



elmhurst  
energy

EXCELLENCE  
IN ENERGY  
ASSESSMENT

## Elmhurst Energy Accreditation EPBD Schemes Annual Report 2015





## Foreword

To all our Members

2015 was, for many, a very frustrating year with most of the Government's energy efficiency programmes either on hold or threatened, whilst the housing and letting markets struggled to rebuild after 5 years of stagnation. The two positives were the increased volume of new build dwellings, which drove demand for our OCDEA colleagues, and ESOS which gave new opportunities for NDEAs and helped increase demand for DEC's in December. We don't predict that the market will increase quickly but with the Minimum Energy Standards, and the long awaited growth in house sales, we remain forever hopeful for 2016.

- We endeavoured to engage with Government on Green Deal, RHI and Feed In Tariffs but the communication channels that we enjoyed in 2014 were not as active as we would have liked. When programmes were stalled we made our views known, responded to consultation and did what we could to support our Members.
- ESOS was an opportunity for our NDEA members and, for a time, some were very busy. Compliance levels were very low to start, but in the 6 weeks prior to the December deadline the statistics showed compliance went from less than 10% to 60%, which was remarkable. That does mean that there are more assessments to be done and we urge the Environment Agency, on behalf of those individuals that invested in the required training and accreditation, and those companies that did make the effort to comply, to strictly follow through with enforcement on those that didn't.
- As a software provider we did get some respite from having to undergo a software release on both SAP or RdsAP. Instead we invested our time in improving the existing software with many new enhancements and features, in particular our suite of free to use mobile applications, and developed a range of new services such as Inventory and Legionella Assessment which give our members further opportunity to "up sell" their services to homeowners, landlords and agents.
- In December 2015 we concluded our purchase of the EPBD scheme from Northgate Public Services. The reason for the sale was not dissimilar to the reasons behind BRE's decision a year before; in that with evermore increasing complexities of running an Accreditation scheme, without significant size of scheme and focus on that market, it is extremely hard to justify the level of investment needed to run a robust scheme. We are delighted to welcome the Northgate members and, judging by the feedback received, they are also pleased with the outcome.



I am again proud of what has been achieved in 2015 and am happy to introduce this report and confirm it to be an accurate record of activity for the period.

**Stephen O'Hara**  
Managing Director of Elmhurst Energy



## About Elmhurst Energy Systems

### About Us

Established in 1993 and operating in England, Wales, Scotland and Northern Ireland we have grown to become the most recognised independent organisation in the industry for our professionalism and ability to drive high standards through our software development, delivery of training and our outstanding certification scheme.

We ensure that individuals looking to achieve energy rating 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 unique software applications, dedicated technical support and of course a competitive pricing structure.

Ultimately, our role is to ensure that our members produce energy certificates such as Energy Performance Certificates (EPCs), Display Energy Certificates (DECs), Green Deal Advice Reports (GDARs) and ESOS Reports accurately for 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.

### Beyond Energy Rating

At Elmhurst, it doesn't just stop at the energy rating journey for individuals, our accreditation with UKAS allows us to certify organisations to the Green Deal Assessors' Standards - part of the Government's flagship policy for reducing carbon emissions in the UK.

Over time, our product and training portfolio has expanded into the areas of stock profiling, inventory inspections and Legionella assessments. We also deliver bespoke energy rating solutions with complex energy rating software and tailored training packages to large organisations with particular energy rating requirements.

### 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

### **Professionalism**

Providing specialist knowledge and support to our clients, with the highest possible standards, in an honest and respectful manner. Representing our industry and company with both practise solutions whilst presenting an entirely professional image and attitude in everything we do.

### **Quality**

The highest standards, attention to detail and a commitment to be open, honest and deliver on our promises.

**Openness** Willingness to share information and expertise that is friendly, relaxed, honest and professional, all factors that contribute to our brilliant customer service.

**Innovation** Constantly evolving systems that address complexities of a fast moving and regulatory environment which remain fundamentally simple to use.

**Knowledge** Unrivalled knowledge in the energy assessment industry, over 20 years of expert knowledge and customer insight allowing us to provide practical and cost effective solutions suitable for all.

**Commitment** To the environment and ensuring above all we adopt an eco-friendly approach to our products, services and development procedures across all areas of the business.

**Experience** Unrivalled experience in the energy assessment industry, over 20 years of expert knowledge and customer insight allowing us to provide practical and cost effective solutions suitable for all.

### **Integrity**

Working with Elmhurst means you will always get the honest straight answer that reflects the right thing to do.

### **Respect**

Our relationships with customers, partners and employees are based on mutual respect and courtesy.

# 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 operated by Elmhurst Energy Systems Ltd and is a requirement of all accreditation schemes to report to DCLG annually, it follows the format prescribed by DCLG. This report also serves as a public record of the schemes activities and is likely to be of interest to our members and anyone else with an interest in the energy rating industry.

This report provides various data on the membership of the scheme and the number of report lodgements made by its members across the EPBD strands currently operated which include the energy assessment of 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 31<sup>st</sup> December 2015. Elmhurst offer a number of different accreditation strands through either qualification or APEL routes, please see table 1.

**Table 1:**

STRAND	TOTAL MEMBERSHIP
DEA	4,662
OCDEA	885
NDEA L3	173
NDEA L4	412
DEC	270
<b>TOTAL</b>	<b>6,402</b>



## **LODGEMENTS**

Between January and December 2015 Elmhurst has lodged a total of 473,537 assessments across all strands in England, Wales and Northern Ireland.

The table below outlines total lodgments for this period.

**Table 2:**

<b>STRAND</b>	<b>TOTAL LODGEMENTS</b>
<b>DEA</b>	<b>396,559</b>
<b>OCDEA</b>	<b>54,924</b>
<b>NDEA</b>	<b>19,839</b>
<b>DECs</b>	<b>12,624</b>

## **QUALITY ASSURANCE (QA) LEVELS**

Elmhurst audits a minimum of 2% of lodged certificates via random sampling and individual assessors are each subject to a minimum number of QA audit checks, as detailed in DCLG's EPBD Scheme Operating Requirements. Additional auditing is also undertaken via targeted and selected audits.

Elmhurst monitors the compliance levels by strand on a monthly basis and has updated the monthly QA reporting process to include a check on the overall compliance of the scheme on an on-going basis.



## QA - EXISTING DWELLINGS

Table 3, below, details the total number of randomly selected EPCs audited, along with results, during the period **1st January 2015 to 31<sup>st</sup> December 2015** for the Elmhurst DEA accreditation strand.

**Table 3:**

<b>NUMBER OF EPCS AUDITED</b>	<b>13,113</b>
<b>% OF EPCS AUDITED</b>	<b>2.58%</b>
<b>Number of EPCs with a result of 'Acceptable'</b>	<b>10404</b>
<b>Number of Defective EPCs required to be replaced</b>	<b>558</b>

The above figures demonstrate that, for this period, 95.7 % of the audited DEA EPCs were found to be within the accepted tolerance of +/- 5 SAP points, in line with DCLG's requirement that a minimum of 95% of EPCs fall within this bracket.

## QA - NEWLY CONSTRUCTED DWELLINGS

Table 4, below, details the total number of randomly selected EPCs audited, along with results, during the period **1st January 2015 to 31<sup>st</sup> December 2015** for the Elmhurst OCDEA accreditation strand.

**Table 4:**

<b>NUMBER OF EPCS AUDITED</b>	<b>1,805</b>
<b>% OF EPCS AUDITED</b>	<b>4.16%</b>
<b>Number of EPCs with a result of 'Acceptable'</b>	<b>1557</b>
<b>Number of Defective EPCs required to be replaced</b>	<b>173</b>

The above figures demonstrate that, for this period, 90.41 % of the audited OCDEA EPCs were found to be within the accepted tolerance of +/- 4% of DER and 1kg of CO<sub>2</sub>. This level of compliance is outside the limits set by DCLG, in part due to low volumes and the inherently more complicated calculations and regulatory requirements of on construction energy assessment. In particular, feedback from the QAAs is that application of the relevant conventions and Scheme Operating Requirements was the main cause of errors that otherwise could readily be avoided.

All EPCs found to be 'not acceptable' are recalculated and relogged.



## QA - NON DOMESTIC BUILDINGS

Table 5, below, details the total number of randomly selected EPCs audited, along with results, during the period **1st January 2015 to 31<sup>st</sup> December 2015** for the Elmhurst NDEA accreditation strand.

**Table 5:**

<b>NUMBER OF EPCS AUDITED</b>	<b>906</b>
<b>% OF EPCS AUDITED</b>	<b>5.87%</b>
<b>Number of EPCs with a result of 'Acceptable'</b>	<b>756</b>
<b>Number of Defective EPCs required to be replaced</b>	<b>118</b>

For this period, 86.97% of the audited NDEA EPCs were found to be within the accepted tolerance. The BER rating is judged to be correct if the EA's assessment is within either 5 kgCO<sub>2</sub>/m<sup>2</sup> of the rating calculated by the QAA, or 10% of the BER rating calculated by the QAA.

This level of compliance is outside the limits set by DCLG, in part due to low volumes and the inherently more complicated calculations and regulatory requirements of non domestic methodology. In particular, feedback from the QAAs is that application of the relevant conventions and Scheme Operating Requirements was the main cause of errors that otherwise could readily be avoided.

All EPCs found to be 'not acceptable' are recalculated and relogged.

## QA - PUBLIC BUILDINGS (DECs)

Table 6, below, details the total number of randomly selected DECs requested for auditing, along with results, during the period **1st January 2015 to 31<sup>st</sup> December 2015** for the Elmhurst DEC accreditation strand.

**Table 6:**

<b>NUMBER OF EPCS AUDITED</b>	<b>350</b>
<b>% OF EPCS AUDITED</b>	<b>2.77%</b>
<b>Number of DECs with a result of 'Acceptable'</b>	<b>306</b>
<b>Number of Defective DECs required to be replaced</b>	<b>34</b>

For this period, 90.9% of the DECs audited were found to be within the accepted tolerance of +/- 5% of the correct OR rating. This level of compliance is outside the limits set by DCLG, in part due to low volumes and the inherently more complicated calculations and regulatory requirements of non domestic methodology.



## CONTINUOUS IMPROVEMENT

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

- Mandatory feedback to members every time they get audited including areas to improve even when audits are passed to promote good / best practice
- Regular QA feature appears in newsletters, with each issue highlighting a particular aspect of QA requirements and/or the QA process.
- Telephone 'one-to one' intervention sessions with assessors who have been identified as being a QA 'risk' (i.e. who are making frequent or repeated errors).
- Active promotion of the Minimum Evidence Requirements guidance document to assessors who have failed an audit and also to ensure that they know where this document can be found / downloaded from within 'Access Elmhurst' on the website.
- Overview of QA requirements to trainees at the end of all our EA training courses. This emphasises the importance of complying with mandatory QA requirements and encourages them to engage in good QA compliance practice.
- Active promotion of Elmhurst's QA Hub which is available to all Elmhurst Members and enables assessors to review their QA evidence before it is submitted for audit, all pending audit requests including deadlines for submission, and their QA history to date.

## Elmhurst Energy Accreditation Scheme - Review

### CUSTOMER SATISFACTION

Elmhurst received 184 complaints during the period **1st January 2015 to 31<sup>st</sup> December 2015** most of which were in respect to the perceived quality of RdSAP EPCs. The majority of these complaints related to the methodology used, rather than the competency of the assessor. There were 13 complaints relating to Green Deal.

Each complaint was fully investigated by Elmhurst and, in most cases, once the complainant had been assured that the assessor had not made an error, guidance was issued on conventions, where appropriate.

The number of complaints received represents approximately one complaint in every 2630 certificates lodged and is therefore very low given the large number of EPCs produced by Elmhurst accredited assessors.

It should be noted that 7 assessors were 'struck off' from our Accreditation Scheme as a result of a breach of our Code of Conduct during the period 1st January 2015 to 31st December 2015.

Elmhurst's insurers received 3 claims for compensation over the twelve months, none of which is ongoing.



## CORE SOFTWARE RELEASES

**Green Check:** A smart web tool, allowing visitors to home improvement and energy efficiency product websites to complete a quick survey and understand the energy efficiency of their home.

**Released Jan 2015**

**GO Capture:** A professional evidence capture tool for Android, designed to catalogue photographic images, floor plans and notes during energy assessments. **Released Feb 2015**

**RdSAP GO:** For iOS & Android, enables DEAs to carry out energy calculations on existing domestic dwellings and produce energy performance certificates (EPCs) whilst on site. **Released Mar 2015**

**Design SAP 2012:** An upgrade to our existing SAP 2012 software to allow calculations in Scotland against Section 6 Scottish regulations. **Released Apr 2015**

**Green Deal GO:** For iOS & Android, Occupancy Assessment data, calculate savings, demonstrate Green Deal measures to the householder and now lodge a Green Deal Advice Report (GDAR), all in one visit. – **Jul 2015**

**Access Elmhurst:** An upgrade to the look and feel of our existing Access Elmhurst Members' Area, for ease of use and integration of web standards. **Released Aug 2015**

**Legionella:** Assessors can capture Legionella risk assessment data in the field and produce Legionella risk assessments online, along with a certificate of completion. **Released Sept 2015**

**U-Value Calculator:** Calculating U-Values for basement walls and floors, in accordance with BS EN ISO 13370 and a Kappa Value Calculator, for precise thermal mass calculations in SAP. **Released Dec 2015**

**Legionella GO:** For iOS, eliminates the need for paper-based assessment forms by replicating our existing Legionella risk assessment form within a mobile application for iPhone & iPad. **Released Dec 2015**

## Who's who at Elmhurst



### **Stephen O'Hara - Managing Director**

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 but is still directly involved with technical development. Stephen strongly believes in the value of good training and support.

### **Martyn Reed - Operations Director**

Martyn joined Elmhurst in July 2013 after working within the certification and consultancy industry for over 25 years. In his new role at Elmhurst he is in charge of: Existing Dwellings, New Build/On Construction, Non Domestic, Training, Software, IT, Quality Assurance, Administration, Sales and Marketing.



### **Paul Mayne - Business Manager, Existing Dwellings Business Unit**

Paul joined Elmhurst as Support Manager in November 2008 as Existing Dwellings Business Unit Manager. A qualified DEA, Paul is also a Chartered Surveyor who brings over twenty years of both domestic and commercial experience.

### **Amarpal Sihra - Business Manager, Non Domestic and On Construction**

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



### **Arthur Watt – Business Development Manager (Scotland and NI)**

Arthur is Business Development Manager for Scotland & Northern Ireland. He started working for Elmhurst in March 2008 and prior to this came from a background of over 30 years in Building Control in Scotland.

### **Vicki Gilbert – Business Development Manager**

Vicki joined the Elmhurst Team in August 2011 as the Business Development Manager. Vicki is well known in the Energy Rating Industry and holds extensive knowledge and experience of Commercial, New Build and Existing Dwellings.



### **Nicola Scott – Business Development Manager**

Nicola joined Elmhurst in June 2014 with a wide range of experience working in the Certification, Accreditation & Training Sectors. Nicola joined as Business Development Manager providing assistance for Elmhurst Members and new customers in the North of England and Wales.



## 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](mailto:enquiries@elmhurstenergy.co.uk)

**W:** [www.elmhurstenergy.co.uk](http://www.elmhurstenergy.co.uk)

### Scotland & Northern Ireland Office

PO Box 7044  
Fort William  
PH33 7WT

**T:** 01397 773 722

**F:** 08717 145 947

**E:** [scot&nienquiries@elmhurstenergy.co.uk](mailto:scot&nienquiries@elmhurstenergy.co.uk)

**W:** [www.elmhurstenergy.co.uk](http://www.elmhurstenergy.co.uk)