



Sterling Accreditation
setting the standard



ANNUAL REPORT
2016 / 7

About

Sterling Accreditation was established in 2009, to provide a high quality accreditation scheme to Energy Professionals. Every year we have continued to grow in strength and reputation as a scheme that delivers a high level of quality and support to its members. Our business objective is to enable and support our members in delivering quality assured services and accurate Energy Certificates on the Central Registers in England, Wales, Northern Ireland and Scotland for their customers.

Sterling has no other business objectives than stated above. We do not undertake energy assessments or deliver related services to the market. This is an important position, enabling Sterling to support its members without any conflict of interest arising.

Vision

- To continue 'Setting the standard'
- To work with our members and professional energy associations to deliver a high standard of service throughout the whole of the scheme; helping new members to deliver excellence at auditing
- To continue to raise awareness in the market place of the requirements associated with the Energy Performance of Buildings Directive.
- To listen and understand our members concerns and requirements and deliver services specific to their needs.

Review of the period

In this reporting period the country voted to exit the European Union, which created uncertainty in the marketplace. Thankfully the European regulations associated with Energy Certificates had been adopted into UK Law and therefore despite the move to withdraw the EU, the regulations would need to be complied with or face the associated fines for non compliance.

Despite this reassurance and valiant efforts, compliance with Air Conditioning regulations seemed to remain low, with suggestions that some would be prepared to risk fine over compliance. As a scheme we worked together with our members and clients to confirm legislation and compliance requirements with some success.

Our lodgement figures reflect a slight increase in some areas of the business and we have also increased slightly our share of the regional markets; something which we are always keen to improve.

We continue to work alongside the Governments Technical Steering and Cross Scheme Moderation Groups providing help and support where necessary to introduce a better and more informed working environment for our members.

I confirm that this report, as far as possible, gives an accurate representation of this year's activities and achievements.

Mike Gordon
Scheme Manager

Membership

The following table shows the number of applications received by strand:

Strand / Region	England & Wales	Northern Ireland	Scotland
DEC	1	1	
EPC (ND)	10		2
ACR	12	1	2
EPC (D)	6		1

The following table shows the number of active individuals by strand:

Strand / Region	England & Wales	Northern Ireland	Scotland
DEC	42		
EPC (ND)	74	3	35
ACR	98	11	19
EPC (D)	55	1	4

Lodgements

During the reporting period 1st October 2016 to 30th September 2017; the following Energy Certificates were lodged or registered through the Scheme.

Region	Total Lodged
England & Wales	21,108 (23,917)
Northern Ireland	284 (515)
Scotland	1,636 (1,997)

Lodged reports separated by Strand and Region

Strand / Region	England & Wales	Northern Ireland	Scotland
DEC	2,281 (1,740)	0 (49)	0
EPC (ND)	3,224 (3,584)	12 (59)	1,022 (1,597)
ACR	10,603 (7,700)	228 (344)	568 (357)
EPC (D)	5,000 (10,893)	12 (63)	43 (43)

**Brackets denote figures from previous reporting period.*

Quality Assurance

Sterling undertakes some QA on all lodgements to ensure a basic level of compliance. A heightened level of QA is undertaken on lodgements in accordance with the relevant DCLG SOR strand.

A feedback report is provided to all EAs who have had work quality checked regardless of whether it is a pass or fail. Feedback is used to help improve the work of individual EAs as well as informing our own needs to provide technical advice notes and CPD and to make an informed contribution to the various DCLG Conventions and TSG meetings.

A report on QA undertaken is provided to DCLG on a monthly basis.

All EPCs, DEC and ACIRs that fall outside the error rates specified in the SORs are corrected and re-lodged. In this reporting period we have undertaken quality checks on the lodgements in the various strands as follows:

Strand	Region	No. Called	% Called	No. Passed	% Pass
DEC	E&W	78	3.4%	50	64.1%
EPC (ND)	E&W	148	3.4%	111	75.0%
	NI	4	33.3%	3	75.0%
	Scotland	61	5.9%	42	68.8%
ACR	E&W	251	2.4%	222	88.4%
	NI	14	6.1%	12	85.7%
	Scotland	29	5.1%	27	93.1%
EPC (D)	E&W	172	3.4%	130	75.6%
	NI	4	33.3%	2	50.0%
	Scotland	7	16.2%	4	57.1%

Where the QA results are below DCLG Scheme Operating Requirements appropriate measures have been taken to address the various issues in order to redress the situation. All quality audits are undertaken by our team of QA Auditors and each EA is provided with a comprehensive feedback report regardless of whether the audit was a pass or failure. The work of our QAAs is moderated on a regular basis by our senior auditors.

Customer Satisfaction

In this reporting period we are very pleased to advise that we only received 2 complaints, only 1 of which related to a member of our scheme.
All complaints regardless of origin are always fully investigated.

Finance

Financial information will be provided on request to info@sterlingaccreditation.com

Contact Details

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