of the scheme on an on-going basis.

**NDEA Level 5 audit requirements require 10% of members to be audited per annum.*

Existing Dwellings

Table 3 details the total number of EPCs called for audit, during the period **1st January 2022 to 31st December 2022** for the Elmhurst DEA accreditation strand.

**Table 3:
England & Wales**

Number of EPCs called for audit	17,568
% of EPCs called for audit	2.08%

Northern Ireland

Number of EPCs called for audit	498
% of EPCs called for audit	3.35%

Newly Constructed Dwellings

Table 4 details the total number of EPCs called for audit, during the period **1st January 2022 to 31st December 2022** for the Elmhurst OCDEA accreditation strand.

**Table 4:
England & Wales**

Number of EPCs called for audit	3,334
% of EPCs called for audit	2.03%

Northern Ireland

Number of EPCs called for audit	132
% of EPCs called for audit	2.84%

Non-Domestic Buildings

Table 5 details the total number of EPCs called for audit, during the period **1st January 2022 to 31st December 2022** for the Elmhurst NDEA accreditation strand.

Table 5:
England & Wales (Level 3 & 4)

Number of EPCs called for audit	993
% of EPCs called for audit	1.72%

England & Wales (Level 5)

Number of EPCs called for audit	17
% of EPCs called for audit	10.00%

Northern Ireland (Level 3 & 4)

Number of EPCs called for audit	38
% of EPCs called for audit	5.15%

Public Buildings (DECs)

Table 6 details the total number of DECs called for audit, during the period **1st January 2022 to 31st December 2022** for the Elmhurst DEC accreditation strand.

Table 6:
England & Wales

Number of EPCs called for audit	279
% of EPCs called for audit	2.13%

Northern Ireland

Number of EPCs called for audit	6
% of EPCs called for audit	3.77%

Air Conditioning

Table 7 details the total number of ACIRs called for audit, during the period **1st January 2022 to 31st December 2022** for the Elmhurst ACEA accreditation strand.

Table 7:
England & Wales

Number of EPCs called for audit	8
% of EPCs called for audit	3.25%



Continuous Improvement

Elmhurst undertakes the following steps to support our Members and help improve the quality of their work, audit submissions and compliance of the scheme overall, including:

- Regular technical bulletins and a quarterly newsletter that helps our members to keep up to date with the latest conventions and industry news.
- Technical support from our Business units by email or phone
- Feedback to members after each audit including areas to improve even when audits are passed to promote good/best practice
- A comprehensive training programme including a number of advanced courses for experienced assessors.
- Active promotion of the Evidence Requirements guidance document to assessors who have failed an audit with corrective action where appropriate.
- Overview of assessor surveillance requirements to trainees at the end of all our training courses. This emphasises the importance of complying with mandatory audit requirements and encourages them to engage in good compliance practice.
- Active promotion of Elmhurst's Auditing zone which is available to all Elmhurst Members and enables assessors to review; their EPC evidence before it is submitted for audit, all pending audit requests including deadlines for submission, and their audit history to date.

Customer Satisfaction

Elmhurst received 150 complaints during the period 1st January 2022 to 31st December 2022, the vast majority of which were in respect to the perceived quality of RdSAP EPCs. The majority of these complaints related to the EPC outputs and the methodology, rather than the competency of the assessor. Each complaint was fully investigated by Elmhurst and appropriate corrective and preventive action taken.

Four members had their accreditation revoked as a result of breaches of our Code of Conduct during 2022.

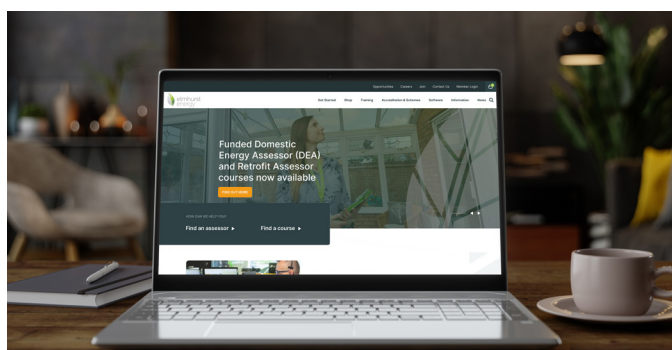
Elmhurst use Net Promoter Score; an index ranging from -100 to +100 that measures the willingness of customers to recommend a company's products or services to others. In 2022 our average Net Promoter Score was 61, a score that is associated with some of the world's best companies.

Core Software Release

New Public Website

Launched a new public facing website, available to our members and the public.

- Vision and Mission
- Knowledge and information on our energy sector
- Access to membership area
- Book training course
- Use the online shop



SBEM Online

Updated our SBEM online software offering to meet the new regulations in England for non-domestic energy assessment of new-build and existing commercial properties.

SAP10 Online

Generated a new software suite for supporting the SAP10 regulatory requirements for New-build domestic dwellings. This software meets the regulatory requirements of England, Wales and Scotland regions. Previous iterations of this

software were installed on the customers PC, whereas this latest version of our SAP software is instead accessed via an internet connection to our hosted servers. This enables Elmhurst to deliver new features more seamlessly whilst also providing better customer support.

Assumed RdSAP

Customers were requesting the ability to produce an RdSAP calculation for their existing dwelling, based on a limited set of data they currently know. Therefore a new software product was generated to meet this need. Using our in-house knowledge and expertise, we are now able to take a small subset of RdSAP data and make assumptions on this to provide a full set of RdSAP calculation results.



Retrofit Coordinator Auditing

Developed an in house solution for managing Elmhurst schemes auditing requirements for retrofit coordinators. This will ensure members are assisted through this process and help them to provide quality and accurate reports to the home owner.



Who's who at Elmhurst



Stephen O'Hara
Chairman

Stephen joined Elmhurst in 1997 as Training Manager and became a Director in 2000 with responsibility for technical development, including surveying systems and software. Stephen became Managing Director in 2004 and Chairman in 2016 but is still directly involved with technical development. Stephen strongly believes in the value of good training and support.



Martyn Reed
Group Managing Director

Martyn worked within the certification and consultancy industry for over 30 years. He joined Elmhurst in 2013 as Operations Director, then subsequently Head of Operations and Commercial, before taking overall responsibility as Managing Director in April 2016. In 2021 he took on the role of Group MD.



Stuart Fairlie
Managing Director

Stuart joined Elmhurst in 1999 and has held many positions in the Training and Development areas of the business, becoming Technical Director in April 2017 and then taking over as Managing Director in 2021.



Josh Wakeling
Head of Operations

With a background in commercial energy assessment, Josh brings plenty of understanding to the role of Head of Technical, where he manages the efficient and effective day-to-day delivery of operations, and knowledge based products and services.



James Gill
Head of IT

James joined Elmhurst's DEA support team in 2012, having previously been a DEA for a leading regional estate agent. He became a Business Analyst in 2014 and Business Analyst Manager in 2018. In 2021 he was appointed Head of IT.



Lesley Asprey
Head of Accreditation

Lesley joined Elmhurst in 2007 as part of the training and accreditation department. Having gained a wealth of knowledge in our industry, Lesley now manages a team that administers accreditation and certification provision for our EPBR and competent person schemes.



Amarpal Sihra
Head of Commercial

Amo is a Chartered Building Engineer, with over 10 years' experience within the energy and buildings industry and a passion for reducing carbon emissions. As Head of Commercial for Elmhurst Energy, responsible for the sales and marketing teams, his solid technical experience and specialist knowledge has helped propel the company to the success it enjoys today with a reputation as a provider of high quality services within the industry.



Alistair Galloway
Business Development Manager (Scotland and NI)

I joined Elmhurst in 2022 as the Scotland and Northern Ireland Manager, having worked in business development for 15 years. I'm a former professional athlete and bring that same ambition into professional life.



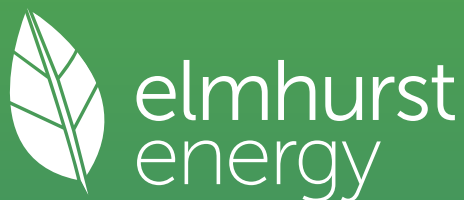
Martin Firth
Business Development Manager (England and Wales)

Martin joined Elmhurst Energy in 2017 as Business Development Manager for England and Wales. After leaving behind a distinguished career in the British Armed Forces, Martin joined a series of multinational companies and brings with him a wealth of experience in the energy and renewables sectors.



Fiona Wilson
Business Development Manager (Existing Customers)

Fiona Wilson joined Elmhurst Energy in 2016, having joined the team from National Home Energy Rating (NHER), where she worked since 2007. Fiona is a well-known face in the energy efficiency industry, where her in-depth knowledge and technical specialism is indispensable to members.



Contact Details

Should you require any further clarification, please contact us at:



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