



ecmk Ltd Energy Assessor Accreditation Schemes

Annual Report 2017



EDUCATE, ENERGISE, ENABLE

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Foreword

ecmk Limited has been providing software, training and consultancy services on energy performance ratings and housing stock asset management since 1990. The company operates Government-approved Accreditation Schemes for Energy Assessors of existing dwellings (since 2007); newly-built dwellings; non-dwellings; public buildings and air conditioning systems (all since 2008), under the approval of the Secretary of State for Communities and Local Government.

ecmk Limited remains fully committed to ensuring that it provides its members with the tools, training, support and oversight to enable them to produce EPCs, DEC's and Inspection Reports of the highest quality. Our principle focus is on support for energy assessors by providing them with:

- The best possible IT tools and environment – enabling them to focus on their primary task
- Responsive support on the telephone and by email for queries on assessment methodologies and IT issues
- Proactive support in the form of CPD, training, technical updates and seminars across the UK
- A Quality Assurance program which works with our members to identify areas of weakness and to focus our support to strengthen them

We at **ecmk** will continue to develop our support for members to ensure that they are fully equipped and able to take the opportunities presented by the evolving energy performance market.

Joe Mellon
Commercial Director
ecmk ltd

Review of the Period – 1st April 2016 – 30th March 2017

Our active membership for Existing Dwelling EPCs has increased due to the accession of ecmk to eTech Solutions Ltd in November 2014.

There has been a small decrease in membership for all other strands although it is hoped that new initiatives such as ESOS will help with low compliance levels and inject a renewed enthusiasm into these markets. Also new areas such as Section 63 assessments in Scotland is key to our growth.

The key focus was on providing improved levels of support for members in all strands and, in particular, extending the high quality of telephone support and Continuing Professional Development (CPD) offerings and supporting our members through the changes to QA requirements. These initiatives continue beyond the reporting period.

Our APEL application route has been less active than in previous years despite opening the door for APEL transfers in all strands.

MEMBERSHIP

The total membership in each scheme at the end of the period is shown in Table 1:

| Scheme | Qualification |
|-------------------------|---------------|
| Domestic | 1249 |
| On-Construction | 42 |
| Non-Dwellings L3 and L4 | 123 |
| Public Buildings | 36 |
| Air Conditioning | 4 |
| Total | 1454 |

Table 1 – Scheme Membership

APPLICATIONS

Accreditation for DEAs is available only to those holding the DipDEA award, the CertDEA award, the DipDGDA award or to those transferring from another approved scheme where they have been accepted via an APEL route by that scheme. For the on-construction and non-dwellings schemes, accreditation is available to those with an appropriate award (DipNDEA, DipNDGDA, DipOCEA, DipDEC, DipACEA, CertACEA, DipACEA or Certificate equivalents), to those with relevant prior experience of the role (APEL) or to those transferring from another approved scheme where they have been accepted via an APEL route by that scheme. Awards from different awarding bodies, training bodies or assessment centres were regarded as entirely equivalent. Ecmk have also recently been granted Certification status to offer ESOS training and accreditation and to offer accreditation to assessors wishing to lodge Section 63 assessments in Scotland.

LODGEMENTS

The figures for mean and median lodgements shown in Table 2 are calculated for the whole reporting period :

| Scheme | Total | Current Mean/EA/Month | Previous Mean/EA/Month |
|------------------|---------------|-----------------------|------------------------|
| Domestic | 178074 | 14840 | 7153 |
| On-Con | 1193 | 99 | 80 |
| Non-Dwellings | 1040 | 87 | 76 |
| Public Buildings | 441 | 37 | 44 |
| ACR | 40 | 3 | 7 |
| Total | 180788 | | |

Table 2 – EPC Lodgements

Quality Assurance

From October 2015 to September 2016 desktop quality assurance audits were carried out by our own internal audit team and a team of qualified external auditors all meeting the ecmk requirements.

Table 3 summarises the total number of EPCs submitted, the total number called for audit and the numbers found to be within the accepted tolerance for the type of report:

| | Lodged | Audited |
|--------------------|--------|--------------|
| Existing Dwellings | 178074 | 6660 (3.74%) |
| New Dwellings | 1193 | 40 (3.35%) |
| Public Buildings | 441 | 23 (5.22%) |
| Non-Dwellings | 1040 | 120 (11.54%) |
| Air-Conditioning | 40 | 4 (10%) |

Table 3 – Quality Audits

Although there has been a marked improvement in the % of reports that fall within the accepted tolerance, from the figures reported in 2015, failure rates for Non-Dwellings remain lower than target. There has been a slight fall in the ‘pass’ rate for AC reports but due to the low lodgement numbers this figure is extremely sensitive to small changes.

ecmk are working with their assessors to establish any training or CPD needs and will be adding new courses to our CPD portfolio.

We will also be running CPD courses ‘in house’ as well as focusing on convention and regulation updates at our road-shows.

COMPLAINTS

All formal complaints are accepted in any form and members are required by their Code of Conduct to inform **ecmk** of any complaints, or potential complaints, made directly to them by their clients.

A total of 9 formal complaints were recorded and processed to resolution during the reporting period, following our complaints procedure. An analysis of these shows the following:

- **3** complaints from clients relating to the application of RdSAP to their particular properties. All were based on misunderstandings of the RdSAP conventions which the DEA was unable to resolve to the satisfaction of the client. All were resolved with a written explanation from **ecmk** management.
- **6** complaints from clients were deemed, upon investigation, to be justified due to errors on the part of the member. The certificates were re-issued and remedial action taken with the member where necessary.

CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

During this reporting period we have continued our CPD policy which reflects the current Scheme Operating Requirements, so each member has to gain 10 hours per strand with an additional 5 hours for each subsequent strand.

To assist our members reach this target, we have announced that all **ecmk** members will receive 4 hours free CPD to be used on any of our CPD courses or events.

ecmk delivers a programme of short CPD sessions as well as a number of other CPD events. We will accept CPD gained from training courses and events run by other Accreditation Schemes. For other sources of CPD, we ask that the member submits them to **ecmk** for approval before attending – our main criteria being that the training must relate to the National Occupational Standard for the relevant strand. Members are required to keep a personal record of their CPD during the year, for submission to **ecmk** for annual renewal.

We work with all members to implement a CPD plan which must be submitted at renewal, this allows us to ensure the members are gaining relevant CPD for their own needs.



Energy Assessors can record their CPD activities on the portal, making it simple to keep a check on what hours they have completed. We can also view this record on renewal to ensure that the appropriate number of hours have been completed.

We have now started checking 100% of member's CPD to ensure compliance and on-going quality to the scheme

FINANCE

The latest published summary accounts for **ecmk ltd** have been provided to DCLG.



The Future

Whilst the housing market continues to be buoyant, the number of domestic and commercial EPCs being produced remains good. With the recent launch of ESOS and Section 63 reports in Scotland this puts our assessors in a good position for further development and potential further income. We are also hopeful for a new application to assist assessor in Scotland produce EPCs and a Home Survey for RICS building surveyors. This is to be launched in the New Year of 2018

ecmk will continue to develop its support for all Energy Assessors. Our aim is to provide:

- The best software available for DEAs – our solutions are continually being improved in line with feedback from our users.
- A simple, quality audit process which minimises the administration required from members and which provides rapid, supportive feedback.
- New CPD courses and events, including online training courses, classroom training, seminars and workshops around the UK.
- A technical helpdesk available 7 days a week 8am-8pm Monday-Saturday and 9am-1pm Sunday
- To develop software for other strands e.g. Occupancy Assessment, to enable assessors to gather information and produce reports in an optimal, timely manner.
- To extend our software range to multiple platforms in keeping with consumer trends.

We look forward to a successful year.

Joe Mellon
Commercial Director

Who's Who at ecmk

Joe Mellon – Commercial Director

In his role as Commercial Director, Joe is responsible for the management and budgets for all departments within the company, providing leadership for Sales & Marketing, Software development and Client Support teams.

Stephen Farrow – Scheme Manager

Stephen manages the Accreditation Schemes for all strands of the EPBD. He is responsible for membership administration, technical support and quality auditing.

Trevor Bradshaw – QA and Trainer

Trevor provides front-line support for DEAs, NDEA and DEC specialising in RdSAP and assessment techniques. He is also a member of the domestic audit team and completes training for our assessors.

Ellie Campbell-Ricketts – Auditor and Technical Support

Ellie provides front-line support for DEAs, specialising in RdSAP and assessment techniques. She is also a member of the domestic audit team.

Terry Hyde – Auditor and Technical Support

Terry provides front-line support for DEAs, specialising in RdSAP and assessment techniques. He is also a member of the domestic audit team. Terry is also an active and practising DEA and a member of Midlands Energy Professionals

Tony Golden – Auditor and Technical Support

Tony provides front-line support for DEAs, specialising in RdSAP and assessment techniques. He is also a member of the domestic audit team.

Kaye Arthurworrey – Auditor and Technical Support

Kaye provides front-line support for DEAs, specialising in RdSAP and assessment techniques. She is also a member of the domestic audit team. Kaye is also an active and practising DEA

Rebecca Evans – Green Deal Officer

Rebecca is responsible for managing the administration team and procedures and document control. Rebecca is also responsible for the day to day running of the Green Deal scheme.

Kirsty Deighton – Audit Administrator

Kirsty is principally responsible for administration of the quality audits.



Contacts

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