



Sterling Accreditation
setting the standard



ANNUAL REPORT

2010



Sterling Accreditation Limited
15 Basepoint, Harts Farm Way
Havant PO9 1HS





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Glossary

The abbreviations used in this report are explained below:

APEL	Approved Prior Experiential Learning
CLG	Department for Communities and Local Government
CPD	Continuous Professional Development
DEC	Display Energy Certificate
EA	Energy Assessor
EPC	Energy Performance Certificate



Introduction

This is the first annual report for Sterling Accreditation Limited and covers the period 1st October 2009 to 30th September 2010.

Communities and Local Government require Accreditation Schemes to report on an annual basis following a set pattern. This report provides a variety of information on the Scheme, its membership and lodgement of energy assessments.

Sterling was registered at Companies House (No. 68664378) on 30th March 2009 as a limited liability company initially with the name of Corus Accreditation Limited.

Corus first made an application to Communities and Local Government to be an accreditation Scheme under the auspices of the Energy Performance of Buildings Regulations 2007 in March 2009.

Corus was granted approval on 30th October 2009 to be an accreditation scheme for energy assessors in both domestic and non-domestic EPCs, DEC's and Air Conditioning Inspections at all levels.

Corus changed name to Sterling Accreditation Limited, registered at Companies House, on 16th February 2010

Sterling's aim was to enter the accreditation market as a quality scheme concentrating on the non domestic sector. The submission made to CLG majored on this as it was seen as complimentary to UK policy and the intention of the Energy Performance of Buildings Directive.

The Sterling team are now well placed to develop its "quality" base and to widen its share of the market by providing customers with energy assessments that can be relied upon and used to take forward energy efficiency improvements. This will be achieved by ensuring energy assessors are properly qualified to undertake their roles and a quality assurance regime that provides full support.

Simon Barnes

Managing Director
March 2011



Review of the period

Sterling Accreditation's business aim was to become a scheme with a high calibre of quality auditing practises and procedures. The whole ethos of the organisation was to provide end customers with the peace of mind that the product they had paid for and the assessors they used in the process were audited to the highest standard.

Market intelligence and industry Insight formulated a three year strategy to engage the market to grow the business at a manageable pace and keep compliant with CLG whilst building a robust quality auditing process.

Sterling Accreditation in 2009 /2010 did not actively engage the market to promote its services to energy assessors. In accordance with its business plan our main ambition was to raise awareness of our presence to the energy assessment market and the other accreditation scheme's currently providing competing services.

As an organisation we were aware that the energy assessor's decision making process with regard to choice of membership of accreditation and placement lodgement's was price driven. The main aim of the Sterling marketing plan was to promote quality to energy assessors in preparation for when legislation tightens and when end customers become more aware of their financial and legal exposure's for procuring poor quality EPC's.

We achieved our aim in 2009 / 2010 which was to raise awareness, to develop our processes and test them on a small number of energy assessors that would enable the team to manage volume growth in 2011.

Membership

We accept new members to our scheme through either the APEL or qualification route. Within this reporting period we have not had to decline any applicant.

At the end of this reporting period, 30th September 2010, we had 6 Members accredited as follows:

Energy Assessor	Domestic	Non-Dom Level 3	Non-Dom Level 4	DEC	Air Con Level 3	Air Con Level 4
APEL	4	5	4	2	0	0
Qualification	0	1	1	1	0	0



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Applications

Only one member has joined us through the APEL route, the remainder through qualification.

Lodgements

Our first lodgement was made in April 2010 and by the end of September 68 lodgements had been made all Non Domestic EPCs at Level 3.

Quality Assurance

We have undertaken 7 quality checks on the lodgements representing a sample of over 10%. To date none of the EPCs checked failed the quality assurance audit.

Guidance and Information

All EAs who become members of the Sterling Accreditation Scheme have access to a members' website which provides a wealth of information and news and documentation including information from CLG. This is to ensure that they have all the basic information needed to undertake their assessments and keep them up to date. There is also a members' forum which encourages a transfer of information.

Continuous Professional Development

We maintain a professional profile for each member which is kept up to date and checks are made to ensure that the requisite CPD is undertaken.

Customer Satisfaction

To date we have received no complaints from customers about our energy assessors nor have we received any complaints from energy assessors or customers about the service we have provided. Indeed we have received some satisfactory comments about the service we have provided.

Finance

Financial information on Sterling Accreditation is available by request.



The Future

Sterling's objective is to grow its team and service delivery to its members without compromising on quality. Sterling is an invested business with ambition to be recognised as a scheme with a high level of quality auditing and a long term ambition for our brand to be recognised as a quality kite mark in the accreditation industry.

The opportunity for Sterling in 2011 is to ensure that our practises and procedures are fully compliant and are managed in a cost effective manner. Moving forward we will invest in software solutions to ensure compliance and employ the right people to move our business forward. Managed growth is key to our business success which we believe will show commitment to the numbers of members and customers who believe quality is a priority in this market.

Who's Who

Simon Barnes- Managing Director

Steve Pae – Finance Director

Barry Hudson – Sales and Marketing Director

Alex Matthias – Quality Manager

Mike Gordon – Operations Manager

Contact Details:

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Managing Director
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