

# Quidos

## Quidos Accreditation Scheme Annual Report 2016/17



Reporting Period: October 2016 to September 2017 [www.quidos.co.uk](http://www.quidos.co.uk)

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## 1. Foreword

The effects of the British decision to withdraw from the European Union has left an uncertainty within the industry and this appears to be being extended as the process of leaving is still unsure. Quidos do however feel that this will have very little impact on the requirements and the importance of EPCs will remain stronger than ever. It is expected that the 'environment' will be a strong topic for consideration for future policy.

The outcome of the Bonfield review provided 27 recommendations that included the inclusion of a data warehouse and information hub, with which we will be closely be working in the progression of as well the element of taking new approaches to engaging with consumers. The recommendation of a Quality Mark we believe will have a positive impact on our energy assessors. We will endeavour to keep all of our members updated with any new developments and how we are participating with future movements.

We are very confident in this industry, but it will require the dedication and support of the main inputs, namely the government, the accreditation schemes, and the assessors alike. We have seen a slight change in government thinking, however there will be an impact from the decision to leave the EU. We are hopeful for positive change however will make sure we will be representative of your voices.

At the forefront of our Scheme is customer service, Quidos value the opinions of their members. 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.

Quidos have participated in numerous government meetings to promote better quality and compliance including newly focused auditing with the intention of eliminating inaccurate EPCs within the industry.

Quidos' reputation as an auditing institution stands or falls with the quality of its products.

We look forward to the coming year and face any developments the Energy Industry has to offer.

Philip Salaman, Managing Director  
December 2017

## 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
RdSAP	Reduced Data SAP; specification for data collection and inference rules to be applied when assessing an existing dwelling.
RR	Recommendation Report, provided in association with an NDEPC.
SAP	Standard Assessment Procedure; Government specification for assessing the energy

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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

Quidos Accreditation Scheme is a government approved accreditation scheme, providing licensing for a number of energy assessment related fields including domestic, commercial, air conditioning and public building energy assessors as well as Section 63 assessors and legionella risk assessors.

2016 – 2017 has been an interesting and challenging year for Quidos Accreditation Scheme due to the ever changing industry. The result of BREXIT and the leaving of the EU has caused a jolt the industry, this has caused an uneasiness in the industry however we are optimistic that the value of the EPC will just build in strength.

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, dynamism, ingenuity, we are able to flex and mould our services to best serve the ever changing needs of both our members and the market as a whole.

### 4. Membership

Quidos has seen membership numbers stay steady in the period 2016 – 2017, in comparison to the previous year. We have however slightly decreased membership numbers in the commercial sector.

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; DECs and Advisory Reports for public buildings; and Air Conditioning Level 3 and 4 Inspections. As well as Section63 Assessors and Legionella Assessors.

Quidos still maintains a membership fee per assessor, as such we typically only have Energy

<b>Membership Status 01/10/2016 ~ 30/09/2017</b>									
Status	DEA RDSAP	NDEA L3	NDEA L4	NDEA L5	PBEA	AC L3	AC L4	DEA SAP	Total
Active Members	670	48	103	7	49	17	48	17	959

Assessors that are actively lodging reports, and hence we have very few dormant accounts. Membership includes insurance cover for all lodgements.

\*Note Active figures for each strand are based upon those on 30/09/2017

## 5. Lodgements

National lodgement figures have seen a steady increase in numbers when compared to those of 2015-16. We forecast this to continue in the coming year.

<b>Lodgements</b>					
<b>Month</b>	<b>Domestic RdSAP</b>	<b>Commercial (NDEPC)</b>	<b>DEC &amp; AR</b>	<b>ACR</b>	<b>Domestic SAP</b>
<b>Oct-16</b>	8,079	891	525	141	29
<b>Nov-16</b>	7,998	891	525	141	69
<b>Dec-16</b>	5,354	655	497	167	27
<b>Jan-17</b>	6,952	569	508	101	25
<b>Feb-17</b>	7,680	665	518	155	43
<b>Mar-17</b>	9,156	853	481	98	15
<b>Apr-17</b>	6,946	694	368	70	6
<b>May-17</b>	7,239	916	358	123	28
<b>Jun-17</b>	6,819	959	872	135	33
<b>Jul-17</b>	6,868	938	542	87	22
<b>Aug-17</b>	6,456	923	502	139	51
<b>Sep-17</b>	6,211	880	412	162	42
<b>Total</b>	<b>85,758</b>	<b>9,834</b>	<b>6108</b>	<b>1,519</b>	<b>390</b>
<b>Mean (per assessor)</b>	<b>128</b>	<b>96</b>	<b>127</b>	<b>32</b>	<b>24</b>

## 6. Quality Assurance

Quidos views the quality of the output of our accredited assessors as essential to the quality of the scheme. As any engineer will agree, the quality of the input into a process directly affects the quality of the output. Quidos audit performance, to ensure compliance with the latest DCLG and Operating Framework Scotland regulatory requirements.

### QA Checks

Quidos aims to exceed the minimum of 2% Quality Audits for each strand of energy assessment, in line with the latest Scheme Operating Requirements and Operating Framework Scotland. In line with the Scheme Operating Requirements the auditing year runs from December – November and so the figures shown here do not cover a full auditing year.

Strand	Within acceptable error margin	% of audited	Failed	% of audited
Domestic (EPC)	566	84.7%	102	15.3%
Commercial EPC	71	56.8%	54	43.2%
DEC	43	69.4%	19	30.6%
ACEA	28	73.7%	10	26.3%

Our QA procedure is rigorous and a process we feel strongly about, in that we insist on all supporting evidence to supplement the audit process. We have a robust online platform that assists our QA procedures and maintains details of all QA checks and feedback. QA is carried out via random sampling as detailed in DCLG’s EPBD Scheme Operating Requirements as well as targeted auditing.

All reports that fall outside the acceptable error margin are corrected and re-lodged. Assessors are then placed on Targeted QA procedures to determine where remedial action is necessary.

The wealth of knowledge we are building of quality standards is continually being fed back into our training department, to improve scheme documents, update technical bulletins and critically into development of new CPD events.

## 7. Complaints



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We received thirty four complaints regarding the perceived quality of RdSAP EPCs, or the behaviour of an accredited assessor. The majority of these complaints however related to the methodology, rather than the competency of the assessor. Each complaint was fully investigated, and appropriate action was taken where necessary to achieve a resolution. It is our belief that education is the major issue, with a lack of understanding as to the assumptions in Reduced data SAP.

Complaints are categorised by strand and level of seriousness. Our complaints procedure and resultant actions to be taken are detailed in the Quidos Code of Conduct and details are available on our website.

## **8. CPD**

Quidos energy assessors are required to undertake a minimum of 10 hours (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 accreditation renewal date.

We have provided numerous CPD events, which are available to both our members and non-members to attend. 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 apart from the DEA masterclass which we hold at a designated venue.

## **9. 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

The latest published audited statutory accounts for Quidos Ltd

### Profit and Loss Account

for the period ended 31 July 2016

	2017	2016
	£	£
<b>Turnover</b>	<b>1,216,620</b>	<b>1,200,247</b>
Cost of Sales	(524,688)	(504,993)
<b>Gross profit</b>	<b>691,932</b>	<b>695,254</b>
Administrative expenses	(735,663)	(662,966)
Other operating income	6,269	-
<b>Operating profit/(loss)</b>	<b>(37,462)</b>	<b>32,288</b>
	161	-
Other interest receivable and similar income	(1,583)	(80)
<b>Profit/(Loss) on ordinary activities before taxation</b>	<b>(38,884)</b>	<b>32,208</b>
Tax on profit or loss on ordinary activities	-	-
<b>Profit/(Loss) for the financial period</b>	<b>(38,884)</b>	<b>32,208</b>

## Balance Sheet

As at 31 July 2017

	2017	2016
	£	£
<b>Fixed assets</b>		
Tangible Assets	1,934	1,141
Investments		4,885
	<u>1,934</u>	<u>6,026</u>
<b>Current assets</b>		
Debtors	739,662	764,670
Cash at bank and in hand	39,167	18,559
	778,829	783,229
<b>Creditors: amount falling due within one year</b>	(291,677)	(285,086)
	<u>487,152</u>	<u>498,143</u>
<b>Net current assets / (liabilities)</b>		
	<u>489,086</u>	504,169
<b>Total assets less current liabilities</b>		
<b>Creditors: amounts falling due after more than one year</b>	(65,801)	(42,000)
<b>Net assets / (liabilities)</b>	423,285	462,169
	<u>423,285</u>	<u>462,169</u>
<b>Capital and reserves</b>		
Called up share capital	1000	1,000
Profit and loss account	68,440	107,324
<b>Shareholders' funds</b>	423,285	462,169
	<u>423,285</u>	<u>462,169</u>

## 11. Our Vision of the Future

Quidos look forward to the positive developments the end of 2017 holds and the fresh start of 2018. As ever our focus is on delivering a quality service to our members, both existing and prospective.

One of Quidos' main objectives for 2018 is to focus on fulfilling the needs of the customer and carrying out further research in to what our members need. This includes expansion of the training courses and CPD modules we provide, to include different topics covering the three Schemes we run, the FGAS Register, ACDC Register and Quidos Accreditation Scheme. We look forward to sharing these positive developments with our members and the industry alike throughout the course of the 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 throughout the course of 2017/2018, across all strands of Energy Assessment.

We look forward to the forthcoming 12 months and how the Energy Industry is evolving in relation to the potential impact of Brexit and possible new legislation. As an Accreditation Scheme heavily involved in several working groups we are playing our part in the future of the energy industry on your behalf.

We await the finalised update of the Domestic Scheme Operating Requirements expected in early 2018. This will have a major impact on Schemes and hopefully a positive impact on the industry standards.

Quidos has always prided itself on developing and instilling the principles of quality within our membership and the Industry as a whole. Quality should not just be a box to be ticked or something you pay lip service to, but a clear pathway to ensure that Quidos-accredited assessors can continue to produce consistent, compliant reports, serving the best needs of their clients.

Quidos has, and continues, to be a vocal proponent of quality principles through membership of the Cross-Scheme Moderation Group, PEPA, and in dealing with Government. We will also continue to develop and adapt innovative approaches to software development.

## 12.The Team

Managing Director:	Philip Salaman
Head of Compliance :	Catherine Garrido
Senior Administrator:	Sarah Rigby
Administrative Assistant:	Holly Sadler-McConnachie
Technical Support Administrator:	Billy Say
QA Scheme Manager:	David Jones
Head of Marketing:	Nick Lowry
Marketing Co-ordinator:	Louise Mudge
Accounts Assistant:	George Blewer

## 13.Contact Details

Quidos can be contacted by any of the following means:

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