

Annual Report

2020



Introduction

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

This report is our twelfth 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 January 2020 to 31st December 2020. This is the second year Stroma has resolved to annual reporting on a calendar year basis.

Stroma Certification Ltd is currently undertaking training and certification activities for: The Code for Sustainable Homes (CSH), Building Information Modelling (BIM) as well as certification for various energy assessment schemes for existing and new build dwellings, non-dwellings, public buildings, ESOS and air-conditioning inspections. In addition, Stroma have launched two new TrustMark approved schemes; Retrofit Assessor and Retrofit Coordinator.

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 a significant proportion of the Energy Efficiency Lodgement Market Share and operates a large Domestic Energy Assessor, On-Construction Domestic Energy Assessor & Non-Domestic Energy Assessor certification schemes, certifying approximately 4,800 members.

This report is an accurate record of activity during the period of 1st January 2020 to the 31st December 2020.

Some data has been included from records held for the period beyond 31st December 2020: all instances of this have been clearly identified.

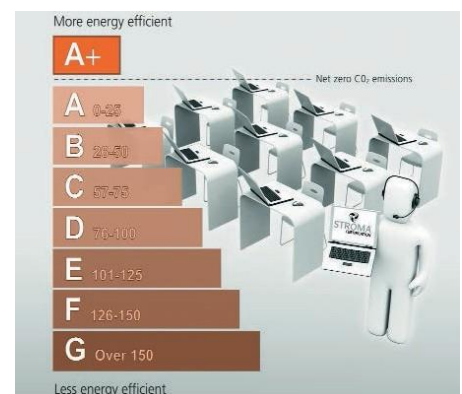
All information produced within this report has been collated and verified by the board of Stroma Certification Ltd with the single exception of the financial inclusion that has been provided by the Stroma Developments Ltd financial department.

Approved by the Board and signed on its behalf by



Andrew Parkin
Director of Energy Certification

"This report is our twelfth 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 of 2020.

All figures in this Annual Report are based on the reporting period from the 1st January 2020 to 31st December 2020 for those members during this period who have joined or requested to join Stroma Certification Ltd. Stroma Certification offer the following EPBD Schemes under approval from MHCLG;

- Domestic Energy Assessor (DEA)
- On-Construction Domestic Energy Assessor (OCDEA)
- Non-Domestic Energy Assessor (NDEA) Level 3
- Non-Domestic Energy Assessor (NDEA) Level 4
- Non-Domestic Energy Assessor (NDEA) Level 5
- Display Energy Certificate (DEC)
- Air Conditioning Inspection Report (ACIR) Level 3
- Air Conditioning Inspection Report (ACIR) Level 4

The calendar year, 2020, has been one of the most challenging in Stroma Certification's history, due to the Covid-19 pandemic and the resulting three lockdowns. Stroma Certification invested in a new online phone system and integrated Microsoft systems to allow members of staff to work from home and maintain working operational processes in a safe and covid secure manner. The challenges were not only operational but also business critical and Stroma Certification had to adapt to a unique set of challenges whilst achieving several required objectives for the year.

During the year we have launched several online training courses to support our members, including courses for all Technical strands, Retrofit Assessor, Traditional Buildings and Heat Calculations courses via preferred suppliers, and have delivered live, online CPD to over 3,000 members (for free). We have also relaunched our company website and continue to develop this aspect to assist our members and their enquiries, such as the inclusion of online chat facilities.

Stroma are looking forward to the imminent approval of ACE Wizard software for Air Conditioning (TM44 Reports) – this will allow us to re-launch our ACIR certification schemes which have been redundant since September 2020. We have also seen continued interest in the Trustmark approved schemes of Retrofit Assessor and Retrofit Coordinator.

Software development focused on the delivery of all software platforms in compliance with the requirements of the new EPC register (launched in September). This was essential to ensuring Stroma fully support assessors conducting compliant Energy Performance Certificates (EPCs). In addition, Stroma Certification Ltd maintained an online secure storage system, OSA15, whereby Stroma-certified assessors can keep their EPC survey documents in a secure, remote location for the full 15 years required by MHCLG. We also maintained our software development focus on a SAP 10 Beta release of our FSAP software. This was to allow our members to assess the impact of potential/proposed building regulation and SAP methodology changes.

Looking forward to 2021, Stroma Certification will be launching an online LMS to further our ability to offer excellent CPD, training and retraining, an updated Members Area for enhanced support as well as bringing other enhancements to our RSAP+ and FSAP platforms – such as PlanUp and Trimble SketchUp integration, which will improve accuracy of EPCs.



"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 2020, Stroma Certification Ltd.'s total number of members was 4,792.

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

SCHEME	TOTAL MEMBERSHIPS WITH SCHEME (31/12/2020)	APEL	QUALIFICATION
Existing Dwelling Domestic Energy Assessor (ED-DEA)	3912	N/A	3912
On Construction Domestic Energy Assessor (SAP)	780	58	722
Display Energy Certificates (DEC)	172	21	151
Non-Domestic Energy Assessor Level 3 (NDEA L3)	628	44	584
Non-Domestic Energy Assessor Level 4 (NDEA L4)	477	39	438
Non-Domestic Energy Assessor Level 5 (NDEA L5)	56	16	40
Air Conditioning Inspector Level 3 (ACI L3)	59	11	48
Air Conditioning Inspector Level 4 (ACI L4)	42	11	31

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 4792 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 January 2020 to 31st December 2020. 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)	403	403	100%	0	0%	0
On Construction Assessor (SAP)	82	81	99%	1	1%	1
Display Energy Certificates (DEC)	15	12	80%	3	20%	0
Non Domestic Assessor Level 3	52	48	92%	4	8%	0
Non Domestic Assessor Level 4	46	42	91%	4	9%	0
Non Domestic Assessor Level 5	5	5	100%	0	0%	0
Air-conditioning Inspector Level 3	0	0	100%	0	0%	0
Air-conditioning Inspector Level 4	0	0	100%	0	0%	0

The qualification statistics are where applicants have provided the appropriate industry Diploma/Award 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.

Therefore, several applicants may ultimately end up either joining another certification scheme or simply never completing the qualification process.

The above table totaling 1 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 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 lodgment analysis is from England & Wales covering 1st January 2020 to 31st December 2020.

REPORT TYPE	TOTAL	MEDIAN PER EA	MEAN PER EA	HIGHEST PER EA	LOWEST PER EA
Existing Dwelling Domestic Energy Assessor (ED-DEA)	372040	72	182	13034	1
On Construction Domestic Energy Assessor (SAP)	91182	43	241	6555	1
Display Energy Certificates (DEC)	8022	45	110	1430	1
Non Domestic Energy Assessor (NDEA)*	18543	22	51	471	1
Air Conditioning Inspector (ACI) **	44	6	7	16	1

The following lodgment analysis is from Northern Ireland covering 1st January 2020 to 31st December 2020.

REPORT TYPE	TOTAL	MEDIAN PER EA	MEAN PER EA	HIGHEST PER EA	LOWEST PER EA
Existing Dwelling Domestic Energy Assessor (ED-DEA)	8817	38	176	2742	1
On Construction Domestic Energy Assessor (SAP)	1552	65.5	111	328	1
Display Energy Certificates (DEC)	1291	6	92	1117	2
Non Domestic Energy Assessor (NDEA)*	387	6	24	114	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. Stroma look forward to launching a new Learning Management System in the coming months.

Finance

All required financial information has been provided in a separate Appendix to this report.

Customer Complaints

During this reporting period, Stroma Certification Ltd has received a total of 168 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 Cantle *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.

Jenny Dews *Quality Manager*
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.

Ian Ferguson *Scheme Manager - OCCEA*
Responsible for SAP quality assurance assessment and technical support.

Dr. Steve Marriott *Scheme Manager – CSH, BIM and Retrofit Schemes*
Responsible for Retrofit, BIM and CSH Quality assurance assessment and technical Support.

