



Sterling Accreditation
setting the standard



ANNUAL REPORT
2024/2025

About

Sterling Accreditation was established in 2009, to provide a high-quality accreditation scheme to Energy Professionals. Every year we have continued to grow in strength and reputation as a scheme that delivers a high level of service and support to its members.

Our sole business objective is to provide a high level of service and support to our members which facilitates the registration of accurate Energy Certificates on the Central Registers for England, Wales, Northern Ireland and Scotland.

Sterling has no other business stream; we do not supply, allocate or provide work to any other organisation in the energy sector. This is an important position for us as it avoids any conflict of interest.

Vision

To continue 'Setting the standard'

To work with our members and professional energy associations to deliver a high standard of service throughout the whole of the scheme; from helping new members to delivering excellence at auditing

To continue to push the compliance and awareness of the requirements associated with the Energy Performance of Buildings Directive.

To listen and understand our members requirements and deliver services specific to their needs.

Review of the period

In this period Sterling Accreditation continued to apply pressure on Government to release the findings of the EPC Reform Consultation, where it was suggested that the fine for non-compliance with Air Conditioning Legislation would increase to £1,000.

Additionally, in order to provide some clarity to the grey areas of MHCLG Guidance, Sterling Accreditation, took on the responsibility of providing industry suggestions to the amendments that should be made to help assessors deal with uncertainty in the inspection industry; we look forward to working with Government on these changes in the coming months.

We have also engaged with the Scottish Government as they move forward with plans to update their register services suggesting that it is time for a regulation change to enforce the mandatory lodgement of Air Conditioning Inspections in Scotland. A public record of lodgements would not only help stake holders identify compliance and when renewals are due but also allow for a greater awareness of compliance with legislation.

We are pleased to announce that Sterling Accreditation became an ABBE approved training centre and will be offering Air Conditioning and Non-Domestic EPC training courses alongside our APEL Approval process.

Mike Gordon



Scheme Manager

Membership

The following table shows the number of applications received by strand:

Strand	England & Wales	Northern Ireland	Scotland
DEC	5	0	0
EPC (ND)	12	0	5
ACR	10	1	0
EPC(D)	74	1	0

The following table shows the number of operating members by strand:

Strand	England & Wales	Northern Ireland	Scotland
DEC	39	1	0
EPC (ND)	75	1	21
ACR	103	14	19
EPC(D)	73	0	4

Lodgements

During the reporting period 1st October 2024 to 30th September 2025; the following Energy Certificates were lodged or registered through the Scheme.

Region	Total Lodged
England & Wales	25,151
Northern Ireland	191
Scotland	1,915

Lodged reports separated by Strand and Region

Strand / Region	England & Wales	Northern Ireland	Scotland
DEC	1,748	4	0
EPC (ND)	3,618	1	994
ACR	14,457	185	867
EPC (D)	5,328	0	51

Quality Assurance

Sterling undertakes some QA on all lodgements to ensure a basic level of compliance. A heightened level of QA is undertaken on lodgements in accordance with the relevant MHCLG SOR strand.

A feedback report is provided to all EAs who have had work quality checked regardless of whether it is a pass or fail. Feedback is used to help improve the work of individual EAs as well as informing our own needs to provide technical advice notes and CPD and to make an informed contribution to the various MHCLG Conventions and TSG meetings.

A report on QA undertaken is provided to MHCLG on a monthly basis.

All EPCs, DEC's and ACIRs that fall outside the error rates specified in the SORs are corrected and re-lodged. In this reporting period we have undertaken quality checks on the lodgements in the various strands as follows:

Strand	Region	No. Called	% Called	No. Passed	% Pass
DECs	E&W	48	2.7%	45	93.7%
	NI	1	25%	0	0%
EPC(ND)	E&W	117	3.2%	97	82.9%
	NI	1	100%	1	100%
	Scotland	38	3.8%	34	89.4%
ACR	E&W	349	2.4%	303	86.8%
	NI	19	2.2%	16	84.2%
	Scotland	35	3.5%	31	88.6%
EPC(D)	E&W	205	3.8%	108	52.7%
	Scotland	4	7.8%	2	50%

All quality audits are undertaken by our team of QA Auditors and each EA is provided with a comprehensive feedback report regardless of whether the audit was a pass or failure.

The work of our QAAs is moderated on a regular basis by our senior auditors.

Customer Satisfaction

In this reporting period we received 2 complaints associated with the domestic EPC strand; both of which were resolved.

Finance

Financial information will be provided on request to info@sterlingaccreditation.com

Contact Details

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