

STROMA CERTIFICATION

Annual Report



1st October 2011 - 30th September 2012
Issued December 2012
© Stroma Certification Ltd. 2011



1 FOREWORD/INTRODUCTION

Stroma Certification Ltd was formed in November 2007, and commenced trading in March 2008.

This report is our fourth annual report prepared for Department Communities and Local Government (DCLG), reporting on the performance of Stroma Certification Ltd for the period from 1st October 2011 to 30th September 2012.

Stroma Certification Ltd is currently undertaking training and accreditation activities for the Code for Sustainable Homes, as well as certification for various energy assessment schemes for existing and new build dwellings, non-dwellings, public buildings and air-conditioning inspections.

This annual return includes data for energy assessment certification activities as requested by DCLG; however we have also included a brief overview of our related training activities for reference.

Please note that whilst the Stroma Group provide training for air leakage testing that is BINDT accredited, this activity is currently outside of the trading activity of Stroma Certification Ltd and is not included within this report, nor is any other activity undertaken by the wider Stroma Group.

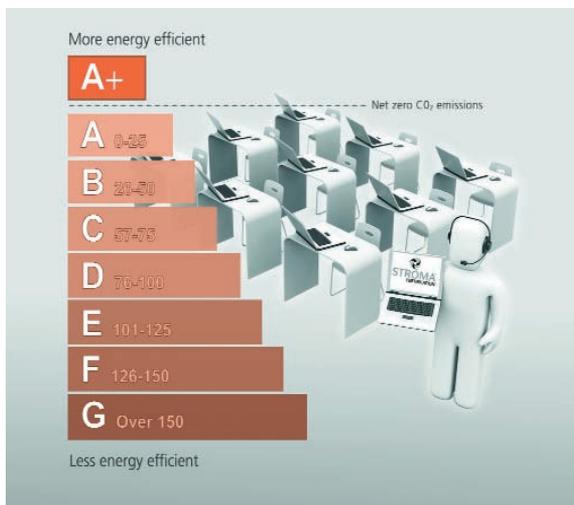
This report is an accurate record of activity during the period of 1st October 2011 to 30th September 2012. Some data has been included from records held for the period beyond 30th September 2012: all instances of this have been clearly identified.

All information produced within this report has been collated and verified by the board of Stroma Certification Ltd with the single exception of the financial inclusion that has been provided by the Stroma Developments Ltd financial department.

Approved by the Board and signed on its behalf by:



Steve Horrocks
Technical Director



CONTENTS

- 1 Foreword/ Introduction
- 2 Review of Period:
 - 2.1 Membership
 - 2.2 Applications
 - 2.3 Lodgements
 - 2.4 Quality Assurance
 - 2.4.1 Customer Complaints
 - 2.4.2 Continual Professional Development (CPD)
 - 2.5 Finance
- 3 The Future
- 4 Who's Who
- 5 Contact Information

APPENDIX A Supporting Documentation

- A1 Stroma Developments Limited Financial Statements - Year Ending March 2012
- A2 Stroma Certification Limited Financial Statements - Year Ending March 2012

2 REVIEW OF PERIOD

This section is a review of our performance for the period 2011/12, compared to our original application Business Plan, dated 22nd November 2007.

All figures in this Annual Report are based on the reporting period from the 1st October 2011 to 30th September 2012 for those members during this period who have joined or requested to join Stroma Certification Ltd.

Membership applications remain strong in both the non-domestic and domestic sector, in spite of the downturn in the domestic market. We are significantly ahead of our original targets for SBEM and DEC, however it should be noted that our targets were based on 'active' members, which is a difficult limit to define. Some scheme members may only register a small number of lodgements each quarter; in fact, some members are yet to register a single lodgement, having been accredited for several months.

We have defined "active members" as those who have actively lodged reports. Stroma Certification Ltd maintained an online system, OSA15, whereby Stroma-certified assessors can keep their EPC survey documents in a secure, remote location for the full 15 years required by DCLG. Archived data is automatically deleted 15 years after creation.

Stroma Certification Ltd is licensed by the Department of Energy and Climate Change (DECC) to run the following Microgeneration Certification Schemes (MCS):

- Solar Photovoltaics (PV)
- Solar Thermal
- Heat Pumps

The MCS scheme is accredited under EN 45011:1998.

Stroma Certification Ltd. is licensed by the DCLG to run the following Competent Person Schemes (CPS):

- Installation of Microgeneration and Renewable Technologies
- Heating and Hot Water Systems
- Part P Installation of fixed low or extra low voltage electrical installations

In December 2012 we also became licensed by the DCLG to run the following CPS:

- Installation of
 - an oil-fired combustion appliance; or
 - oil storage tanks and the pipes connecting them to combustion appliances.
- Installation of a solid fuel burning combustion appliance.
- Installation of a mechanical ventilation or air conditioning system or associated controls, which does not involve work on a system shared with parts of the building occupied separately, in a building other than a dwelling.
- Installation of an air conditioning or ventilation system in a dwelling, which does not involve work on systems shared with other dwellings.
- Installation, as a replacement, of a window, rooflight, roof window or door in an existing dwelling.
- Installation of a sanitary convenience, sink, washbasin, bidet, fixed bath, shower or bathroom in a dwelling, which does not involve work on shared or underground drainage.
- Installation of a supply of non-wholesome water to a sanitary convenience fitted with a flushing device which does not involve work on shared or underground drainage.
- Insertion of insulating material into the cavity walls of an existing building.
- Installation, as a replacement, of the covering of a pitched or flat roof and work carried out by the registered person as a necessary adjunct to that installation.
- Installation, as a replacement, of a window, rooflight, roof window or door in an existing building other than a dwelling.
- Installation of insulating material to the internal walls of a building. **(New Scheme)**
- Installation of insulating material to the external walls of a building, not including insulation of demountable-clad buildings. **(New Scheme)**

In summary, we remain optimistic – despite the general worsening market conditions – that our business is ahead of our revised targets, both in terms of financial and operational performance, based on a review of our performance to date.

2.1 MEMBERSHIP

As of the 30th September 2012, Stroma Certification Ltd's total membership was 5582. The individual strands of certification are detailed in the table below.

STRAND	TOTAL MEMBERSHIP (30/09/2012)	APEL	QUALIFICATION
Domestic Energy Assessor (DEA)	5158	N/A	5158
On Construction Assessor (SAP)	554	234	320
Display Energy Certificates Assessor (DEC)	650	207	443
Non Domestic Assessor Level 3	1982	519	1463
Non Domestic Assessor Level 4	1226	417	809
Non Domestic Assessor Level 5	82	82	N/A
Air-conditioning Inspector Level 3	314	237	77
Air-conditioning Inspector Level 4	263	207	56

Typically, an active member can retain more than one strand of membership which is shown in the total members column of the above table; however the stated total of 5582 active members only includes each member once.

2.2 APPLICATIONS IN THE REPORTING PERIOD

Stroma Certification Ltd has provided, in the table below, figures for those applications received for certification with Stroma Certification Ltd during the reporting period of 1st October 2011 to 30th September 2012.

The figures below are based on all applications received and processed during the reporting period, and therefore may include applications for members who are no longer with Stroma Certification Ltd, and crossing over from the previous annual report.

STRAND	TOTAL APPLICATIONS	QUAL.	%	APEL	%	REJECTED APEL
Domestic Energy Assessor (DEA)	1873	1873	100%	0	0%	0
On Construction Assessor (SAP)	176	109	62%	67	38%	10
Display Energy Certificates (DEC)	158	106	67%	52	33%	3
Non Domestic Assessor Level 3	508	462	91%	46	9%	5
Non Domestic Assessor Level 4	336	296	88%	40	12%	4
Non Domestic Assessor Level 5	41	0	0	41	100%	7
Air-conditioning Inspector Level 3	83	31	37%	52	63%	5
Air-conditioning Inspector Level 4	58	16	28%	42	72%	4

The data for membership applicants via the qualification route is difficult to define exactly at any given point in time, as these individuals may fall into one of several sub-sectors that can be difficult to monitor, as follows:

- a) Currently undertaking a qualification training course, but yet to pass the exam or complete the portfolio. Not all of these applicants will pass the exam, and several have cancelled their membership as a consequence. These applications are held in a file until the exam is passed before entering on the central database.
- b) Passed a qualification elsewhere, but awaiting verification of their portfolio; similarly to a) above we await confirmation that they have completed the portfolio for a 3rd party before processing the application.
- c) Completed the training course and passed the exam, but having had the portfolio rejected.

The qualification statistics are where applicants have provided the appropriate industry Diploma Certificate for the strand of accreditation required.

The APEL statistics includes new and existing applications, and for those prospective members who are switching to Stroma Certification Ltd, where a reassessment has been undertaken to ensure compliance with the latest APEL guidelines.

The APEL statistics includes all applications received, and may include those that are awaiting supporting documentation to be submitted, and a final decision being made.

As a consequence, several applicants may ultimately end up either joining another accreditation scheme or simply never completing the qualification process.

The above table totalling 38 rejected APEL applicants include the list of applicants that have not been accredited, and have not reapplied via a qualification route. There are a further number of applicants that initially apply for APEL and transfer to a qualification route after establishing that they are not suitable APEL candidates. These sets of applicants are not reflected in the above analysis, as they are counted elsewhere as qualification applicants (if they apply to Stroma Certification Ltd).

2.3 LODGEMENTS

The following lodgement analysis is from England & Wales covering 1st October 2011 to 30th September 2012.

REPORT TYPE	TOTAL	MEDIAN PER EA	MEAN PER EA	HIGHEST PER EA	LOWEST PER EA
Commercial*	33456	15	36	517	1
DEC & AR	11373	18	55	533	1
Domestic (DEA)	254077	25	64	1166	1
On-Construction	33472	26	118	2764	1
Air Conditioning**	1656	9	17	126	1

The following lodgement analysis is from Northern Ireland covering 1st October 2011 to 30th September 2012

REPORT TYPE	TOTAL	MEDIAN PER EA	MEAN PER EA	HIGHEST PER EA	LOWEST PER EA
Commercial*	612	5	15	96	1
DEC & AR	1133	8	38	748	1
Domestic (DEA)	16621	21	82	910	1
On-Construction	1150	15	52	258	1
Air Conditioning**	52	10	17	38	1

* Includes Level 3, 4 and 5 lodgements. ** Includes Level 3, 4

The median and the mean averages are based on the number of assessors joining the scheme throughout the year that were active during this annual period.

The median per Energy Assessor is equal to the middle number based on the lodgements of all active assessors, including those members that have not lodged a report.

The mean per Energy Assessor is the average number of lodgements made based on all active members, as detailed in Section 2.1, including those members that have not lodged a report.

2.4 QUALITY ASSURANCE

Stroma Certification Ltd monitors lodgement performance by active Energy Assessors, to ensure their compliance with all of the latest DCLG regulatory requirements.

Stroma Certification's QA procedures are rigorous to ensure compliance with the DCLG Scheme Operating Requirements (SOR), and internal QA software is continually improved to provide a clear checking procedure for our Quality Assurance Auditors to undertake.

All EPCs, DECAs and ACIs that fall outside the error margin rates specified in the SORs are corrected and re-lodged.

The information we obtain through the technical support and auditing completed is communicated to scheme members through improved scheme documents, technical bulletins and CPD.

2.4.1 CUSTOMER COMPLAINTS

During this reporting period, Stroma Certification Ltd has received a total of 45 complaints. These complaints fall into 2 main categories which are:

- Certificates that have been produced by our scheme members.
- Feedback provided to assessors as a result of our internal quality assurance checks.

Stroma Certification Ltd takes all complaints seriously, whether they are as a result of poor practice from our assessors or as a result of our audit process. We use all comments made to further develop our systems, and include in bulletins issued to our members.

All complaints have been satisfactorily resolved or are currently being dealt with in accordance with DCLG requirements.

2.4.2 CONTINUED PROFESSIONAL DEVELOPMENT (CPD)

Stroma Certification Ltd requires annual CPD to be completed by all energy assessors. Our current requirement is 10 hours for each assessor for the first strand of membership held, and 5 hours for each strand thereafter. This is fundamental to the continued development of assessors, allowing them to keep themselves updated regarding industry changes and best practice.

By filming live CPD events and placing the videos online, Stroma Certification Ltd provides its CPD channel members with a growing catalogue of online help and support. This allows members to select CPD which is of particular interest to them and to view it at their own convenience, for a range of fundamental and non-fundamental topics.

2.5 FINANCE

All required financial information has been provided in Appendix A, attached to this report.



3 THE FUTURE

Stroma Certification Ltd will be continuing to develop our training and software solutions across all strands of Certification to best prepare and support assessors in their duties.



The Department of Energy and Climate Change (DECC) created Green Deal accreditation schemes, in which Stroma Certification is participating, compliant to EN 45011:1998 and received accreditation by United Kingdom Accreditation Service (UKAS).

Stroma Certification Ltd will continue to provide scheme members with free CPD events, providing a valuable service to ensure compliance and legislative awareness.

We will continue to offer excellent technical support for all strands of membership and to issue regular bulletins to all members.

We will also be working closely with DCLG, DECC, ABBE and City & Guilds to offer new training courses, in line with the EPBD Directive, to ensure quality and competency.

Stroma Certification is able to certify:

- Domestic Green Deal Advisors
- Non-Domestic Green Deal Advisors – Levels, 3, 4 & 5
- Organisations Providing Green Deal Advice Service (GDAS)/GDAO Green Deal Assessor Organisation
- Green Deal Installers – domestic and non-domestic
- Micro-generation installations

Stroma Certification Ltd. delivers industry-approved training to ensure the existing Energy Assessor market is equipped to undertake the Green Deal Energy Policy; furthermore the company has developed several unique software modules that assist with the Green Deal journey from market interest to completed installation.

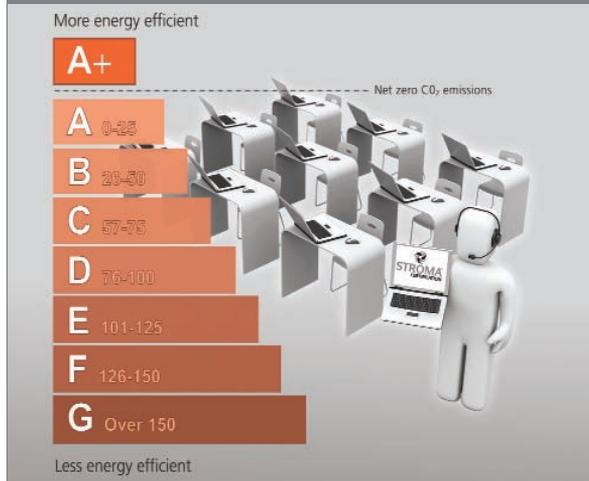
4 WHO'S WHO

Stephen Horrocks Technical Director	Responsible for the overall operation of Stroma Certification Ltd. and all technical output, compliance and development of systems and procedures.
Stephen Dunks Quality Manager	Responsible for management of all business administration duties, interaction with the Quality Management System and scheme operating requirements. Responsible for overseeing the Domestic and Non-Domestic technical departments.
Stuart Oakes Sales Manager	Responsible for sales and business development of all strands of accreditation and training.
Dan Dunn Technical Manager	Responsible for the technical departments' quality assurance assessment and technical support. Responsible for all technical output, Non-Domestic compliance and quality assurance, and Scheme Manager checking for all Non-Domestic schemes.
Simon Berry APEL Manager	Responsible for all APEL applications to the energy assessment schemes
Kyle Allen Scheme Manager - DEA	Responsible for RdSAP quality assurance assessment and technical Support.
Dr Steve Marriott Scheme Manager - CSH	Responsible for CSH Quality assurance assessment and technical Support.



CONTACTS

*Building Sustainability
& Compliance*



CONTACT DETAILS

All Staff may be contacted at Stroma Certification Ltd's Head Office:

Stroma Certification Ltd,
4 Pioneer Way,
Castleford,
WF10 5QU

Phone: 0845 621 11 11

Fax: 0845 621 11 12

Email: certification@stroma.com

www.stroma.com



© Stroma Certification Ltd. December 2012 Issue 1.

www.stroma.com/certification