Elmhurst Energy Accreditation
EPBR Scheme Annual Report 2019 for England, Wales and Northern Ireland
Foreword


I am pleased to say that 2019 turned out to be a good year for those of us working in the energy assessment sector. We are benefiting from significant growth in demand for EPCs, house building is at an eleven year high and the government’s efforts to decarbonise the electricity supply are working. There are also some bold proposals to change the Building Regulations in England that will significantly, and swiftly, change the design of new homes, with similar proposals expected for non-domestic buildings.

Market growth: Elmhurst’s DEA members in England and Wales have seen record levels of activity in the last 18 months with lodgement volumes having grown by 31%, which was perhaps surprising considering the lack of national energy efficiency initiatives and a sluggish sales market. The number of EPCs issued in the private rental sector has grown by over 200% in the same period - a dramatic growth which could have three possible drivers: Minimum Energy Efficiency Standards (MEES), higher levels of compliance in the private rental sector, and the ten year anniversary of EPCs (which would mean that some EPCs have now expired).

One frequently reported fact is that less electricity is now generated from coal in comparison to low carbon sources such as nuclear, wind and solar. This switch will have a major impact on energy assessments and consequently the design and construction of new buildings as electricity will begin to have a lower carbon factor than gas. The first real evidence of this has been seen within SAP 10 and now the proposed changes to building regulations, which will come into effect in 2020 in England, with similar timescale for Wales, and Scotland in 2021. New building regulations (England)

The Future Homes Standard Consultation, released in early October 2019, presents a proposal from government to introduce a new Future Homes Standard, and to make relevant changes to Approved Document Part L1a (Conservation of fuel and power in new dwellings) as well as Part F (Ventilation). The government proposes to simplify the guidance presented in both approved documents and also presents its ambition to tighten ‘transitional arrangements’ to ensure that all homes are built to new energy efficiency standards. The government has yet to release a consultation Part L2 (non-domestic), however, this is due very soon.

Finally, I was delighted to attend the 2019 National Energy Efficiency Awards to receive the Quality Management, Compliance & Training Company of the Year Award on behalf of everyone at Elmhurst. As the UK’s largest EPC accreditation scheme, we are committed to delivering the best training and technical support to our members to help them deliver a quality service to their customers, and for this effort to be recognised by our peers is an honour. Thank you to all those who supported our nomination, to our members for working with us, to great products and services and to our staff for their hard work in making it happen.

I wish you all a healthy and prosperous 2020 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 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 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 2019. Elmhurst offer a number of different accreditation strands through either qualification or APEL routes.

Table 1a:

<table>
<thead>
<tr>
<th>STRAND</th>
<th>TOTAL MEMBERSHIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEA</td>
<td>3468</td>
</tr>
<tr>
<td>OCDEA</td>
<td>940</td>
</tr>
<tr>
<td>NDEA L3</td>
<td>218</td>
</tr>
<tr>
<td>NDEA L4</td>
<td>536</td>
</tr>
<tr>
<td>NDEA L5</td>
<td>49</td>
</tr>
<tr>
<td>DEC</td>
<td>312</td>
</tr>
<tr>
<td>ACEA</td>
<td>15</td>
</tr>
<tr>
<td>TOTAL</td>
<td>5538</td>
</tr>
</tbody>
</table>
Elmhurst Energy Accreditation Scheme – Review

LODGEMENTS

Between January and December 2019 Elmhurst has lodged a total of 867,685 Energy Certificates across all strands. The table below outlines total lodgments for this period.

Table 2:

<table>
<thead>
<tr>
<th>STRAND</th>
<th>TOTAL LODGEMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEA</td>
<td>647,485</td>
</tr>
<tr>
<td>OCDEA</td>
<td>159,551</td>
</tr>
<tr>
<td>NDEA</td>
<td>45,749</td>
</tr>
<tr>
<td>DEC</td>
<td>14,879</td>
</tr>
<tr>
<td>ACEA</td>
<td>21</td>
</tr>
</tbody>
</table>

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.
Elmhurst Energy Accreditation Scheme - Review

EXISTING DWELLINGS

Table 3 details the total number of EPCs called for audit, during the period 1st January 2019 to 31st December 2019 for the Elmhurst DEA accreditation strand.

Table 3:
England & Wales

<table>
<thead>
<tr>
<th>NUMBER OF EPCS CALLED FOR AUDIT</th>
<th>% OF EPCS CALLED FOR AUDIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>13,347</td>
<td>2.10%</td>
</tr>
</tbody>
</table>

Northern Ireland

<table>
<thead>
<tr>
<th>NUMBER OF EPCS CALLED FOR AUDIT</th>
<th>% OF EPCS CALLED FOR AUDIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>454</td>
<td>3.60%</td>
</tr>
</tbody>
</table>

NEWLY CONSTRUCTED DWELLINGS

Table 4 details the total number of EPCs audited, along with results, during the period 1st January 2019 to 31st December 2019 for the Elmhurst OCDEA accreditation strand.

Table 4:
England & Wales

<table>
<thead>
<tr>
<th>NUMBER OF EPCS CALLED FOR AUDIT</th>
<th>% OF EPCS CALLED FOR AUDIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,154</td>
<td>2.05%</td>
</tr>
</tbody>
</table>

Northern Ireland

<table>
<thead>
<tr>
<th>NUMBER OF EPCS CALLED FOR AUDIT</th>
<th>% OF EPCS CALLED FOR AUDIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>48</td>
<td>2.70%</td>
</tr>
</tbody>
</table>
## Elmhurst Energy Accreditation Scheme – Review

### NON-DOMESTIC BUILDINGS

Table 5, below, details the total number of EPCs audited, along with results, during the period **1st January 2019 to 31st December 2019** for the Elmhurst NDEA accreditation strand.

Table 5:

**England & Wales (Level 3 & 4)**

<table>
<thead>
<tr>
<th>NUMBER OF EPCS CALLED FOR AUDIT</th>
<th>1,387</th>
</tr>
</thead>
<tbody>
<tr>
<td>% OF EPCS CALLED FOR AUDIT</td>
<td>3.06%</td>
</tr>
</tbody>
</table>

**England & Wales (Level 5)**

<table>
<thead>
<tr>
<th>NUMBER OF EPCS CALLED FOR AUDIT</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>% OF EPCS CALLED FOR AUDIT</td>
<td>8.69%</td>
</tr>
</tbody>
</table>

**Northern Ireland (Level 3 & 4)**

<table>
<thead>
<tr>
<th>NUMBER OF EPCS CALLED FOR AUDIT</th>
<th>48</th>
</tr>
</thead>
<tbody>
<tr>
<td>% OF EPCS CALLED FOR AUDIT</td>
<td>11.82%</td>
</tr>
</tbody>
</table>

### PUBLIC BUILDINGS (DECs)

Table 6, below, details the total number of DECs audited, along with results, during the period **1st January 2019 to 31st December 2019** for the Elmhurst DEC accreditation strand.

Table 6:

**England & Wales**

<table>
<thead>
<tr>
<th>NUMBER OF EPCS CALLED FOR AUDIT</th>
<th>416</th>
</tr>
</thead>
<tbody>
<tr>
<td>% OF EPCS CALLED FOR AUDIT</td>
<td>2.81%</td>
</tr>
</tbody>
</table>

**Northern Ireland**

<table>
<thead>
<tr>
<th>NUMBER OF EPCS AUDITED</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>% OF EPCS AUDITED</td>
<td>2.38%</td>
</tr>
</tbody>
</table>
AIR CONDITIONING

Table 7, below, details the total number of ACIRs audited, along with results, during the period 1st January 2019 to 31st December 2019 for the Elmhurst ACEA accreditation strand.

Table 7: England & Wales

<table>
<thead>
<tr>
<th>NUMBER OF EPCS AUDITED</th>
<th>% OF EPCS AUDITED</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>14.28%</td>
</tr>
</tbody>
</table>

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 incluing 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 64 complaints during the period 1st January 2019 to 31st December 2019, 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.
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 2019 to 31st December 2019.

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 2019 our average Net Promoter Score for 2019 was 69, a score that is associated with the world’s best companies.
Elmhurst Energy Accreditation Scheme - Review

CORE SOFTWARE RELEASES

PAS2035
Launched a suite of products for Retrofit assessors: Condition report, Occupancy Assessment and RdSAP to SAP convertor

RSL Integration
Developed an integration with Northgate to provide access to Elmhurst’s RdSAP in the form of an energy module for their housing asset management system

Domestic Energy Assessor
Updated our portfolio of products used by DEAs, to meet the new RdSAP 9.94 regulations

SAP 10 Part L
Supplied a new product to our on construction customers, for the forthcoming Part L building regulations change. This has enabled them to understand what impact the regulations changes will have against their current new building designs

On Construction
Improvements developed to the Design SAP202 product to better help our customers update their data in bulk, re-working the current mass update process to be more user friendly, and moved to a newer version of Microsoft SQL to enable continued support and security

Auditing Systems
DEA, OCDEA and NDEA auditing systems developed to comply with the MHCLG E&W Scheme Operating Requirements. Through this a new smart auditing process has been defined which enable schemes to audit against entered assessment data along with a periodic random approach

SBEM Online
Updated our product for Non domestic assessment of buildings for the new iSBEM 5.6.a calculation engine

Energy Report
Developed a new Energy report to meet market needs for a calculation on an existing dwelling using the RdSAP methodology, for when it is not appropriate to produce an EPC
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.

Jonathan Bourke – Business Development Manager (Scotland and NI)
Jonathan joined Elmhurst in November 2019 as Business Development Manager for Scotland. He has over 10 years’ experience as a commercial business manager within the Energy, Environmental, and Health & Safety sectors.
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

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