



elmhurst energy
systems

Elmhurst Energy Accreditation EPBD Schemes Annual Report 2014

Annual Scheme Report 2014

England, Wales and Northern Ireland



energy rating made easy

Foreword

To all our members

2014 was a roller coaster year for the energy assessment industry, but I believe that it's ending on a high with many opportunities ahead of us for 2015.

The major events for us here at Elmhurst were:

- Working with Government to try and make a success of Green Deal. A number of financial incentives were offered, under the name of Home Improvement Funds, which were certainly successful in raising awareness and consumer demand, they also managed to cause upset and ill feeling as the money was exhausted within hours of its release.
- ECO1 peaked, for us, in March / April but by December had tailed off. The design of ECO2 became the focus in November and December and there is optimism, from most, that it will stimulate demand for assessment in 2015 and 2016.
- The big news in the Non Domestic Sector was ESOS, the Energy Savings Opportunity Scheme, under which the largest companies in the UK are required to undertake an assessment of how they use energy and, by the end of 2015 have submitted that report to the Environment Agency. Elmhurst led the way and were first to offer ESOS Lead Assessor Training and in the first batch, alongside CIBSE, to have our Register of ESOS Lead Assessors approved by the Environment Agency.
- RdSAP 9.91 was replaced by RdSAP 9.92 which involved significant investment in new software and, because EPCs have been integrated into ECO and Green Deal, the complexity was immense. I am proud to say that the deployment was almost faultless and our reputation for quality was reinforced, whilst some of our competitors struggled.
- In the run up to the introduction of 9.92, BRE made a strategic decision to withdraw from offering EPBD accreditation. Elmhurst Energy were identified as an organisation with an appropriate level of technical competence and business ethics, to take over from them. The process commenced in November and was complete, for the Existing Dwellings strand, by 7th December. The feedback from BRE members has been superb and the vast majority are now very happy to be Elmhurst members.
- Elmhurst has chosen to differentiate itself by the accuracy of its software and the quality and availability of its technical support. Throughout the BRE integration and launch of RdSAP 9.92, we increased our staffing and with hard work maintained our target of that "90% of calls will be answered within 90 seconds", and, in fact there was only one week when the response rate "fell" to 95%.

I am proud of what Elmhurst has achieved in 2014 and am happy to introduce this report and confirm that it is an accurate record of activity for the period.

Stephen O'Hara
Managing Director

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Glossary

The following abbreviations are used throughout this report:

APEL Approved Prior Experiential Learning. A process which allows a candidate to receive formal recognition for skills and knowledge they already possess

BER Building Energy Rating

DCLG Department of Communities and Local Government

DEA Domestic Energy Assessor who is accredited to produce EPCs on existing dwellings

DEC Display Energy Certificate

EPBD European Performance of Buildings Directive

EPC Energy Performance Certificate

ESOS Energy Savings Opportunity Scheme

GDA Green Deal Advisor

GDAO Green Deal Advice Organisation

GDAR Green Deal Advice Report

GD ORB Green Deal Oversight and Registration Body

NDEA Non Domestic Energy Assessor

OCDEA On Construction Domestic Energy Assessor who is accredited to produce EPCs on new dwellings

PEA Predicted Energy Assessment. Produced for new dwellings whilst at the design stage

QA Quality Assurance

RDSAP Reduced Data SAP. The Government's specification for data collection and inference rules used when carrying out an energy assessment of an existing dwelling

RSL Registered Social Landlord

SAP Standard Assessment Procedure. The Government's specification for assessing the energy efficiency of a dwelling. Part of the National Calculation Methodology

SBEM Simplified Building Energy Model. The calculation engine, provided by the Government, which is used in the calculation of energy ratings and the production of EPCs for non-domestic properties

SME Small to medium enterprise

UKAS United Kingdom Accreditation Service

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) and Green Deal Advice Reports (GDARs) accurately for buildings across the UK. As well as a United Kingdom Accreditation Service (UKAS) Accredited Body for Green Deal Advice Certification, we are also audited by Government 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 and also the inventory clerk industry. 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 Mission

As a leading energy rating expert, our mission is to provide our customers with the highest quality, most authoritative energy rating products and services. This will promote energy efficiency and environmental responsibility amongst our customers and will support the development of their business.

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

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Elmhurst Energy Values

Values

The Elmhurst Team is bound by its commitment and passion for energy rating, we operate a modern approach to the way in which we approach business. Our values characterise the basis of our mission and the way we deal with our customers, colleagues and the wider industry. We believe these values are the reason for Elmhurst's exceptional level of customer retention and loyalty.

We are guided by clear values and standards in how we do business which is the reason Elmhurst enjoys an exceptional level of customer retention and loyalty.

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 the complexities of a fast moving market and regulatory environment which remain fundamentally simple to use - energy rating made easy.

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 rating industry, over 15 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 31st December 2014. Elmhurst offer a number of different accreditation strands through either qualification or APEL routes, please see table 1.

Table 1:

STRAND	TOTAL MEMBERSHIP
DEA	4422
NDEA Level 3	240
NDEA Level 4	417
NDEA (DECs)	283
OCDEA	853
TOTAL	6498

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LODGEMENTS

Between January and December 2014 Elmhurst has lodged a total of 524,617 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	459,481
OCDEA	43,393
NDEA	15,433
NDEA (DECs)	6,310

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.

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QA - EXISTING DWELLINGS

Table 3, below, details the total number of randomly selected EPCs audited, along with results, during the period **1st January 2014 to 31st December 2014** for the Elmhurst DEA accreditation strand.

Table 3:

NO. OF EPCS AUDITED	15755
% OF EPCS AUDITED	3.43
No of EPCs with a Result of 'Acceptable'	15205
No of Defective EPCs Required to be Replaced	550

The above figures demonstrate that, for this period, 96.5 % of the audited DEA EPCs were found to be within the accepted tolerance of +/- 5 SAP points, in line with DCLG's requirement that 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 2014 to 31st December 2014** for the Elmhurst OCDEA accreditation strand.

Table 4:

NO. OF EPCS AUDITED	1531
% OF EPCS AUDITED	3.53
No of EPCs with a Result of 'Acceptable'	1417
No of Defective EPCs Required to be Replaced	114

The above figures demonstrate that, for this period, 92.55 % of the audited OCDEA EPCs were found to be within the accepted tolerance of +/- 4% of DER. 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

Elmhurst Energy Accreditation Scheme - Review

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 2014 to 31st December 2014** for the Elmhurst NDEA accreditation strand.

Table 5:

NO. OF EPCS AUDITED	755
% OF EPCS AUDITED	4.89
No of EPCs with a Result of 'Acceptable'	650
No of Defective EPCs Required to be Replaced	105

For this period, 86.09% 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 kgCO₂/m² 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.

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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 2014 to 31st December 2014** for the Elmhurst DEC accreditation strand.

Table 6:

NO. OF DECS MONITORED	153
% OF DECS AUDITED	2.42
No of DECs with a Result of 'Acceptable'	127
No of Defective DECs Required to be Replaced	26

For this period, 83.0% 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 all EA 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.

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CUSTOMER SATISFACTION

Elmhurst received 130 complaints during the period **1st January 2014 to 31st December 2014** most of which were in respect to RdSAP EPCs. The majority of these complaints related to the methodology used, rather than the competency of the assessor. There were 16 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 4035 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 2014 to 31st December 2014.

Elmhurst's insurers received 25 claims for compensation over the twelve months, only one of which is still ongoing.

SOFTWARE RELEASES

- RdSAP 9.91 was replaced by RdSAP 9.92 in December 2014 for both web-based and mobile applications
- Green Deal Occupancy Assessment, Green Deal Improvement and Energy Companies Obligation (ECO) software was updated to be compatible with RdSAP 9.92
- Successful transition for our software partners with RdSAP 9.92 providing integrated solutions for customers
- SAP2012 software went live in April

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 eight teams including: Existing Dwellings, New Build/On Construction, Non Domestic, Training, Software, IT, Quality Assurance and Administration.



Stuart Dainton – Commercial Director

Stuart joined Elmhurst Energy as the Commercial Director in July 2013. He has a background working across the public, private and third sector developing new business, managing programmes and directing business ventures. He is responsible for sales, business development 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 for. A qualified DEA, Paul is also a Chartered Surveyor who brings over twenty years of both domestic and commercial.



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.

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