

Annual Report

2017-2018



Introduction

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

This report is our tenth annual report prepared for the Ministry of Housing, Communities and Local Government (MHCLG), reporting on the performance of Stroma Certification Ltd for the period from 1st October 2017 to 31st December 2018. As of next year we will move our annual reporting to between January 1st to December 31st, hence why this report

Stroma Certification Ltd is currently undertaking training and certification activities for: the Code for Sustainable Homes, the Green Deal, Microgeneration Certification Scheme and Competent Person Schemes, ISO 9001 Certification, Building Information Modelling and the Gas Group Competence Scheme, as well as certification for various energy assessment schemes for existing and new build dwellings, non-dwellings, public buildings, ESOS and air-conditioning inspections.

This annual return includes data for energy assessment certification activities as requested by the MHCLG.

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.

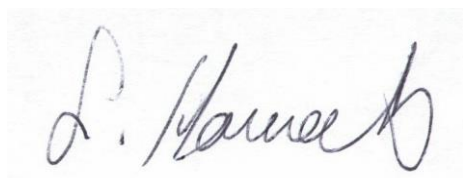
Following significant software investment and innovative research and development Stroma Certification carries the majority of the Energy Efficiency Lodgement Market Share and operates a large Domestic Energy Assessor and On-Construction Domestic Energy Assessor certification schemes, certifying approximately 6,000 members.

This report is an accurate record of activity during the period of 1st October 2017 to the 31st December 2018.

Some data has been included from records held for the period beyond 31st December 2018: all instances of this have been clearly identified.

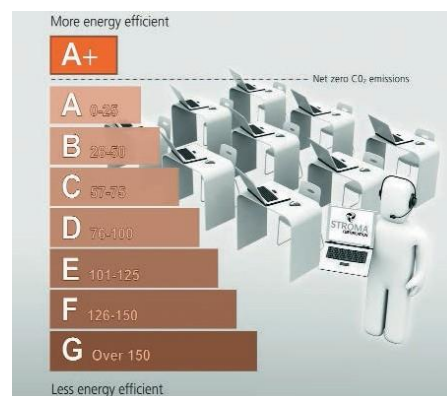
All information produced within this report has been collated and verified by the board of Stroma Certification Ltd with the single exception of the financial inclusion that has been provided by the Stroma Developments Ltd financial department.

Approved by the Board and signed on its behalf by



Steve Horrocks
Managing Director

"This report is our tenth annual report prepared for the Department Communities and Local Government (MHCLG)"



Review of Period

This section is a review of our performance for the period 2017/18.

All figures in this Annual Report are based on the reporting period from the 1st October 2017 to 31st December 2018 for those members during this period who have joined or requested to join Stroma Certification Ltd.

Stroma Certification is a Green Deal Approved Certification Body (registration number 4641) able to certify: Domestic Green Deal Advisors; Non-Domestic Green Deal Advisors Levels 3, 4 and 5; Organisations providing Green Deal Advice, (GDAO) and Green Deal Installers for both Domestic and Non-Domestic installations.

Software development focused on the delivery of the RSAP+ software in compliance with the requirements of RdSAP 9.92, particularly to support assessors conducting compliant Occupancy Assessments (OA) and producing Energy Performance Certificates (EPCs). In addition Stroma Certification Ltd maintained an online secure storage system, OSA15, whereby Stroma-certified assessors can keep their EPC and OA survey documents in a secure, remote location for the full 15 years required by MHCLG.

Stroma Certification Ltd is licensed by the Department of Business, Energy and Industrial Strategy (BEIS) to run the following Microgeneration Certification Schemes (MCS):

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

The MCS and CPS schemes are accredited under ISO 17065:2012.

Stroma Certification is authorised by the MHCLG to run CPS for:

- Installation of heating or hot water system connected to a heat-producing gas appliance, or associated controls.

- Installation of (a) an oil-fired combustion appliance; or (b) oil storage tanks and the pipes connecting them to combustion appliances.
- Installation of a heating or hot water system connected to an oil-fired combustion appliance or its associated controls.
- Installation of a heating or hot water system connected to a solid fuel burning combustion appliance or its associated controls.
- Installation of a heating or hot water system connected to an electric heat source or its associated controls.
- 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 of a lighting system or electric heating system, or associated electrical controls in buildings other than dwellings.
- Installation of fixed low or extra-low voltage electrical installations in dwellings.
- Installation of fixed low or extra-low voltage electrical installations in dwellings as a necessary adjunct to or arising out of other work being carried out by the registered person.
- 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.
- Installation in a building of a system to produce electricity, heat or cooling (a) by microgeneration, or (b) from renewable sources

- Installation of insulating material to the external walls of a building, not including insulation of demountable-clad buildings.
- Insertion of insulating material into the cavity walls of an existing building.
- Installation, as a replacement, of a window, rooflight, roof window or door in an existing building other than a dwelling. This paragraph does not apply to glass which is load bearing or structural or which forms part of glazed curtain walling or a revolving door.
- Installation of insulating material to the internal walls of a building.

" Offering cohesive certification schemes for assessment and installation in the stringent compliance arena, ensures members are offered cross benefits for membership, for example unrivalled technical support, in house software developers and members' area websites that hold up to date material and guidance"



Memberships

As of the 31st December 2018, Stroma Certification Ltd.'s total number of members was 6,639.

The individual strands of certification are detailed in the table below.

SCHEME	TOTAL MEMBERSHIPS WITH SCHEME (31/12/2018)	APEL	QUALIFICATION
Existing Dwelling Domestic Energy Assessor (ED-DEA)	6383	N/A	6383
On Construction Domestic Energy Assessor (SAP)	827	73	754
Display Energy Certificates (DEC)	289	43	246
Non-Domestic Energy Assessor Level 3 (NDEA L3)	1043	70	973
Non-Domestic Energy Assessor Level 4 (NDEA L4)	700	70	630
Non-Domestic Energy Assessor Level 5 (NDEA L5)	62	62	N/A
Air Conditioning Inspector Level 3 (ACI L3)	76	26	50
Air Conditioning Inspector Level 4 (ACI L4)	57	32	25
Green Deal Domestic Energy Assessor (GD-DEA)	4541	N/A	4541
Green Deal Non Domestic Energy Assessor (GD-NDEA)	84	N/A	84

Typically, an active member can retain more than one strand of membership, which is shown in the total member's column of the above table. However, the stated total of 6639 active members only includes each member once.

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 2017 to 31st December 2018. 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.

STRAND	TOTAL APPLICATIONS	QUALIFICATION		APEL		REJECTED APEL
		NO.	%	NO.	%	
Domestic Energy Assessor (ED-DEA)	580	580	100%	0	0%	0
On Construction Assessor (SAP)	121	103	85%	18	15%	3
Display Energy Certificates (DEC)	12	9	75%	3	25%	1
Non Domestic Assessor Level 3	68	61	90%	7	10%	1
Non Domestic Assessor Level 4	50	43	86%	7	14%	1
Non Domestic Assessor Level 5	8	0	0%	8	100%	0
Air-conditioning Inspector Level 3	3	2	67%	1	33%	1
Air-conditioning Inspector Level 4	3	2	67%	1	33%	0

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:

- 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.
- 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.
- 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.

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 certification scheme or simply never completing the qualification process.

The above table totaling 10 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

For more information, contact Stroma Certification Ltd on:
0845 621 11 11 | certification@stroma.com

initially applied for APEL and have 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).

Lodgements

The following lodgement analysis is from England & Wales covering 1st October 2017 to 31st December 2018.

REPORT TYPE	TOTAL	MEDIAN PER EA	MEAN PER EA	HIGHEST PER EA	LOWEST PER EA
Existing Dwelling Domestic Energy Assessor (ED-DEA)	351713	45	143	2266	1
On Construction Domestic Energy Assessor (SAP)	106776	41	276	7432	1
Display Energy Certificates (DEC)	8376	32	32	1106	1
Non Domestic Energy Assessor (NDEA)*	28657	28	63	650	1
Air Conditioning Inspector (ACI) **	125	5	8	31	1

The following lodgement analysis is from Northern Ireland covering 1st October 2017 to 31st December 2018.

REPORT TYPE	TOTAL	MEDIAN PER EA	MEAN PER EA	HIGHEST PER EA	LOWEST PER EA
Existing Dwelling Domestic Energy Assessor (ED-DEA)	9731	47	160	2408	1
On Construction Domestic Energy Assessor (SAP)	2844	47	158	619	6
Display Energy Certificates (DEC)	1661	13	118	1400	1
Non Domestic Energy Assessor (NDEA)*	1188	17	62	344	1
Air Conditioning Inspector (ACI) **	0	0	0	0	0

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

The median and the mean averages are based on the number of assessors with 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. The mean per Energy Assessor is the average number of lodgements made based on all active members.

Quality Assurance

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

Stroma Certification's QA procedures are rigorous to ensure compliance with the MHCLG 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, OAs, DECs and ACIs that fall outside the error margin rates specified in the SORs are corrected and relogged.

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

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.

Finance

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

Customer Complaints

During this reporting period, Stroma Certification Ltd has received a total of 229 complaints. These complaints fall into 2 main categories which are:

1. EPC accuracy and perceived conduct issues with services offered by Energy Assessors
2. Certification membership services.

The majority of complaints often received from homeowners and companies have been focused around activity relating to ECO funding applications and the validity of EPCs used in conjunction with ECO assessments.

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 within bulletins issued to our members.

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

Who's Who

Andrew Parkin *Director of Energy Certification*
Responsible for the overall operation of Energy Certification. and all technical output, compliance and development of systems and procedures.
Responsible for management of all business administration duties, interaction with the Quality Management System, Customer Service and scheme operating requirements.

Sam Cattle *Technical Manager*
Responsible for the technical departments' quality assurance assessment and technical support. Responsible for all technical output, compliance and quality assurance, and Scheme Manager checking for all schemes.

Stuart Oakes *Group Sales Manager*
Responsible for sales and business development of all strands of accreditation and training.

Mark Rollins-Mann *Group Head of Quality & Health and Safety*
Responsible for the management and implementation of Stroma Certifications Quality Management System.

Grant Susse *Scheme Manager - DEA*
Responsible for RdSAP quality assurance assessment and technical Support.

John Robinson *Scheme Manager - NDEA*
Responsible for SBEM quality assurance assessment and technical support.

Simon Berry *Scheme Manager - OCCEA*
Responsible for SAP quality assurance assessment and technical support.

Dr. Steve Marriott *Scheme Manager - CSH*
Responsible for CSH Quality assurance assessment and technical Support.

