

Annual Report

2021



Introduction

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

This report is our thirteenth annual report prepared for the Department of Levelling Up, Housing and Communities reporting on the performance of Stroma Certification Ltd for the period from 1st January 2021 to 31st December 2021. This is the third 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 also operate two TrustMark approved schemes; Retrofit Assessor and Retrofit Coordinator.

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

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 4,900 members; an increase over the prior year.

This report is an accurate record of activity during the period of 1st January 2021 to the 31st December 2021.

Some data has been included from records held for the period beyond 31st December 2021: all instances of this have been clearly identified.

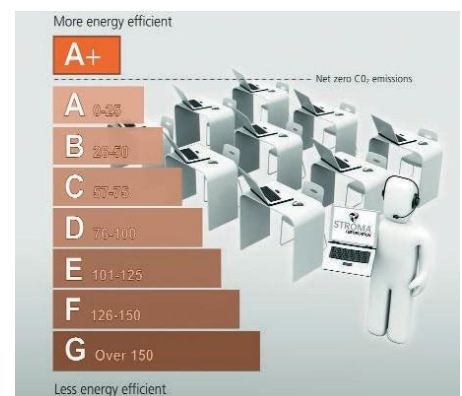
All information produced within this report has been collated and verified by the board of Stroma Certification Ltd with the single exception of the financial inclusion that has been provided by the Stroma Developments Ltd financial department.

Approved by the Board and signed on its behalf by



Andrew Parkin
Managing Director

"This report is our thirteenth annual report prepared for the Department of Levelling Up, Housing and Communities"



Review of Period

This section is a review of our performance for the period of 2021.

All figures in this Annual Report are based on the reporting period from the 1st January 2021 to 31st December 2021 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 DLUHC;

- 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, 2021, which was another year impacted by Covid and a large lockdown, Stroma adopted a permanent flexi-working arrangement allowing staff to work from home and from the office as necessary. In part this was also to attract and retain staff which became more difficult in 2021.

The year also saw Stroma invest heavily in both software and service lines for our members. We partnered with ACE Wizard software for Air Conditioning (TM44 Reports) – allowing us to re-launch our ACIR certification schemes which were redundant since September 2020.

Our internal software development focused on the quality of life improvements necessary to maintain market leading software packages, making integrations with software's such as PlanUp and SketchUp. We also developed and launched new products within our RSAP+ tool to service the emerging PAS2035 Retrofit Assessor and Coordinator roles. This was essential to ensuring Stroma fully support assessors conducting compliant Retrofit Assessments. We also spent large parts of the year developing a SAP10 Beta tool, where On-Construction Assessors could model house types against the new building regulations – very challenging given the constantly shifting methodology and regulations which weren't set until the end of 2021. 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 DLUHC.

2021 was also the year Stroma launched an online LMS (Learning Management System) to further our ability to offer excellent CPD, training and retraining. The success of the LMS was very pleasing, and we currently have around 700-800 subscribers who regularly undertake CPD on content from our LMS. This supports all members in adhering to their ongoing CPD requirements, and ensuring that all assessors have access to on-demand, reasonably priced, certified CPD.

Finally, 2021 was a record year for training, with more and more people electing to us Stroma as their training provider for energy assessment disciplines. Our Domestic and SAP courses continued to be popular choices for those entering the domestic assessor market, as well as a surge in Retrofit Assessor training. We also saw towards the back end of the year an increase in interest for NDEA training.



"Offering cohesive certification schemes for assessment 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 2021, Stroma Certification Ltd.'s total number of members was 4,944.

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)	4011	N/A	4011
On Construction Domestic Energy Assessor (SAP)	796	62	734
Display Energy Certificates (DEC)	164	24	140
Non-Domestic Energy Assessor Level 3 (NDEA L3)	622	51	571
Non-Domestic Energy Assessor Level 4 (NDEA L4)	473	44	429
Non-Domestic Energy Assessor Level 5 (NDEA L5)	54	16	38
Air Conditioning Inspector Level 3 (ACI L3)	62	17	45
Air Conditioning Inspector Level 4 (ACI L4)	46	16	30

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 4,944 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 2021 to 31st December 2021. 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)	478	478	100%	0	0%	0
On Construction Assessor (SAP)	91	86	95%	5	5%	0
Display Energy Certificates (DEC)	8	7	88%	1	12%	0
Non Domestic Assessor Level 3	42	40	95%	2	5%	0
Non Domestic Assessor Level 4	36	34	94%	2	6%	0
Non Domestic Assessor Level 5	6	5	83%	1	17%	0
Air-conditioning Inspector Level 3	3	1	33%	2	67%	0
Air-conditioning Inspector Level 4	3	1	33%	2	67%	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 0 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 2021 to 31st December 2021.

REPORT TYPE	TOTAL	MEDIAN PER EA	MEAN PER EA	HIGHEST PER EA	LOWEST PER EA
Existing Dwelling Domestic Energy Assessor (ED-DEA)	358690	68	182	3361	1
On Construction Domestic Energy Assessor (SAP)	93372	49	244	9878	1
Display Energy Certificates (DEC)	9191	51	137	1042	1
Non Domestic Energy Assessor (NDEA)*	22902	26	63	446	1
Air Conditioning Inspector (ACI) **	4	4	4	4	4

The following lodgment analysis is from Northern Ireland covering 1st January 2021 to 31st December 2021.

REPORT TYPE	TOTAL	MEDIAN PER EA	MEAN PER EA	HIGHEST PER EA	LOWEST PER EA
Existing Dwelling Domestic Energy Assessor (ED-DEA)	6769	48	154	1183	1
On Construction Domestic Energy Assessor (SAP)	1293	36	99	365	1
Display Energy Certificates (DEC)	967	4	88	856	2
Non Domestic Energy Assessor (NDEA)*	224	14	22	146	3
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 DLUHC regulatory requirements.

Stroma Certification's QA procedures are rigorous to ensure compliance with the 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 relodged.

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. We also require Stroma Members to ensure at least half of their annual CPD is certified (ie. Supported with a certificate or proof of attendance). This is fundamental to the continued development of assessors, allowing them to keep themselves updated regarding industry changes and best practice. Stroma have launched a Learning Management System to assist members in completing their annual CPD.

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 278 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 DLUHC requirements.

Who's Who

Andrew Parkin Managing Director

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.

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, Acting Quality Manager

Responsible for Retrofit, BIM and CSH Quality assurance assessment and technical Support. Responsible for the management and implementation of Stroma Certifications Quality Management System.

