ecmk Limited
Energy Accreditation Scheme
Annual Report 2024

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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); non-dwellings; public buildings and (all since 2008), under the approval of the Ministry of Housing Communities and Local Government (MHCLG).

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, DECs and Inspection Reports of the highest quality.

Our principal 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 Limited** 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.

Ian Rowley
Scheme Manager
ecmk Limited

Review of the Period – 1st April 2023 – 31st March 2024

Our active membership for Existing Dwelling EPCs has increased due to the rise in PAS 2035 Retrofit projects supporting the Energy Obligation Scheme.

There has been small changes in membership for all other strands. ECO regulations incorporating PAS2035 will continue to increase membership for Retrofit Assessors and Retrofit Coordinators and are 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.

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Membership

The total membership in each scheme at the end of the period is shown below:
Period -1/4/23 to 31/3/24

Scheme	Qualification
Domestic	2112
On Construction	0
Non-Dwellings L3 and L4	141
Public Buildings	22
Air conditioning	0
Total	**2275**

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 non-dwellings schemes, accreditation is available to those with an appropriate award (DipNDEA, DipNDGDA, 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 offer Certification status to offer Retro Fit Assessor and Coordinator schemes by Trustmark

Lodgements

The figures for lodgements shown below are calculated for the whole reporting period.
Period -1/4/23 to 31/3/24

Scheme	Total
Domestic	203433
On-Con	0
Non-Dwellings	5802
Public Buildings	2654
ACR	0
Total	**211889**

Quality Assurance

For the period 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.
The table below summarises the total number of assessments called for audit and the numbers found to be within the accepted tolerance for the type of report: Period -1/4/23 to 31/3/24

	Audited	Passed
Existing Dwellings	6188	3500 (56.56%)
New Dwellings	0	0(0%)
Public Buildings	38	28 (73.68%)
Non-Dwellings	159	87 (54.71%)
Air-Conditioning	0	0 (0%)

Although there has been a marked improvement in the % of reports that fall within the accepted tolerance, from the figures reported in 2022, failure rates in general remain higher than targets
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, methodology and regulation updates. We have also had great success with the half day 'boot camp' for energy assessors.

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 88 formal complaints were recorded during the reporting period and processed to resolution during the reporting period, following our complaints procedure. This was a significant rise in complaints from the previous reporting period, we believe this is due to more public awareness of EPCs due to Energy costs increasing and government grant schemes being linked to EPC ratings. A lot of time during the period is taken up by the general public not understanding the methodology of the software.

A brief analysis of these shows the following:

- **79** complaints from clients relating to the application of RdSAP or the stakeholders understanding of the methodology, which firstly the DEA was unable to resolve to the satisfaction of the client. All were resolved with a written explanation from **ecmk** management or the DEA re-issuing an EPC based on an audit of the assessment or advise from ecmk

- **9** complaints from clients were deemed to be about the member who completed the EPC. All these complaints were resolved with a written explanation from the DEA or ecmk to the satisfaction of the complainant.

Continuing Professional Development (CPD)

During this reporting period we have continued our CPD policy which goes above and beyond 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 should keep a personal record of their CPD during the year, for submission to **ecmk** for annual renewal.
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 are checking our of member's CPD in line with scheme operating requirements to ensure compliance and on-going quality to the scheme

Finance

The latest published summary accounts for **ecmk ltd** are available on Companies House website

https://www.gov.uk/government/organisations/companies-house

The Future

Whilst the housing market continues to be steady, the number of domestic and commercial EPCs being produced remains steady. The RetroFit schemes this puts our assessors in a good position for further development and potential further income. We are one the main schemes currently running PAS2035 assessment and coordination schemes which in turn is bring over a number of EPC assessors.

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. Legionella reports, 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.

Ian Rowley
Scheme Manager
Ecmk Ltd

Who's Who at ecmk- senior staff

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

Ian Rowley – Scheme Manager
Ian manages the Audit team for all strands of the EPBD. He is responsible for, technical support and quality auditing. Ian is an active DEA

Kaye Arthurworrey – Lead Auditor and Training Manager
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 active DEA

Peter Bloore – Lead Auditor
Peter provides front-line support for DEAs, specialising in floorplans and assessment techniques. He is also a member of the domestic audit team and completes training for our assessors. Peter is also active DEA

Kirsty England – Scheme Administration Manager
Kirsty is principally responsible for administration team handling Membership application, administration and renewals.

Terry Hyde – Auditor and Technical Support
Terry provides front-line support for DEAs, specialising in NDEA as a lead auditor and assessment techniques. He is also a member of the domestic audit team. Terry is also an active and DEA.

Please see ACC001- Quality Plan- downloadable from the ecmk website for a full structure of the complete ecmk team.

Contacts

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