

Annual Report 2024



elmhurst
energy

Elmhurst Energy Accreditation EPBR Scheme Annual Report 2024 for England, Wales and Northern Ireland

Reproduction of this document in whole or in part
is forbidden without consent of:

Elmhurst Energy
16 St Johns Business Park,
Lutterworth, Leicestershire, LE17 4HB



Foreword

Welcome to the Elmhurst Energy annual report on its EPBR activities for England, Wales and Northern Ireland in 2024.

2024 has been a mixed year for the energy assessment industry, the market for existing dwellings EPCs has plateaued, new build homes and non-domestic EPCs has continued to drop significantly.

2024 was what felt like a year of waiting, waiting for certainty politically with a new Government coming in and a previous Government not committing to any new initiatives around energy efficiency. Waiting for important consultations such as the EPC Action Plan and MEES/PRS.

The delayed development of and long overdue RdSAP 10 is still in delivery phase and is not due before Spring 2025, (a year late) which will ultimately be good news for Domestic Energy Assessors; with improved methodology comes new carbon emission factors, recognition of new technologies and a reset of recommendations. However, the assessments will undoubtedly take longer as there are more inputs, and we at Elmhurst recognise the vital importance that EPCs play and thereby the value proposition our members give; we for one will continue to let industry stakeholders know that the price they pay for EPCs must reflect the time

and accuracy improvements imposed on energy assessors.

Elmhurst will continue to show leadership in our vital sector for all our members and for wider stakeholders. Advocating for good positive changes, and reminded others of any misunderstandings of energy efficiency.

The EPC reform consultation landed at the end of 2024, with indications of changing the metrics on all EPCs, reducing validity periods and focussing on quality of training. Scotland also recently announced their response to a similar consultation. This continues the intent of revamping the EPC, changing metrics, measuring the real-time actual energy performance of all buildings, and supporting consumers to use their heating systems efficiently and drive down energy consumption. All of this is very much welcomed, and we know that our members will play a significant part in this moving forward. In fact the Future Homes Standard alludes to the significant role that measured energy performance will play to prove that homes and buildings designed to perform to certain standards do indeed do so.

ECO policy continues to use a whole home approach (ECO4), using PAS2035/30 to think about a multi-measure approach to energy efficiency retrofit, rather than a singular focus on individual measures. The various complicated funding routes make this market very "stop start", but certainly, ECO4 activity continued to increase throughout the year. The update to PAS2035 for April 2025 will see further clarification around Retrofit Designs, Ventilation strategies and onsite Coordinator checks amongst other changes.

We are seeing more talk of using PAS2038 which details good quality retrofit of Non-Domestic buildings, again this is something upon which to build upon. Work continues on a new Retrofit Assessment Standard, all of which aims to improve the quality of energy efficiency measures being added to homes and buildings – getting the 'foundation' right before altering a building has never been more essential.

2024 saw SAP10 begin to be used for an increasing proportion of new-build homes following the interim Future Homes Standard (E&W). Also, as stated earlier, we are now working on the Home Energy Model, the new name for SAP11. The Government are looking at

introducing this in Spring/Summer 2025 with the full implementation of the Future Homes Standard.

The BRE, Government and all schemes are continuing to work on the next version of RdSAP based on SAP10. All of this is very welcome news to ensure that energy assessments are as up-to-date as possible for the end consumer.

Markets:

The demand for existing home EPCs was very flat through 2024 due to continued market uncertainties, political changes and a backdrop of interest rate rises and uncertain economic times; the housing market may have been slightly down, but EPCs for retrofit purposes was buoyant and propped up any gaps from the previous year.

The previous Prime Minister's announcement in the autumn 2023 about delaying the next step change for MEES targets in England and Wales certainly didn't help landlords' confidence in any new uplift rules. This pushed back any decisions until after the general election, we are still awaiting the MEES/PRS consultation to prove clarity on the new Governments

ambition and targets for the private landlord sector.

New build homes completions for the second year fell and appear way from the target size of the market that Government would like to see (300,000 new builds per annum) or as announced 1.5m across their parliamentary term. The overall market however remains positive and targets from all political parties and regions state that more new homes continue to be required.

Non-domestic energy assessment had a dramatic reduction in the number of assessments, and DEC's and Air Conditioning Inspections continue to be steady.

Lenders continued to engage with our sector and this has driven more and more banks and building societies to understand EPCs and engage with our market. This is a very good initiative and one which will ensure that more and more professional bodies consider the impact of energy assessments; with this in mind the ability to lend to consumers to improve their building's energy efficiency is starting to become mainstream.

Overall, 2024 was a very mixed year, we are of course keen to see new updated methodologies which always ensures that the energy assessments undertaken by our members are as up to date as possible. We would of course like to see these come in on time and delivered as planned. The seismic shift in fuel prices and fuel security has put our industry at the front of a lot of Government thinking. This is extremely good news for our members. As we always say 'you can't manage what you don't measure' and this is why Energy Assessors play a vital part of our future. We hope that as a nation we now move to the next phase of encouraging good quality retrofit to all our buildings to use less energy in the first place.

I wish you all a healthy and prosperous 2025 and thank you for being members, customers and supporters of Elmhurst Energy.

Stuart Fairlie C.Build E MCABE
Managing Director
Elmhurst Energy Systems Ltd.



Elmhurst Energy Systems

About Us

Established in 1993 and operating in England, Wales, Scotland and Northern Ireland we have grown to become the largest and most well-known independent organisation in the energy assessment industry renowned for our professionalism and ability to drive high standards through our software, training and accreditation.

We ensure that individuals looking to achieve energy assessment qualifications are trained to the highest standard. Once qualified and where applicable they are invited to join our expert accreditation scheme. An accredited Elmhurst Member enjoys many benefits including access to our industry leading software, expert technical support and of course a competitive pricing structure.

Ultimately, our role is to ensure that our members undertake accurate and reliable energy assessments of buildings and organisations across the UK. We are audited by the governments of England, Wales and Scotland for our energy assessor scheme and are proud of our consistently high quality feedback from audits.

Our Vision

To be the leading provider of software, training and accreditation to the building, property and energy efficiency and environmental sectors.

We will continue to drive the energy assessment industry forward through unrivalled customer support, innovative products and a wide range of complementary energy assessment services. We believe that as a business-to-business company we can only succeed through the success of our customers.

Elmhurst Energy Values



Elmhurst Energy Accreditation Scheme - Review

Introduction

The purpose of this report is to provide an overview of the operations of the energy assessor accreditation scheme for England, Wales and Northern Ireland, operated by Elmhurst Energy Systems Ltd, and is a requirement of all accreditation schemes to report to the Ministry of Housing, Communities and Local Government (MHCLG). This report also serves as a public record of the scheme's activities and may be read by our members, other stakeholders, and anyone else with an interest in energy assessment.

This report provides various data on the membership of the scheme and the number of lodgements made by its members on existing and new build dwellings (DEA and OCDEA respectively), non-domestic buildings, Display Energy Certificates (DEC), and air conditioning inspection reports. It is important to note that this report only covers England, Wales and Northern Ireland.

Membership

The table below outlines total membership in England, Wales and Northern Ireland, per strand on 31st December 2024. Elmhurst offer a number of different accreditation strands through either qualification or APEL routes. This will mean there is a difference between the number of memberships and the number of people accredited e.g. one person may be DEA and OCDEA which would be two memberships.

Table 1a:

Strand	Total Membership
DEA	8010
OCDEA	1667
NDEA L3	1262
NDEA L4	1042
NDEA L5	158
DEC	383
ACEA	70
TOTAL	12592

Lodgements

Between January and December 2024 Elmhurst has lodged a total of Energy Certificates across all strands. The table below outlines total lodgments for this period.

Table 2:

Strand	Total Lodgements – England and Wales	Total Lodgements – Northern Ireland
DEA	1,126,839	23,130
OCDEA	225,639	5,818
NDEA	75,893	1,341
DEC	24,484	196
ACEA	1,126	N/A

Auditing

Elmhurst audits a minimum of 2% of lodged certificates per annum per strand*, consisting of random and smart audits, with individual assessors each subject to a minimum number of audit checks, as required by the Scheme Operating Requirements. Additional auditing is also undertaken for new assessors, complaints, and follow-on audits.

Elmhurst checks the compliance levels by strand monthly, and monitors the overall compliance of the scheme on an on-going basis.

**NDEA Level 5 audit requirements require 10% of members to be audited per annum*

Existing dwellings

Table 3 details the total number of EPCs called for audit, during the period 1st January 2024 to 31st December 2024 for the Elmhurst DEA accreditation strand.

**Table 3:
England & Wales**

Number of epcs called for audit	23,194
% of epcs called for audit	2.05%

Northern Ireland

Number of epcs called for audit	835
% of epcs called for audit	3.61%

Newly Constructed Dwellings

Table 4 details the total number of EPCs audited, along with results, during the period 1st January 2024 to 31st December 2024 for the Elmhurst OCDEA accreditation strand.

Table 4:
England & Wales

Number of epcs called for audit	4,715
% of epcs called for audit	2.08%

Northern Ireland

Number of epcs called for audit	159
% of epcs called for audit	2.73%

Non-Domestic Buildings

Table 5, below, details the total number of EPCs audited, along with results, during the period 1st January 2024 to 31st December 2024 for the Elmhurst NDEA accreditation strand.

Table 5:
England & Wales (Level 3 & 4)

Number of epcs called for audit	1,523
% of epcs called for audit	2.00%

England & Wales (Level 5)

Number of epcs called for audit	38
% of epcs called for audit	22%

Northern Ireland (Level 3 & 4)

Number of epcs called for audit	90
% of epcs called for audit	6.71%

Public Buildings (DECs)

Table 6, below, details the total number of DECs audited, along with results, during the period 1st January 2024 to 31st December 2024 for the Elmhurst DEC accreditation strand.

Table 6:
England & Wales

Number of certificates called for audit	490
% of certificates called for audit	2.00%

Northern Ireland

Number of certificates audited	5
% of certificates audited	2.55%

Air Conditioning

Table 7, below, details the total number of ACIRs audited, along with results, during the period 1st January 2024 to 31st December 2024 for the Elmhurst ACEA accreditation strand.

Table 7:
England & Wales

Number of certificates audited	23
% of certificates audited	2.04%



Continuous Improvement

Elmhurst undertakes the following steps to support our Members and help improve the quality of their work, audit submissions and compliance of the scheme overall, including:

- Regular technical bulletins and a quarterly newsletter that helps our members to keep up to date with the latest conventions and industry news.
- Technical support from our Business units by email or phone
- Feedback to members after each audit including areas to improve even when audits are passed to promote good/best practice
- A comprehensive training programme including a number of advanced courses for experienced assessors.
- Active promotion of the Evidence Requirements guidance document
- to assessors who have failed an audit with corrective action where appropriate.
- Overview of assessor surveillance requirements to trainees at the end of all our training courses. This emphasises the importance of complying with mandatory audit requirements and encourages them to engage in good compliance practice.
- Active promotion of Elmhurst's Auditing zone which is available to all Elmhurst Members and enables assessors to review; their EPC evidence before it is submitted for audit, all pending audit requests including deadlines for submission, and their audit history to date.
- Elmhurst put a specific focus on issuing news articles that span further than our immediate reach in the energy certificate sector, in doing so advocating for the services provided by our members and energy assessors in general. As such, we believe there is value of being an Elmhurst member, and we are aware that some end users only desire an energy certificate produced by an Elmhurst member.

Customer Satisfaction

Elmhurst received 510 complaints during the period 1st January 2024 to 31st December 2024, the vast majority of which were in respect to the perceived quality of RdSAP EPCs. The majority of these complaints related to the EPC outputs and not being able to claim funding, rather than the competency of the assessor. Elmhurst noted that many complainants do not understand the content of the EPC and its purpose. Each complaint was fully investigated by Elmhurst and appropriate corrective and preventive action taken.

Twenty one (21) members had their accreditation revoked as a result of breaches of our Code of Conduct during 2024.

One way Elmhurst monitor customer satisfaction is by using the Net Promoter Score; an index ranging from -100 to +100 that measures the willingness of customers to recommend a company's products or services to others. In 2024 our average Net Promoter Score was 36 this range indicates that the company has a solid foundation of satisfied customers who are generally willing to recommend it.



Value Adds to Membership through Software

DEA Technical Advice

Within our RdSAP software suite, Elmhurst have a section for Technical Advice. Within this area we provide additional advice and assistance to the DEA to ensure the accuracy of the EPC. This includes highlighting data combinations that are unusual, or additional requirements of evidence substantiation for quality assurance purposes.

SAP10 Online

Despite the launch of our proprietary Design SAP10 software in years prior, we have continued to invest in features within this online application to help our customers increase efficiencies, reliability and accuracy. A good example of this is our extensive mass processing suite, which enables updating data on many assessments at once to generating reports for a new build site.

U value Online

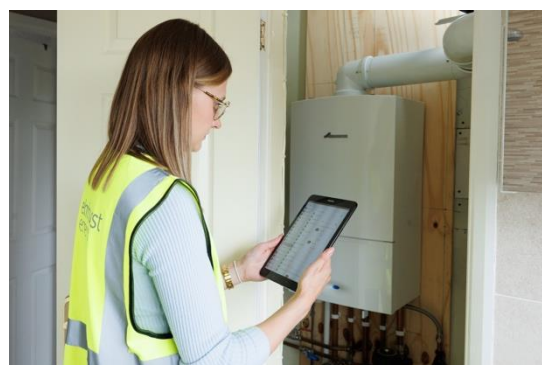
Related to OCDEA members, NDEA Level 4 Members, U value competency scheme members and all those going through any form of training related to these disciplines, Elmhurst's new online U value calculator has been created to give members an easy and reliable method of calculating U values against the BR443 standard. Now with the added benefits of being online, members can rely on Elmhurst to ensure that all and any calculations are easily transferable and all their work is backed up and saved.

Notification Centre Updates

Elmhurst have delivered a new notification centre for our membership, through a main member login portal "Access Elmhurst". This has enabled Elmhurst to provide notifications to our membership via an alternative to the established models, such as email and social media. This year we took this notification centre one stage further by being able to communicate to specific member groups related to their skills and disciplines, e.g DEA, NDEA, OCDEA, Legionella etc. This update means any and all news communicated through the notification centre is relative and relevant to their role.

Condition Report

A software app to enable our members to collect home condition data on an existing dwelling, particularly used in the Retrofit space. To ensure as many of our members could make use of the Condition Report software, we ensure the tool is available online and via mobile options such as Android and IOS.



Who's who at Elmhurst



Stephen O'Hara

Chairman

Stephen has been with Elmhurst since the very beginning, having joined the company back in 1993. His passion for energy efficiency and leadership has been vital for guiding the business to where it is today, as well as preparing it for the future. As chairman of the Elmhurst Group, Stephen takes the lead on new business ventures and works closely with Elmhurst's investors, Phenna Group.



Stuart Fairlie

Managing Director

Having been in the industry for 20+ years, Stuart is regarded as one of the industry's leading experts in energy efficiency. Stuart's position as Managing Director sees him oversee much of the day-to-day operations of Elmhurst as well as the long term vision and plan for Elmhurst's core training, software and accreditation offerings.



Andrew Parkin

Technical Development Director

Andy came to Elmhurst following the merger of the Stroma Certification scheme, he heads up the training development and new innovation side of the organisation. Andy also works closely with Government and industry working groups to promote the use of EPCs and DEC's in energy efficiency policies and regulations, as well as advising on technical standards and documentation improvements.



Amo Sihra

Commercial Director

Amo is a Chartered Building Engineer with over 10 years of experience in the energy and buildings sector, driven by a strong passion for reducing carbon emissions. As Commercial Director at Elmhurst, he leads the sales and marketing teams, leveraging his extensive technical expertise and specialist knowledge to contribute to the company's success. His leadership has been instrumental in establishing Elmhurst's quality reputation in the industry.



Lesley Asprey

Head of Accreditation

Lesley joined Elmhurst in 2007 as a member of the Training and Accreditation Department. Over the years, she has gained extensive knowledge in the industry and currently leads a team responsible for administering accreditation and certification for our EPBR and competent person schemes. Additionally, Lesley oversees the Audit and Complaints Department, ensuring our full compliance with regulatory requirements.



James Gill

Head of IT

James joined Elmhurst in 2012 and heads up the IT departments for Elmhurst. James oversees all the software that Elmhurst develops and maintain for staffs and members to ensure it meets all current and future business needs. James also works closely with Government and attends their working groups regarding approved software for the production of EPCs.



Josh Wakeling

Head of Training

With a background in commercial energy assessment, Josh brings plenty of understanding to the role of Head of Technical, where he manages the efficient and effective day-to-day delivery of operations, and knowledge based products and services.



Sam Cantle

Head of Operations

With a demonstrated history of working in the energy efficiency sector Sam plays a pivotal role in driving the organisations operational excellence, ensuring the delivery of high-quality services, and shaping Elmhurst's strategic approach to energy efficiency. Sam is actively involved in discussions on energy efficiency and policy reforms. Sam also currently holds the position of Chair of the Energy Assessor Scheme Operating Board (EASOB).



Dominic Reed

Head of Marketing

Dom joined Elmhurst in 2015 following completion of his Bachelors degree in Advertising and Marketing Communication. He currently heads up the marketing, communications and public relations side of the business to ensure that the Elmhurst brand and the work that we do is recognised by industry as well as the general public.



Damien Roberts

Head of Quality and Compliance

Damien has been instrumental in the growth and development of Elmhurst, having previously led the existing dwellings support team for nearly a decade. In his current role, he is dedicated to maintaining Elmhurst's position as the leading accreditation scheme in the sector. He continues to drive the company's commitment to raising industry standards, promoting fairness, and ensuring a level playing field for all members, with integrity and impartiality.



Lydia Cross

Head of Finance

Lydia has been an integral part of Elmhurst Energy since 2014, initially joining as a Management Accountant. Over the years, she has demonstrated exceptional financial leadership and strategic insight, leading to her promotion to Head of Finance in June 2022. In this role, she oversees all financial operations and contributes to the company's long-term financial strategy and growth.



Carolyn Bruton

HR Manager

Carolyn had been with the Elmhurst team nearly 3 years and stepped into the HR manager role in 2024. Carolyn is dedicated to fostering a positive workplace culture and employee well-being with a people centric approach. Ensuring that our HR strategies align with our shared goals to promote employee engagement to help build strong inclusive teams.



Alistair Galloway

Business Development Manager (Scotland and NI)

Alistair joined Elmhurst in 2022 as the Scotland and Northern Ireland Manager, having worked in business development for 15 years. As a former professional athlete, he brings that same ambition into his professional life.



Fiona Wilson

Business Development Manager (Existing Customers)

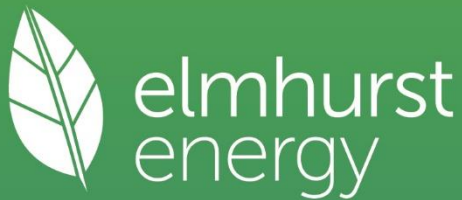
Fiona joined Elmhurst Energy in 2016, having joined the team from National Home Energy Rating (NHER), where she worked since 2007. Fiona is a well-known face in the energy efficiency industry, where her in-depth knowledge and technical specialism is indispensable to members.



Martin Firth


Business Development Manager (England and Wales)

Martin joined Elmhurst Energy in 2017 as Business Development Manager for England and Wales. After leaving behind a distinguished career in the British Armed Forces, Martin joined a series of multinational companies and brings with him a wealth of experience in the energy and renewables sectors.



Contact Details

Should you require any further clarification, please contact us at:

 Elmhurst Energy
16 St Johns Business Park,
Lutterworth,
Leicestershire,
LE17 4HB

 01455 883 236

 enquiries@elmhurstenergy.co.uk

 www.elmhurstenergy.co.uk



Elmhurst Energy Accreditation
EPBR Scheme Annual Report
2024 for England,
Wales and Northern Ireland