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ASSESSMENT

Elmhurst Energy Accreditation EPBR Scheme Annual Report 2021 for England, Wales and Northern Ireland





Foreword

Welcome to the Elmhurst Energy 2021 report on its EPBR activities for England, Wales and Northern Ireland.

For most business and individuals 2021 was about getting on with it, during an uncertain backdrop of COVID and the regional variances that took place. However, the good news was that energy assessment was a market that was open to continue.

2021 was a year of consultations and calls for evidence from all the regional Governments, delays to strategies, but on a positive note ended with a path to net zero being laid late in the year around the time of the UN Climate Change conference in Glasgow in November.

After many years of Elmhurst attending many meetings and working groups around how to retrofit homes better, for the first time the ECO policy used a whole home approach, using PAS2035/30 – to think about a multi-measured approach to energy efficiency retrofit, rather than a singular focus on individual measures. There is still some way to go on this front, but an important milestone was reached. PAS2038 was also launched last year detailing good quality retrofit of Non-Domestic buildings, again this is something upon which to build upon.

At the tail end of 2021 the new SAP10 methodology and associated Building Regulations were released for England to be implemented in June 2022. With Wales and Northern Ireland also setting out updates through 2022, this has set the scene for a long overdue update to the old methodologies so that fuel prices, carbon factors as well as new innovation can be included moving forward. The updates will also include a new version of SBEM. Working groups are forming on the next version of RdSAP too. All this is very welcome news to ensure that energy assessments are as up-to-date as possible for the end consumer.

Markets

The demand for existing home EPCs showed continue bounce back from 2020, the total market is not quite at the heights of pre-Covid times, but there is certainly continued demand in the housing market, but agents suggest that there is not enough supply to meet the demand from buyers, leading to increasing prices for purchasers.

New Homes continued to recover without ever hitting the total size of the market pre-Covid; this has anecdotally been put down to a huge variety of reasons, including the likes of supply chain issues, lack of skilled people, Brexit etc. The overall market however is still very good and targets being set by Government as well as demand from consumers show this market to be in a very strong position.



Non domestic energy assessment continued to be the slowest market to return to pre-covid numbers, but certainly through the autumn and winter months this market showed the strongest growth, with members finding themselves extremely busy towards the end of the year; This will continue into 2022.

Despite the back drop, we believe that it was still a good time to be an energy assessor. Many of us are benefiting from the buoyant house sales market, the government is committed to increase new house building to 300,000 per annum and now there may be even bigger opportunities ahead as illustrated by proposed legislation for lenders to declare the EPC rating of their mortgaged properties, together with tougher requirements in the private rental sector and even possible obligations on owner occupied dwellings.

The race to net zero can only be delivered if we first measure the energy efficiency of all our buildings, hence why energy assessors will be delighted to see the new methodologies this year to ensure that they use up to date figures delivering great information to building occupants and owners. We hope that as a nation we move to the next phase of encouraging good quality retrofit to our buildings to use less energy in the first place.

I wish you all a healthy and prosperous 2022 and thank you for being members, customers and supporters of Elmhurst Energy.

Stuart Fairlie C.Build E MCABE
Managing Director
Elmhurst Energy Systems Ltd





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. We are 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 the Department for Levelling Up, Housing and Communities (DLUHC, formerly known as 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, the operational rating of public buildings and air conditioning inspection reports. 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 2021. Elmhurst offer a number of different accreditation strands through either qualification or APEL routes.

Table 1a:

STRAND	TOTAL MEMBERSHIP
DEA	4,609
OCDEA	987
NDEA L3	795
NDEA L4	591
NDEA L5	69
DEC	322
ACEA	21
TOTAL	7,394



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LODGEMENTS

Between January and December 2020 Elmhurst has lodged a total of 1,027,366 Energy Certificates across all strands. The table below outlines total lodgments for this period.

Table 2:

STRAND	TOTAL LODGEMENTS
DEA	804,871
OCDEA	161,628
NDEA	46,383
DEC	14,063
ACEA	421

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.



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EXISTING DWELLINGS

Table 3 details the total number of EPCs called for audit, during the period **1st January 2021 to 31st December 2021** for the Elmhurst DEA accreditation strand.

Table 3:
England & Wales

NUMBER OF EPCS CALLED FOR AUDIT	16,724
% OF EPCS CALLED FOR AUDIT	2.11%

Northern Ireland

NUMBER OF EPCS CALLED FOR AUDIT	518
% OF EPCS CALLED FOR AUDIT	3.59%

NEWLY CONSTRUCTED DWELLINGS

Table 4 details the total number of EPCs audited, along with results, during the period **1st January 2021 to 31st December 2021** for the Elmhurst OCDEA accreditation strand.

Table 4:
England & Wales

NUMBER OF EPCS CALLED FOR AUDIT	3,174
% OF EPCS CALLED FOR AUDIT	2.03%

Northern Ireland

NUMBER OF EPCS CALLED FOR AUDIT	164
% OF EPCS CALLED FOR AUDIT	2.84%





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NON-DOMESTIC BUILDINGS

Table 5, below, details the total number of EPCs audited, along with results, during the period **1st January 2021 to 31st December 2021** for the Elmhurst NDEA accreditation strand.

Table 5:

England & Wales (Level 3 & 4)

NUMBER OF EPCS CALLED FOR AUDIT	945
% OF EPCS CALLED FOR AUDIT	2.07%

England & Wales (Level 5)

NUMBER OF EPCS CALLED FOR AUDIT	14
% OF EPCS CALLED FOR AUDIT	13.86%

Northern Ireland (Level 3 & 4)

NUMBER OF EPCS CALLED FOR AUDIT	53
% OF EPCS CALLED FOR AUDIT	7.94%

PUBLIC BUILDINGS (DECs)

Table 6, below, details the total number of DECs audited, along with results, during the period **1st January 2021 to 31st December 2021** for the Elmhurst DEC accreditation strand.

Table 6:

England & Wales

NUMBER OF EPCS CALLED FOR AUDIT	300
% OF EPCS CALLED FOR AUDIT	2.16%

Northern Ireland

NUMBER OF EPCS AUDITED	5
% OF EPCS AUDITED	2.64%



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AIR CONDITIONING

Table 7, below, details the total number of ACIRs audited, along with results, during the period **1st January 2021 to 31st December 2021** for the Elmhurst ACEA accreditation strand.

Table 7:
England & Wales

NUMBER OF EPCS AUDITED	15
% OF EPCS AUDITED	3.56%

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 including 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.



Elmhurst Energy Accreditation Scheme – Review

CUSTOMER SATISFACTION

Elmhurst received 192 complaints during the period 1st January 2021 to 31st December 2021, 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. Each complaint was fully investigated by Elmhurst and appropriate corrective and preventive action taken.

Four members had their accreditation revoked as a result of breaches of our Code of Conduct during 2021.

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 2021 our average Net Promoter Score was 64, 14% improvement on 2020, and a score that is associated with the world's best companies.



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CORE SOFTWARE RELEASES

Aircon Online

At Elmhurst, we are driving the market for Air Conditioning Inspectors through investment in cutting edge software and by using our influence within the industry to drive more attention to the sector.

Developed a new product, 'Aircon Online', which allows our Air Conditioning inspectors to complete on-site data entry using a modern, simple and easy to use interface and produce an Air Conditioning Inspection Report and certificate in line with TM44 methodology.

Condition Report Online

Produced a new product 'Condition Report Online', as part of our Retrofit offering for retrofit assessors and coordinators, enabling them to collect all the information and evidence they need to produce a condition report while onsite.

Coordinator Online

Elmhurst Accredited Retrofit Coordinators, will have access to our online Retrofit Coordinator Tool, which enables the creation, development and lodgement of Retrofit Plans to the TrustMark Data Warehouse. The tool builds on TrustMark's basic software solution, by delivering a much smarter user interface, and additional features for quicker and easier data entry.

Retrofit QA

Developed an in house solution for managing Elmhurst schemes auditing requirements for this retrofit strand. This will ensure members are assisted through this process and help them to provide quality and accurate reports to the home owner.

REACT Components

Developed a set of standardised, reusable User Interface components, to construct our software application user interfaces. This will allow Elmhurst to produce software more quickly, whilst also providing members with a unified and consistent user experience.





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 – Group 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. In 2021 he took on the role of Group MD.



Stuart Fairlie – Managing Director

Stuart joined Elmhurst in 1999 and has held many positions in the Training and Development areas of the business, becoming Technical Director in April 2017 and then taking over as Managing Director in 2021.



Josh Wakeling – Head of Technical

With a background in commercial energy assessment, Josh brings plenty of understanding to the role of Head of Technical, where he leads the efficient and effective day-to-day delivery of technical and knowledge based products and services.



James Gill – Head of IT

James joined Elmhurst's DEA support team in 2012, having previously been a DEA for a leading regional estate agent. He became a Business Analyst in 2014 and Business Analyst Manager in 2018. In 2021 he was appointed Head of IT.





Lesley Asprey – Accreditation Manager

Lesley joined Elmhurst in 2007 as part of the training and accreditation department. Having gained a wealth of knowledge in our industry, Lesley now manages a team that administrates accreditation and certification provision for our EPBR and competent person schemes.



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.





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