

# Quidos

Quidos Accreditation Scheme Annual Report 2020/21



Reporting Period: October 2020 to September 2021 [www.quidos.co.uk](http://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.....	10
11.	The Future.....	10
12.	The Team.....	14
13.	Contact Details.....	15

## 1. Foreword

I know I said this last year..... however change *is* really happening now....it is an exciting time. The end of 2020 was a difficult time for many, however the Energy efficiency industry gained strength and continued with the forward thinking approach that has been building over the last few years.

Quidos are very proud to be fully involved in the changes and developments that are ahead. We are hopeful that the UK Government is 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 we expect to progress at a swifter pace now that we can see the damage we are having 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 valuable set of data to improve our properties.

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. We hope that during these difficult but progressing times we can provide our members with reassurance and guidance as to the future of the Energy Industry.

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.

Education will be essential next year, whether that be educating Local Authorities, property owners, tenants and a renewed increase of green skills.

We look back at the last year with some sadness and frustration however we then look forward to 2022, we look forward to future developments the Energy Industry has to offer and plan to work with our assessors to achieve great things. After listening to our members, we will be releasing some new growth and development news in early 2022. We have so much to achieve and swiftly!

Catherine Garrido

January 2021

## 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

**Quidos Accreditation Scheme Annual Report 2020-2021**

	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**

2020 – 2021 has been an interesting year for Quidos Accreditation Scheme, the world has had to adjust to rapid changes but this has enabled time for thought and a realisation of how change can happen when it is needed.

In terms of report lodgements, we have seen a steady pace across Domestic lodgements in both England and Wales and Scotland however with a peak in March, which we are able to see is demonstrated across the industry.

The introduction of a MEES cost cap that took effect from 1 April 2019 has continued to have an impact and we are seeing further understanding around the requirements. This has also been highlighted by an increase in complaints and queries by property owners to us as a Scheme.

Commercial lodgements have had steady growth through out the year and we hope that this will grow throughout 2022.

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.

The EPC Action plan although delayed due to the pandemic, has seen movement during the first half of 2021 and with the plan in place to update both SAP and RdSAP, we expect the next few years to be testing however constructive.

### **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; DECs 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 are also 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 with the rise in interest of the general public as well as due to the outcome of new funding schemes.

The has been steady growth this year in Quidos members across the strands however specifically in the domestic sector, we expect this to rise over the next year with new members specific to the Retrofit role.

Membership Status 01/10/2020 ~ 30/09/2021											
Status	DEA RdSAP	NDEA L3	NDEA L4	NDEA L5	PBEA	AC L3	AC L4	DEA SAP	Retrofit Assessors	Retrofit Coordinator	Total
Active Members	586	28	93	7	39	7	40	72	28	6	906

\*Note Active figures for each strand are based upon those on 30/09/2021.

## 5. Lodgements

Quidos lodgements have been steady in numbers across the domestic and commercial strands over this reporting period. 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. We expect the numbers below to rise as demand increases. The plan at present by the UK Government, is to use EPC ratings within future legislation as well Retrofit Plans. 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-20	13155	712	144	75	648
Nov-20	10984	617	187	136	705
Dec-20	7811	652	161	154	604
Jan-21	8140	467	147	89	317
Feb-21	10658	590	204	65	468
Mar-21	13732	672	112	118	734
Apr-21	12418	684	151	114	705
May-21	12630	890	122	100	418
Jun-21	11796	761	191	190	1,050
Jul-21	11251	836	108	137	549
Aug-21	10527	781	52	136	537
Sep-21	11309	825	157	153	386
<b>Total</b>	<b>134411</b>	<b>8487</b>	<b>1736</b>	<b>1467</b>	<b>7121</b>
<b>Mean (per assessor)</b>	<b>229.4</b>	<b>91.3</b>	<b>44.5</b>	<b>36.7</b>	<b>98.9</b>

## 6. 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. 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.

### 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>2764</u>	<u>1290</u>	<u>1474</u>	<u>46.7</u>
<u>On Construction (SAP) EPC</u>	<u>149</u>	<u>105</u>	<u>44</u>	<u>70.5</u>
<u>Non-Domestic EPC</u>	<u>171</u>	<u>92</u>	<u>79</u>	<u>53.8</u>
<u>DEC</u>	<u>44</u>	<u>30</u>	<u>14</u>	<u>68.2</u>
<u>ACEA</u>	<u>34</u>	<u>23</u>	<u>11</u>	<u>67.6</u>
<u>Retrofit</u>	<u>10</u>	<u>1</u>	<u>9</u>	<u>10.0</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.

## 7. Complaints

We received eighty eighty 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. This figure is double the amount of complaints previously received and we see this as positive



## Quidos Accreditation Scheme Annual Report 2020-2021

change of attitude. 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, 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 more 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 are looking forward to progressing within the industry and showing what developments we have in store for 2022. There has been a huge shift in attitudes towards climate change and the effects on our world. 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.

One of Quidos' main internal objectives for 2022 are to maintain the fluid communication we have with both existing and prospective members and an aim to improve the service we provide with the feedback from our members. As ever, our main focus is on delivering a quality service.

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, ACDC Register and Quidos Accreditation Scheme. These will include the bringing back of 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 throughout the end of 2021 into 2022, 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.

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 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.

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.

## 12. The Team

Managing Director:	Philip Salaman
Operations Director:	Catherine Garrido
Accreditation Manager:	Sarah Rigby
Business Analyst:	Holly Sadler-McConnachie
Scheme Administrator:	Grace Wemyss
Technical Manager and Scheme lead:	Billy Say
Quality and Technical Manager (in training)	William Atkin
Quality and Technical Director:	David Jones
Technical Assistant:	Alex Marcelle
Accreditation Administrator:	Maya Willova
Accreditation Administrator:	Kate Hearn
Administrator:	Arthur Harman
Marketing Coordinator:	Freddie Ellis
Accounts Assistant:	Dorota Wiechec

## 13. Contact Details

Quidos can be contacted by any of the following means:

Post: 7-9 North Parade Buildings  
Bath  
Somerset  
BA2 4BQ



**Quidos Accreditation Scheme Annual Report 2020-2021**

E-mail: [QAS@Quidos.co.uk](mailto:QAS@Quidos.co.uk)

Telephone: 01225 667 570



Quidos Ltd. 7-9 North Parade Buildings, Bath, Somerset BA1 1NS E: [QAS@Quidos.co.uk](mailto:QAS@Quidos.co.uk) T: 01225 667570  
[www.quidos.co.uk](http://www.quidos.co.uk)