

Quidos

Excellence in Efficiency

Quidos Accreditation Scheme Annual Report 2021/22



Reporting Period: October 2021 to September 2022 www.quidos.co.uk

Contents

Table of Contents

1.	Foreword	3
2.	Glossary	4
3.	Review of the Period	6
4.	Membership	6
5.	Lodgements	7
6.	Quality Assurance	8
8.	CPD	9
9.	Data integrity	9
10.	Finance	9
11.	The Future	10
12.	The Team	14
13.	Contact Details	15

1. Foreword

Does anyone else feel like we are now on a positive roll? Of course there will be certain barriers, walls that we need to get over, however the need for change is picking up the speed. The realisation that we are not prepared with our inefficient buildings is now about to hit us hard with the rise in fuel costs on the lead up to Winter. I feel like we have just got on an adult roller coaster ride after being on children's coasters for years, with the foot firmly down on the accelerator! Despite the worrying Winter ahead, one thing I feel certain about is that our members are starting to become even busier.

As a company, Quidos are very proud to be fully involved in the changes and developments that are ahead. We are hopeful that all the Governments (States of Jersey included) are now starting to take climate change seriously and reframe our approach to environmental protection, with a plan to offer a systematically designed structure of incentives to encourage innovation and problem solving. We are very supportive of this and as mentioned above, we expect to progress at a swifter pace now that we can see the damage we are causing by us not putting our planet first.

Quidos will continue to be a voice for our members in advocating the importance of their role within the industry, that energy reports are regarded as important, and they act as a catalyst in improving energy efficiency and reducing carbon emissions. We believe specifically that EPCs should be utilised for further good and used as a valuable set of data to improve our properties. This will however mean that change is required in the methodology, which Quidos wholly support.

Quidos value the opinions of our members and understand the need for close communications. We realise that for our energy assessors this is their livelihood, and as such we aim to ensure we offer the very best in support and provide a deliverable product. The idea of assessor first is more than ever at the forefront of our thinking. At the peak of this roller coaster, we intend to be the seat belt that is there as needed for our Assessors.

Quidos are an active member of PEPA (Property Energy Professionals Association) and attend several working groups dealing with various Government departments, our foot is firmly in the door when it comes to being part of the future and any progressive change. All Schemes are productively working together to achieve our goals and have an impact on obtaining the target of Net Zero carbon, as well as promoting better quality and compliance.

Quidos look back at the last year knowing that the year ahead will be busier and have a greater impact, we look forward to future developments the Energy Industry has to offer and plan to work with our assessors to achieve great things. There are also several projects we have been sitting on due for release in early 2023 so hold on to your seats! We have so much to achieve and swiftly!

Catherine Garrido

2. Glossary

The following abbreviations are used throughout this report.

AIRS	Air Conditioning Inspection Reporting System
ACEA L3	Level 3 Air Conditioning Energy Assessor – an individual accredited to produce ACRs for Packaged Systems. Typically systems with an effective rated output less than 250kW
ACEA L4	Level 4 Air Conditioning Energy Assessor – an individual accredited to produce ACRs for Centralised or Complex systems.
ACR	Air Conditioning Inspection Report
APEL	Accreditation of Prior Experiential Learning - a process that enables people to receive formal recognition for skills and knowledge they already possess.
AR	Advisory Report, produced in association with a DEC
CLG	Department of Communities and Local Government
CPD	Continuous Professional Development, the process whereby a professional will continually educate themselves to keep up to date with relevant industry developments.
DEA	Domestic Energy Assessor, an individual who is to produce EPC on existing dwellings.
DEC	Display Energy Certificate
DECC	Department of Energy and Climate Change
EPBD	The Directive on the energy performance of buildings (EPBD) is the Directive 2002/91/EC (EPBD, 2003) of the European Parliament and Council on energy efficiency of buildings
EPC	Energy Performance Certificate
GDA	Green Deal Advisor
NDEA	Non Domestic Energy Assessor, an individual accredited to produce an EPC on non-dwellings that are defined as Level 3, 4, or 5
NDEPC L3	Level 3 Non Domestic EPC. A report produced on a non-dwelling that has relatively straightforward building services, typically small buildings
NDEPC L4	Level 4 Non Domestic EPC. A report produced on a non-dwelling characterised by complex building services, typically purpose built buildings
NDEPC L5	Level 5 Non Domestic EPC. A report produced on larger non-domestic buildings that are complex in shape and construct.
OCDEA	On-Construction Domestic Energy Assessor, accredited to produce OCEPC.
OCEPC	On-Construction EPC, produced by an OCDEA for a dwelling that has just been built using the full SAP calculation methodology.
PBEA	Public Building Energy Assessor, accredited to undertake DEC and associated AR
QA	Quality Assurance
RBAS	Risk Based Auditing Selection
RdSAP	Reduced Data SAP; specification for data collection and inference rules to be applied when assessing an existing dwelling.
Retrofit Assessment	Retrofit Assessments are carried out by Retrofit Assessors comprising of a collection of RdSAP data, a condition report and Occupancy assessment as set out in the PAS2035.
Retrofit	

Quidos Accreditation Scheme Annual Report 2021-2022

Projects	Retrofit Project is project managed by a Retrofit Coordinator and consist of documentation from several roles within the retrofit process.
RR	Recommendation Report, provided in association with an NDEPC.
SAP	Standard Assessment Procedure; Government specification for assessing the energy efficiency of a dwelling.
SBEM	Simplified Building Energy Model, the Government provided calculation engine used in the calculation of energy ratings and the production of EPC for non-dwellings.
S63	Section 63 Advisor

3. Review of the Period

2021 – 2022 has been fast paced for Quidos Accreditation Scheme, the UK is preparing itself for the Winter ahead and the expected move towards more intense retrofit in 2023. We are able to reflect on the last year knowing that the future remains positive and we learn from the previous period.

Some highlights in relations to lodgements:

- Domestic lodgements have remained stable throughout this period however we expect this to be higher going forward.
- Commercial lodgements have had a steep growth through out the year and we expect that this will grow through to 2023 as our commercial member number has increased.
- SAP lodgements we experienced a slight decrease however our sister company is soon to be approved for SAP10 and we expect that this will have a positive impact for our OCDEAs and those that use the JPA software.
- Both Air Con and DEC lodgements have increased steadily over this period matching the industry trend.

Separately we have seen a trend in auditing also, the percentage pass has increased quite dramatically, this we attribute to additional technical support as well the amount technical information available to members that has also increased. The plan for 2023 is to increase our QA and technical team even further to expand on our retrofit and commercial support.

There is still concerns over the quality of Retrofit assessments being pushed out and we are in close conversations with TrustMark and the Working Groups as to the areas of weakness and how we can guide our members.

As always, quality has been at the heart of our Scheme, and continues to form an integral part of our operational basis, driving forward to ensure consistency of quality amongst our accredited members, through thorough Quality Assurance Checks, at both assessor and end user levels. At Quidos we consistently adapt to the needs of the market, and by staying true to our core strengths; solid customer service and dynamism, we can develop our services to best serve the ever-changing needs of both our members and the market as a whole.

4. Membership

Our Accreditation Scheme is approved for the accreditation of EPC for both new build and existing dwellings, EPC for Level 3, 4, and 5 non-domestic (commercial) properties; DEC's and Advisory Reports for public buildings; and Air Conditioning Level 3 and 4 Inspections. As well as Section63, legionella assessors, retrofit assessors and coordinators.

Quidos Accreditation Scheme Annual Report 2021-2022

Quidos are also an approved accreditation scheme for the States of Jersey for Domestic EPC reports, with an addition of commercial lodgement scheme at the start of 2023 planned.

The future growth we expect to be both in the EPC and Retrofit markets with the rise in interest of the general public as well as due to the outcome of new funding schemes. There has been steady growth this year in Quidos members across the strands.

Membership Status 01/10/2021 ~ 30/09/2022							
Status	DEA RdSAP	NDEA	PBEA	AC	DEA SAP	Retrofit Assessors	Retrofit Coordinator
Active Members	619	119	37	40	70	18	5

*Note Active figures for each strand are based upon those on 30/09/2022.

5. Lodgements

Quidos lodgements have been steady in numbers across the domestic and commercial strands over this reporting period. We expect the numbers below to rise as demand increases now that the Governments are taking action to address the issues with the need to retrofit. The plan at present by the UK Government, is to use EPC ratings within future legislation as well Retrofit Plans. This also appears to be the case with the involvement of lenders. This will have an impact on our members and we will keep our members abreast of any developments as they are released.

Lodgements					
Month	Domestic RdSAP	Commercial (NDEPC)	DEC & AR	ACR	Domestic SAP
Oct-21	10897	652	131	153	373
Nov-21	11238	467	184	88	524
Dec-21	7538	667	187	253	326
Jan-22	9206	658	161	181	365
Feb-22	10721	807	177	138	424
Mar-22	13122	893	171	131	621
Apr-22	10936	819	169	142	430
May-22	12362	918	161	150	921
Jun-22	11518	904	150	176	393
Jul-22	11864	996	159	174	412
Aug-22	12010	1010	124	77	567
Sep-22	11617	1080	143	102	638
Total	133029	9871	1917	1765	5994

Quality Assurance

Quidos carries out its auditing regime to comply with the latest Scheme Operating Requirements owned by DLUHC and Operating Framework Scotland regulatory requirements. For Retrofit, we audit to comply with the Trustmark Framework Operating Requirements. As a Scheme we feel we go above and beyond to ensure quality and accuracy.

The risk-based auditing selections for assessments strands, which are also known as smart audits, fundamentally shift away from blind audit selection to intelligence-led selections based on known risk criteria.

We have also noted that these new processes have changed the mentality of assessors, who now are more cautious prior to lodgement, particularly if they are at risk of triggering an additional audit. Slowly but surely, we are increasing the audit pass rates and will continue to strive for this.

QA Checks

<u>Strand</u>	<u>Audited</u>	<u>Within acceptable error margin</u>	<u>Failed</u>	<u>Pass %</u>
<u>Domestic EPC</u>	<u>2812</u>	<u>1520</u>	<u>1292</u>	<u>54.0</u>
<u>On Construction (SAP) EPC</u>	<u>126</u>	<u>91</u>	<u>35</u>	<u>72.2</u>
<u>Non-Domestic EPC</u>	<u>227</u>	<u>124</u>	<u>103</u>	<u>54.6</u>
<u>DEC</u>	<u>50</u>	<u>37</u>	<u>13</u>	<u>74</u>
<u>ACEA</u>	<u>53</u>	<u>47</u>	<u>3</u>	<u>88</u>
<u>Retrofit Coordinator</u>	<u>25</u>	<u>6</u>	<u>19</u>	<u>24</u>
<u>Retrofit Assessor</u>	<u>20</u>	<u>8</u>	<u>12</u>	<u>40</u>

All reports that fall outside the acceptable error margin are corrected and re-lodged. Assessors are then placed on follow on QA auditing to determine where remedial action is necessary. As a scheme, we go just over the 2% auditing requirement on each strand.

Quality standards are constantly being scrutinised and any updates continually being fed back into training, whether this is training carried out by our staff members or passed on through the training we provide. Any updates are also then input in our procedures and technical bulletins.

6. Complaints

We received a hundred and twenty-three complaints regarding the perceived quality of RdSAP EPCs, SAP reports, Commercial reports or the behaviour of an accredited assessor. The majority

Quidos Accreditation Scheme Annual Report 2021-2022

of these complaints relate to the reduced methodology as well as the competency of the assessor. This complaint figure has risen substantially from last year and we believe this to be due to the change of attitude of the public of how important the energy efficiency of their properties are. It has been noted that it is becoming even more prevalent that both property owners and other assessors are questioning the quality of EPCs.

Quidos welcome questioning of EPC accuracy and ability of Assessors, as we aim to improve quality across the sector. We see this as a massive step to achieving a higher quality of EPCs in the industry.

Each complaint is fully investigated, and appropriate action taken where necessary to achieve a resolution. Complaints are categorised by strand and level of seriousness. Our complaints procedure and Assessors code of conduct are available on our website.

7. CPD

Quidos energy assessors are required to undertake a minimum of 10 hours (plus 5 hours for every extra strand) of suitable CPD to ensure that they remain competent and up to date with the skills needed for producing energy assessments. We insist on evidence of the acquired CPD upon each assessor's CPD anniversary date to be uploaded to our secure area.

We have produced many online CPD modules that cover all strands, which are available to both our members and non-members. The topics are wide ranging, and cover such topics as how to pass a domestic audit, floor plan training, Legionella assessments and lease plan. All our CPD modules are online. The future plan is to put on more workshops to cater for those wanting face to face classroom learning as well as increase the online module content.

8. Data integrity

We operate various software applications to store, manipulate, and process data. All our applications and data are hosted with Amazon Data Services in a secure London based data centre. The Amazon EC2 SLA can be seen here <https://aws.amazon.com/ec2/sla/> and commits to a monthly uptime of 99.95%.

All data is backed up every 24 hours as a minimum with a 14 day retention period. Data security is critical, and only those with appropriate access can investigate or update sensitive information.

10. Finance

All company accounts information can be found on Companies House under the Registration number 5665301.

11. Our Vision of the Future

Quidos are looking forward to progressing within the industry and showing what developments we have in store for 2023. Although a slow progression, we have seen a change over the last twelve months especially change within the general public's attitude towards the Energy Efficiency of their properties. More recently we have heard of the strong and substantial fears of people nervous for the Winter we are heading into and how they are going to be able to afford to heat their homes.

We envisage this will have a dramatic impact on how we both use of properties but also show how much retrofitting of properties needs to be carried out to improve both UK domestic and commercial buildings.

There has also been movement from lenders due to requirements placed on them. Quidos feel that going forward lenders will steer the way and we hope will provide a solution for property owners to update their properties to become more energy efficient in the form of finance options. We feel this is a solution to a problem of getting improvements done swiftly and cost effectively.

In terms of Quidos internally, there will be a main focus on the expansion of the training department and CPD will be expanded to include different topics covering the three Schemes we run, the FGAS Register, Salus Certification and Quidos Accreditation Scheme. These will include more face to face training, classroom interactive workshops, as well as online webinars. We look forward to sharing these positive developments with our members and the industry alike throughout the course of the coming year.

Quidos will maintain and encourage the promotion of the compliance campaign with the assistance of local authorities and hope that other Schemes will join Quidos in this aim to see compliance levels and awareness increase through into 2023, across all strands of Energy Assessment. As a member of PEPA we aim for all Schemes to work together in a productive manner and are proud of the collaborative work we have achieved so far.

Quidos will be more present in 2023, whether this be by attending more events or having more interaction with our members and supporting them in what they do. Keep a look out for what we are doing in our Quidos community!

We look forward to the forthcoming 12 months, how the Energy Industry will evolve and how new policy will impact our main goals towards reaching Net Zero to improving our current building stock. As an Accreditation Scheme heavily involved in several working groups we are playing our part in the future of the energy industry on the Energy Assessors behalf. Quidos continues to be a vocal advocate of quality principles through EASOB (Energy Assessor Scheme Operating Board), various working groups, PEPA, and in dealing with Government. We will also continue to develop and adapt innovative approaches to software development.

Quidos prides itself on instilling principles of quality within our industry and have strong opinions that quality should not just be a tick box exercise but a clear progressive pathway to ensure that Quidos-accredited assessors can continue to produce consistent, compliant reports, serving the best needs of their clients.

12. The Team

Managing Director:	Philip Salaman
Operations Director:	Catherine Garrido
Accreditation Manager:	Katrina Penny
CTO:	Chris Barrington
Scheme Manager:	Grace Wemyss
Technical Director:	Billy Say
Accreditation Administrator:	Lorna Buechner
Scheme Administrator:	Maya Willova
Energy Calculation Development Lead:	David Jones
Technical Coordinator:	Alex Marcelle
Development Team Leader:	Joshua Knauer
Front End Developer:	Hanna Ponomorenko
Administrator:	Lucie Strawson
Marketing Coordinator:	Georgina Morse
Accounts Manager:	Dorota Wiechec
Credit Controller	Nicola Ingram

13. Contact Details

Quidos Accreditation Scheme Annual Report 2021-2022

Quidos can be contacted by any of the following means:

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