Sterling Accreditation
setting the standard

ANNUAL REPORT
2019/2020

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 service and support to its members.
Our sole business objective is to provide a high level of service and support to our members which facilities the registration of accurate Energy Certificates on the Central Registers for England, Wales, Northern Ireland and Scotland.
Sterling has no other business stream; we do not supply, allocate or provide work to any other organisation in the energy sector. This is an important position for us as it avoids any conflict of interest.

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; from helping new members to delivering excellence at auditing
To continue to push the compliance and awareness of the requirements associated with the Energy Performance of Buildings Directive.
To listen and understand our members requirements and deliver services specific to their needs.

Membership

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

Strand / Region	England & Wales	Northern Ireland	Scotland
DEC	1	0	0
EPC (ND)	3	0	0
ACR	6	1	1
EPC (D)	2	1	0

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

Strand / Region	England & Wales	Northern Ireland	Scotland
DEC	30	0	0
EPC (ND)	59	0	24
ACR	83	8	11
EPC (D)	49	0	4

Lodgements

During the reporting period 1st October 2019 to 30th September 2020; the following Energy Certificates were lodged or registered through the Scheme.

Region	Total Lodged
England & Wales	17,579 (21,669)
Northern Ireland	81 (202)
Scotland	1,138 (2,053)

Lodged reports separated by Strand and Region

Strand / Region	England & Wales	Northern Ireland	Scotland
DEC	989 (1,441)	0 (49)	0
EPC (ND)	2,935 (3,729)	0 (18)	859 (955)
ACR	8,586 (9,720)	81 (202)	244 (451)
EPC (D)	5,067 (6,779)	0 (12)	35 (647)

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, DECs 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	52	5.25%	39	75%
EPC (ND)	E&W	106	3.61%	81	76%
	NI	n/a			
	Scotland	30	3.49%	25	83%
ACR	E&W	180	2.10%	152	84%
	NI	9	11.11%	7	78%
	Scotland	16	6.5%	12	75%
EPC (D)	E&W	125	2.46%	94	75%
	NI	n/a			
	Scotland	4	11.43%	3	75%

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 1 complaint. 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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