

Quidos

Quidos Accreditation Scheme Annual Report 2017/18



Reporting Period: October 2017 to September 2018 www.quidos.co.uk

Contents

Table of Contents

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

1. Foreword

The last year has seen a great deal of forward thinking in the Energy Assessment Industry. Whilst the effects of the decision to withdraw from the European Union has left an uncertainty within the industry, we are hopeful that the UK will take on the current EU Green Laws and there will be minimal impact on our route targets. With Quidos being a valued member of PEPA (Property Energy Professionals Association) and attending many working groups, our foot is firmly in the door when it comes to being part of the future and any progressive change/adaptation. It has been felt across all Schemes, that we are working together to achieve our goals.

There have been improved changes as to how we go about our daily activities, partly due to the newly updated Scheme Operating Requirements ,which were published in March 2018. These include a new auditing regime (RBAS – risk based audit selection) that have just come in to place. All Assessors will feel the effects of these changes and we hope that working together we can achieve the goal of high quality reports. This updated document has provided some clarity on certain issues including the new auditing regime. These requirements are owned by EASOB (The Energy Assessor Scheme Operating Board). EASOB is made up of representatives of all Accreditation Schemes.

As always, 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. We hope that during these uncertain times we can provide you with reassurance and guidance as to the future of the Energy Industry.

In May 2018, GDPR (General Data Protection Regulation) came in to force, which effected all individuals dealing with customer information. Here at Quidos we have streamlined our processes so that we are abiding with the requirements.

Quidos have participated in numerous government meetings to promote better quality and compliance pre and post Brexit. The main aim will be to deliver and promote the ideal of a high level of compliance across all EPBD Schemes.

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

Philip Salaman, Managing Director
December 2018

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.
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

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.

2017 – 2018 has been an interesting year for Quidos Accreditation Scheme, with a noticeable rise in Domestic lodgements in both England and Wales and Scotland, which has resulted in an increased market share of lodgements. The start of 2018 has seen the introduction of MEES (Minimum Energy Efficiency Standards) which resulted in a big spike in lodgements, as property owners started to comply with the new requirements.

Commercial lodgements has fluctuated slightly, however continue to maintain a steady pace throughout the year.

A future notable point will be the expiry of some of the first EPCs at the start of 2019 (after their current 10-year life span has ended), we expect this to result in a rise in replacement EPCs lodged in 2019.

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

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 Section 63 and legionella assessors.

Quidos has seen membership numbers stay steady in the period 2017 – 2018, in comparison to the previous year, however there is an expected rise in membership numbers in the latter part of this reporting year with a particular recent successful transfer of members from a closing Scottish Accreditation Scheme.

Quidos still maintains a membership fee per assessor, as such we typically only have Energy Assessors that are actively lodging reports. Membership includes insurance cover for all lodgements and technical support for our valued members.

Membership Status 01/10/2017 ~ 30/09/2018

Status	DEA RDSAP	NDEA L3	NDEA L4	NDEA L5	PBEA	AC L3	AC L4	DEA SAP	Total
Active Members	700	76	103	6	46	29	19	39	1018

*Note Active figures for each strand are based upon those on 30/09/2018.

5. Lodgements

National lodgement figures have seen a steady decline in numbers when compared to those of 2014-15. There is also a general steady increase rate in SAP and Commercial lodgements. We forecast this to continue in the coming year.

Lodgements					
Month	Domestic RdSAP	Commercial (NDEPC)	DEC & AR	ACR	Domestic SAP
Oct-17	6354	836	529	143	122
Nov-17	6264	772	643	148	48
Dec-17	4275	782	444	85	67
Jan-18	6770	732	669	98	62
Feb-18	8521	904	573	98	48
Mar-18	10243	1010	551	81	83
Apr-18	9889	920	576	133	68
May-18	10243	928	532	208	103
Jun-18	9124	1077	616	255	128
Jul-18	9414	1068	639	262	79
Aug-18	9126	992	439	189	97
Sep-18	9549	894	303	148	121
Total	99672	10915	6514	1848	1026
Mean (per assessor)	142	59	142	39	26

6. Quality Assurance

Quidos carries out its auditing regime to comply with the latest Scheme Operating Requirements owned by MHCLG and Operating Framework Scotland regulatory requirements.

Midway through 2018, Quidos joined with the other Accreditation Schemes in the introduction of risk-based auditing selections for RdSAP assessments, which are also known as smart audits. This is a fundamental shift away from blind audit selection to intelligence-led selections based on known risk criteria. In addition, Quidos now has the ability to strike off those assessors who repeatedly fail audits selected under this new regime.

Quidos has been a vocal proponent in the roll-out of these changes and ensuring the consistency of their implementation across the Industry.

As these auditing selections are based on known risk, this has resulted in an increase in our overall auditing failure rate, but this level is fairly consistent industry-wide. 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.

Moving forward, these risk-based selections will be expanded to the other EPBR lodgement strands. These would be more technically challenging to implement, however we fully believe in a process that focuses on known problems, and forces assessors to question their work prior to lodgement.

QA Checks

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	Audited	Within acceptable error margin	Failed
Domestic (EPC)	2808	1448	1360
Domestic (EPC) Smart Audit	219	104	115
Domestic Total	3027	1552	1475
Commercial EPC	380	258	122
DEC	154	97	57
ACEA	67	57	10

Our QA procedure is rigorous, and 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.

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.

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

We received forty five complaints regarding the perceived quality of RdSAP EPCs, or the behaviour of an accredited assessor. The majority of these complaints however relate to the methodology as well as the competency of the assessor. Each complaint is fully investigated, and appropriate action taken where necessary to achieve a resolution. It has been noted that it is becoming more prevalent that both property owners and other Assessors are questioning the quality of EPCs. We see this as a massive step to achieving a higher quality of EPCs in the industry.

Complaints are categorised by strand and level of seriousness. Our complaints procedure, code of conduct are available on our website.

8. 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 accreditation renewal date to be uploaded to our secure area.

We have produced many 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.

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

Profit and Loss Account

for the period ended 31 July 2018

The latest published audited statutory accounts for Quidos Ltd

	2018	2017
	£	£
Turnover	1,161,453	1,216,620
Cost of Sales	-799,729	-524,688
Gross profit	361,724	691,932
Administrative expenses	-405,019	-735,663
Other operating income	45,000	6,269
Operating profit/(loss)	1,705	-37,462
Other interest receivable and similar income	176	161
Profit/(Loss) on ordinary activities before taxation	-1,183	-38,884
Tax on profit or loss on ordinary activities	7,259	-
Profit/(Loss) for the financial period	6,076	-38,884

Balance Sheet

As at 31 July 2018

	2018	2017
	£	£
Fixed assets Tangible Assets	1,903	1,934
Investments	0	0
Current assets		
Debtors	666,577	739,662
Cash at bank and in hand	4,122	39,167
	670,699	778,829
Creditors: amount falling due within one year	-233,534	-285,086
Net current assets / (liabilities)	437,165	498,143
Total assets less current liabilities	439,068	504,169
Creditors: amounts falling due after more than one year	-9,707	-42,000
Net assets / (liabilities)	429,361	462,169
Capital and reserves		
Called up share capital	1,000	1,000
Share Premium reserve	353,845	
Profit and loss account	74,516	107,324
Shareholders' funds	429,361	462,169

11. Our Vision of the Future

Quidos look forward to the positive developments the end of 2018 holds and the fresh start of 2019. As ever our focus is on delivering a quality service to our members, both existing and prospective and pushing for an increase in energy efficient properties.

One of Quidos' main internal objectives for 2019 is the 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 2018/2019, 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 the Energy Assessors behalf.

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, working groups, 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 Administrator:	Holly Sadler-McConnachie
Technical Support Administrator:	Billy Say
QA Scheme Manager:	David Jones
Head of Marketing:	Nick Lowry
Marketing Assistant:	Rosie Fowler
Accounts Assistant:	George Blewer

13. Contact Details

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