

Quidos

Quidos Accreditation Scheme Annual Report 2019/20



Reporting Period: October 2019 to September 2020 www.quidos.co.uk

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1. Foreword

Change is happening...it is an exciting time. The end of 2019 has started to see a great deal of forward thinking in the Energy Assessment Industry and we are fully involved in this. Whilst the effects of the decision to withdraw from the European Union left uncertainty within the industry, we are hopeful that the UK will take climate change seriously and reframe our approach to environmental protection—offering a systematically designed structure of incentives to encourage innovation and problem solving.

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 progressing times we can provide you with reassurance and guidance as to the future of the Energy Industry.

Going forward Quidos will 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.

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.

We look forward to 2021 and the changes that are occurring, we look forward to future developments the Energy Industry has to offer and plan to work with our assessors to achieve great things.

Catherine Garrido

December 2020

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 Projects	Retrofit Project is project managed by a Retrofit Coordinator and consist of

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	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

2019 – 2020 has been an interesting year for Quidos Accreditation Scheme, with a noticeable rise in Domestic lodgements in both England and Wales and Scotland which we are able to see is demonstrated across the industry. The start of 2019 has seen the introduction of a MEES cost cap that took effect from 1 April 2019. From April 2020, all existing tenancies require an EPC will need to have a minimum E rating and so as expected there was an increase in demand for EPCs to be created. Another possible reason for a rise in domestic lodgement numbers, was the expiry of some of the first EPCs at the start of 2019 (after their current 10-year life span has ended) this will continue over the next few years. As well as us pushing for the validity of EPC to be decreased to 3 years which will result in a current look at the housing stock.

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

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 and Advisory Reports for public buildings; and Air Conditioning Level 3 and 4 Inspections. As well as Section 63, legionella assessors, retrofit assessors and coordinators. Quidos are also now an approved accreditation scheme for the States of Jersey for Domestic EPC reports. The future growth we expect to be both in the EPC and Retrofit markets.

Quidos during this period have taken action to close accounts that were either not being used or no longer needed and this has meant along with the fact we maintain a membership fee for each member, we now have only actively lodging assessors.

Membership Status 01/10/2019 ~ 30/09/2020									
Status	DEA RDSAP	NDEA L3	NDEA L4	NDEA L5	PBEA	AC L3	AC L4	DEA SAP	Total
Active Members	447	37	93	5	41	13	36	53	725

*Note Active figures for each strand are based upon those on 30/09/2019.

5. Lodgements

Quidos have seen a steady increase in numbers specifically RdSAP lodgements, however a fall in Commercial lodgements. Covid has had a dramatic effect on the industry however we see the future as positive. In order to achieve Net Zero we need to address the problem with our housing stock. In order to reach this we need strict targets that will reach this and assessment is vital in this.

Lodgements					
Month	Domestic RdSAP	Commercial (NDEPC)	DEC & AR	ACR	Domestic SAP
Oct-19	10887	1023	375	139	274
Nov-19	10131	1059	402	124	318
Dec-19	7548	850	751	95	258
Jan-20	10976	928	425	128	171
Feb-20	12312	993	392	145	241
Mar-20	10857	1049	694	162	218
Apr-20	2357	421	620	96	63
May-20	5229	283	326	37	150
Jun-20	11283	463	296	82	69
Jul-20	13237	752	369	113	96
Aug-20	12891	820	291	87	419

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Sep-20	13075	829	147	81	233
Total	120783	9470	5088	1289	2510
Mean (per assessor)	318	94	175	32	52

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. By the end of 2019, Quidos joined with the other Accreditation Schemes in the introduction of risk-based auditing selections for ALL assessments strands, 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.

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.

QA Checks

Strand	Audited	Within acceptable error margin	Failed
Domestic EPC	2715	1418	1297
On Construction (SAP) EPC	84	42	42
Non-Domestic EPC	294	167	127
DEC	124	73	51
ACEA	69	46	23

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, SAP reports, Commercial reports 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. As a member of PEPA, we have also put a process in place

for reporting non-compliance of EPCs so that there is an extra step of reporting.

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 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 workshops to cater for those wanting face to face classroom learning.

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

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

11. Our Vision of the Future

Quidos look forward to the positive developments the end of 2020 holds and the fresh start of 2021. We expect that with the current political climate there will be a shift in future policy, this will also be influenced by the increased interest in climate change and the effects it has on our world.

As ever, our main 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 2021 are to maintain the fluid communication we have with our members and improve the service we provide with the feedback from our members. There will be a main focus on 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. These will include 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 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 2020/2021, across all strands of Energy Assessment. As a member of PEPA we aim for all Schemes to work together in a productive manner.

We look forward to the forthcoming 12 months and how the Energy Industry will evolve and how new policy will impact our main goals towards reaching Net Zero and 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 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 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.

12. The Team

Managing Director:	Philip Salaman
Operations Director:	Catherine Garrido
Accreditation Manager:	Sarah Rigby
Business Analyst:	Holly Sadler-McConnachie
Scheme Administrator:	Grace Wemyys
Technical Manager:	Billy Say
Quality and Technical Director:	David Jones
Technical Assistant:	Paulina Ulatowska
Accreditation Administrator:	Maya Willova
Marketing Coordinator:	Freddie Ellis
Accounts Assistant:	Dorota Wiechec

13. Contact Details

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