



elmhurst
energy

EXCELLENCE
IN ENERGY
ASSESSMENT

Elmhurst Energy Accreditation EPBR Scheme Annual Report 2018





Foreword

Welcome to the Elmhurst Energy 2018 report on its EPBR activities.

In the dark years of 2015 and 2016 Elmhurst were critical of Government for the lack of policy and action with respect to energy efficiency. 2017 saw a bit of a sea change with the Clean Growth Strategy that admitted that in the absence of effective energy efficiency policies, carbon emissions were set to increase, undermining ten years of improvement. In response to that realisation BEIS established a path to a low carbon future for the UK. The document provided a view of the future energy efficiency landscape and underlines some longer term goals for Government some of which are now taking effect. I am therefore pleased to say that, despite the political chaos, 2018 was actually quite a good year for many of us involved with energy efficiency.

The two single biggest improvements related to EPCs came from Private Rental Sector / Minimum Energy Efficiency Standards (PRS/MEES) which made it a legal requirement for a landlord to demonstrate that the property has an EPC rating of E or above. This improved levels compliance and encouraged stake holders to actually read the document and, if appropriate, take action to improve the property.

2018 also marked the tenth anniversary of EPBR becoming law meaning the earliest EPCs were no longer valid.

There may be some enthusiastic environmentalists out there who got their EPC reissued simply because the previous one expired but, we suspect, others were reissued because the property hit an EPC trigger point (e.g. being placed on the market for sale or rent) and the existing EPC had expired. If that is the case then this is good news for energy assessors since the demand for EPCs will continue at this higher rate as old EPCs expire.

As other commitments from the Clean Growth Strategy are considered, consulted and implemented I am confident that 2019 will be even better. What you can be sure is that Elmhurst will continue to work with government and other stakeholders to represent the views of members, to promote the use of energy certificates and to help building owners and occupiers reduce energy consumption.

I wish you all a healthy and prosperous 2019 and thank you for being members, customers and supporters of Elmhurst Energy

Martyn Reed C.Build E FCABE
Managing Director





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. As well as a United Kingdom Accreditation Service (UKAS) Accredited Body for Green Deal Advice Certification, we are also 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 Values





INTRODUCTION

The purpose of this report is to provide an overview of the operations of the energy assessor accreditation scheme operated by Elmhurst Energy Systems Ltd and is a requirement of all accreditation schemes to report to MHCLG. 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 and the operational rating of public buildings. 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 2018. Elmhurst offer a number of different accreditation strands through either qualification or APEL routes.

Table 1:

STRAND	TOTAL MEMBERSHIP
DEA	4,736
OCDEA	1,212
NDEA L3	234
NDEA L4	499
NDEA L5	41
DEC	289
ACEA	11
TOTAL	7,022



Elmhurst Energy Accreditation Scheme – Review

LODGEMENTS

Between January and December 2018 Elmhurst has lodged a total of 745,699 assessments across all strands in England, Wales and Northern Ireland.

The table below outlines total lodgments for this period.

Table 2:

STRAND	TOTAL LODGEMENTS
DEA	538,258
OCDEA	149,060
NDEA	43,997
DEC	14,409
ACEA	19

AUDITING

Elmhurst audits a minimum of 2% of lodged certificates via random sampling (and including smart audits for the DEA strand) and individual assessors are each subject to a minimum number of audit checks, as required by the Scheme Operating Requirements. Additional auditing is also undertaken with targeted, high frequency and for new assessors for most strands and smart and follow-on audits for the DEA strand.

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



Elmhurst Energy Accreditation Scheme - Review

EXISTING DWELLINGS

Table 3 details the total number of EPCs audited, along with results, during the period **1st January 2018 to 31st December 2018** for the Elmhurst DEA accreditation strand.

Table 3:

NUMBER OF EPCS AUDITED	11,311
% OF EPCS AUDITED	2.10%

NEWLY CONSTRUCTED DWELLINGS

Table 4 details the total number of EPCs audited, along with results, during the period **1st January 2018 to 31st December 2018** for the Elmhurst OCDEA accreditation strand.

Table 4:

NUMBER OF EPCS AUDITED	3,347
% OF EPCS AUDITED	2.25%

NON-DOMESTIC BUILDINGS

Table 5, below, details the total number of EPCs audited, along with results, during the period **1st January 2018 to 31st December 2018** for the Elmhurst NDEA accreditation strand.

Table 5:

NUMBER OF EPCS AUDITED	1,611
% OF EPCS AUDITED	3.66%





Elmhurst Energy Accreditation Scheme – Review

PUBLIC BUILDINGS (DECs)

Table 6, below, details the total number of DECs audited, along with results, during the period **1st January 2018 to 31st December 2018** for the Elmhurst DEC accreditation strand.

Table 6:

NUMBER OF EPCS AUDITED	415
% OF EPCS AUDITED	2.88%

AIR CONDITIONING

Table 7, below, details the total number of ACIRs audited, along with results, during the period **1st January 2018 to 31st December 2018** for the Elmhurst ACEA accreditation strand.

Table 7:

NUMBER OF EPCS AUDITED	6
% OF EPCS AUDITED	31.58%





Elmhurst Energy Accreditation Scheme - Review

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 94 complaints during the period 1st January 2018 to 31st December 2018, 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. There has been an increased interest in the EPC, particularly by landlords with regard to MEES regulations. Each complaint was fully investigated by Elmhurst and appropriate corrective and preventive action taken.

There were 4 complaints during 2018 that were dealt with by our Insurers.

It should be noted that two members were 'struck off' from our Accreditation Scheme as a result of a breach of our Code of Conduct during the period 1st January 2018 to 31st December 2018.

89%¹ of our members during 2018 stated that they were 'very satisfied' with the technical support they received from Elmhurst Energy.

¹ based on an average of questionnaire data gathered each month



Elmhurst Energy Accreditation Scheme - Review

CORE SOFTWARE RELEASES

Data Migration – Migration of legacy data Elmhurst’s secure managed servers. *Released March 2018*

SBEM Online – Updated our non domestic software for generation of NDEA EPCs to use the updated calculation engine iSBEM 5.4.a and achieving government software approval. *Released March 2018*

iOS Mobile applications – Updated our Apple mobile applications with updated Certificates and Provisioning profiles to maintain security and ensure uninterrupted service to our customers. Released March 2018

QA DEC Audits – Updated our auditing system to manage non domestic DEC audits, users are provided a far better experience than the previous manual process, gaining a portal to upload evidence and receive feedback. *Released March 2018*

SBEM Online – Updated our non domestic software for generation of NDEA EPCs to use the updated calculation engine iSBEM 5.4.b and achieving government software approval. *Released May 2018*

Streamline-EPC – This software is used by our RSLs customers to manage the energy efficiency of their housing stock. Elmhurst created a new application for collecting RdSAP input data in responsive layout screens with our approved RdSAP 9.93 calculator. We successfully integrated this new module into our Streamline-EPC application. *Released May 2018*

Access Elmhurst – Provided an enhanced document search and results facility to our member document library available in our member’s portal Access Elmhurst. *Released June 2018*

Auditing System – Updated our auditing software to meet the scheme operating requirements for Existing dwelling EPCs. The changes introduced “Smart auditing” enabling schemes to target audits based on the user’s inputted data alongside the random selection processes. We were the first scheme to embrace the changes along with our members. *Released August 2018*

Design SAP – Introduced a new licensing module to our Design SAP software for On-construction assessors. This provides customers with a choice of product features depending on the version they choose to purchase. Whilst also enhancing the software with improvements requested by our customers and the ability to import assessment data from our Plan Assessor 6 software. *Released October 2018*



Thermography – Launched a new scheme for qualified Thermal Imaging Inspectors who provide infrared thermography for building surveys and our companion software. *Released October 2018*

Ventilation – Launched a new scheme for members to provide commissioning and testing of domestic ventilation systems against Part F of the building regulations and our companion software. *Released October 2018*





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 -- 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.



Stuart Fairlie – Technical and Operations Director

Stuart joined Elmhurst in 1999 and has held many positions in the Training and Development areas of the business and in April 2017 he became Technical Director. He manages the Business Units, the department that delivers all of Elmhurst software products and takes a lead in Government liaison, consultations and PR.



Amarpal Sihra – Head of Commercial

Amo joined Elmhurst as a Technical Consultant in 2009, before being appointed Business Manager for the Non-Domestic Team in 2012. He is a qualified level 4 NDEA and Home Inspector.



Ross Nicoll – Business Development Manager (Scotland and NI)

Ross joined Elmhurst in February 2008 as Business Development Manager for Scotland. He has over 15 years' experience as a commercial business manager and corporate broker.





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

Head Office

Elmhurst Energy Systems Ltd
16 St Johns Business Park
Lutterworth
Leicestershire
LE17 4HB

T: 01455 883250

F: 01455 883251

E: enquiries@elmhurstenergy.co.uk

W: www.elmhurstenergy.co.uk

