



Annual Report 2024

Quidos Ltd. Accreditation
Scheme Annual Report 2024

Quidos
Excellence in Efficiency

About

Established in 2004, Quidos operate as a quality driven and customer focused accreditation scheme for Energy professionals. Our role is to ensure the quality of energy assessments in the UK to enable homeowners and occupiers to make appropriate choices on energy efficiency improvements to increase comfort and reduce fuel poverty.

We offer accreditation, training and software of the highest standard and are audited by the Government twice a year, where we have received consistently excellent feedback. We are known for our care and quality, offering solutions to ensure our energy professionals are able to carry out their jobs to the best standard.

Foreword

As an industry, in 2024, the market has seen slight growth in 2024 in comparison to 2023. Towards the end of the year industry lodgements really started to increase. This means that for 2025 we expect significant growth especially with the release of RdSAP10.

2024 had begun slowly. In the beginning part of the year, we were still awaiting two important consultations. We finally received one of these (EPC reform) in December. It feels like this could be the turning point for real change in the industry and couldn't be more welcomed.

It was disappointing to not have the RdSAP10 released by now with it initially being due in April 2024. That being said, good progress has been made in making sure the Quidos software is ready for approval when we finally get a go live date.

As always, 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 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. We have so much to achieve and swiftly!

Billy Say
Scheme Manager

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Review of the Period

Quidos have been under new ownership since December 2023. This has meant significant changes to the Quidos structure which is now under a Quidos Group of companies. Making use of acquisitions and joint-ventures Quidos have been able to invest significantly in software for the energy performance sector, specifically Retrofit.

This has led to significantly more members and domestic lodgements. We reflect on 2024 as only the beginning of where we are going as a company. 2025 and beyond will see growth across all areas of the group.

Some lodgement highlights in the period include:

- Having over 20k more domestic lodgements than the previous reporting period.
- Non-domestic continuing to gradually climb after a big increase the year before.

We met our auditing percentages for the year and have seen an increase in the pass percentage overall.

Staff numbers have increased in 2024 too. The membership, QA and business analysis departments growth here. This has enabled us to offer the best possible service to our members.

In terms of software, we released a new desktop and mobile app for domestic lodgements, allowing for a smoother transition to RdSAP10. Moving into 2025 you will also see the release of an end-to-end retrofit software.

Finally, we have continued to follow the Quidos mantra of consistently adapting 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.

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Membership

Quidos is approved by MHCLG for the accreditation of all strands of Energy Assessment, allowing the production of EPCs, DEC's and Air-Conditioning Inspection Reports by our members in England, Wales and Northern Ireland.

2024 saw an increase in membership for all strands of Energy Assessment. DEA and NDEA in particular saw significant rises which we attribute to an increase in investment for our software as well as marketing and an increase in the number of training courses we have provided.

We expect to see further growth in these areas as we release new software around the Retrofit market and the likely EPC reform which is due towards the end of 2026. The table below shows the total members* of Quidos in England, Wales and Northern Ireland per strand.

Assessment Strand	Total Memberships
DEA	964
OCDEA	51
NDEA (L3,4,5)	218
DEC	57
ACIR	52
Total	1342

*These numbers are from 31st December 2024

Lodgements

Quidos saw a significant increase in lodgements for the DEA strand in 2024. This is largely due to the increase in membership numbers from new corporate accounts. The NDEA lodgement numbers remained stable following a significant increase in the previous year. DEC remained stable, whilst OCDEA and ACIR saw a decrease in lodgements which can be attributed to slower development in software.

Next year should see an increase in lodgements from all strands due to the significant levels of investment which has been put into the service we provide as well as significant proposed changes in Government policy and the increase in the number of properties needing to be retrofitted.

Assessment Strand	Total Lodgements
DEA	151,077
OCDEA	1,949
NDEA (L3,4,5)	15,834
DEC	2,007
ACIR	765
Total	171,632

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Quality Assurance

Quidos carries out its auditing regime to comply with the latest Scheme Operating Requirements owned by MHCLG. As a Scheme we feel we go above and beyond to ensure quality and accuracy.

We are required by the SOR to audit 2% of all lodgements per strand. These audits are made up of random audits, risk-based audits (smart) and follow-on audits. We also audit outside this 2% requirement on new members, re-lodgements following a failed audit and complaint audits.

Since the introduction of smart auditing, we have found auditing to be much more useful than random alone. It allows us to pin-point common errors and stop the incorrect information much earlier than in a random audit.

The table below shows Quidos audit numbers for 2024.

Assessment Strand	Number of Audits	Audit Percentage
DEA	3165	2.09%
OCDEA	1949	2.92%
NDEA (L3,4,5)	356	2.24%
DEC	49	2.44%
ACIR	29	3.79%

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.

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.

Customer Satisfaction and Complaints

In the 2024 reporting period, Quidos received 154 complaints regarding the perceived quality of EPCs, DEC's ACIRs or the behaviour of an accredited assessor. Most of these complaints relate to the reduced methodology as well as the competency of the assessor.

This complaint figure has reduced slightly from last year, but it should be noted that many of these complaints are due to a lack of understanding of the methodology and not the quality of assessment. Many complaints are resolved simply with information being sent to the complainant on how the methodologies work.

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.

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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.

Continuous Professional Development

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. 50% of this CPD must be certified.

We insist on evidence of the acquired CPD upon each assessor's CPD anniversary date to be uploaded to our secure area. 5% of all members CPD is audited. Failure to provide CPD or failure of a CPD audit may result in disciplinary action.

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 how to pass a domestic audit, floor plan training, Legionella assessments and lease plans. All our CPD modules are online. The plan for the future is to put on more workshops to cater for those wanting face to face classroom learning as well as increase the online module content.

Finance

All company accounts information can be found on Companies House under the Registration number 05665301.

Management Team

Managing Director	Philip Salaman
Chief Operating Officer (COO)	Catherine Garrido
Chief Technical Officer (CTO)	Chris Barrington
Scheme & Training Manager	Billy Say
Sales Director	Simon Gray
Marketing Manager	Anastasiia Vereshko
Compliance Manager	Sarah Rigby
Accounts Manager	Dorota Wiechec

Contact Details

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