



Sterling Accreditation
setting the standard



ANNUAL REPORT
2025-2026

About Sterling Accreditation

Established in 2009, Sterling Accreditation was created to provide a high-quality accreditation scheme for energy professionals. Since then, we have continued to grow in strength and reputation, building a scheme recognised for delivering high standards of service, support and professionalism to our members.

Our sole business objective is to provide our members with the guidance, service and support they need to facilitate the accurate lodgement of Energy Performance Certificates (EPCs) on the relevant Central Registers across England, Wales, Northern Ireland and Scotland.

Sterling Accreditation operates exclusively as an accreditation scheme. We have no other business interests within the energy sector and do not supply, allocate or provide work to other organisations or energy professionals.

This independence is fundamental to our approach. By focusing solely on accreditation and member support, we maintain a clear separation from commercial activities that could give rise to conflicts of interest. This enables us to remain focused on our members, uphold the integrity of the accreditation process and support the accurate registration of energy certificates.

Setting the Standard

- **Maintaining Excellence:** Working collaboratively with our members and professional energy associations to uphold the highest standards of service throughout the entire scheme, from supporting new members through to delivering excellence in auditing.
- **Promoting Compliance and Awareness:** Continuing to drive compliance with, and awareness of, the requirements of the Energy Performance of Buildings Directive (EPBD), supporting best practice and maintaining professional standards across the industry.
- **Putting Members First:** Listening to and understanding our members' needs, responding to their feedback, and developing and delivering tailored services that provide meaningful support and meet their individual requirements.

Review of the Period

During this period, Sterling Accreditation continued to put pressure on the Government to release the findings of the EPC Reform Consultation, which included proposals to increase the fine for non-compliance with Air Conditioning Inspection legislation to £1,000.

In addition, Sterling Accreditation took the initiative in addressing areas of ambiguity within MHCLG guidance. We provided industry recommendations on proposed amendments to help assessors navigate areas of uncertainty and ensure greater clarity and consistency across the inspection industry. We look forward to working with the Government in the coming months to support these improvements.

We have also engaged with the Scottish Government as it progresses plans to update its register services. During these discussions, Sterling Accreditation highlighted the need for regulatory change to make the lodgement of Air Conditioning Inspection reports mandatory in Scotland. Establishing a publicly accessible record of lodgements would help stakeholders verify compliance, identify when inspections are due for renewal, and improve overall transparency and awareness of legislative requirements.

Mike Gordon



Scheme Manager

Membership

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

Strand	England & Wales	Northern Ireland	Scotland
DEC	4	0	0
EPC (ND)	6	0	0
ACR	13	0	1
EPC(D)	29	1	0

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

Strand	England & Wales	Northern Ireland	Scotland
DEC	62	10	4
EPC (ND)	106	14	35
ACR	124	23	26
EPC(D)	92	3	1

Lodgements

During the reporting period 1st October 2025 to 30th September 2026; the following Energy Certificates were lodged or registered through the Scheme.

Region	Total Lodged
England & Wales	21,017
Northern Ireland	253
Scotland	1,706

Lodged reports separated by Strand and Region

Strand / Region	England & Wales	Northern Ireland	Scotland
DEC	2,301	3	0
EPC (ND)	3,349	1	1,036
ACR	12,400	224	637
EPC (D)	2,861	23	31

Quality Assurance

Sterling undertakes quality assurance (QA) checks on all lodgements to ensure a baseline level of compliance. Enhanced QA checks are carried out on lodgements in accordance with the requirements of the relevant MHCLG SOR strand.

All Energy Assessors (EAs) whose lodgements are selected for quality checking receive a feedback report, irrespective of whether the outcome is a pass or fail. This feedback supports the continuous improvement of individual EAs' work and helps identify areas where further guidance and support may be required. It also informs Sterling's development of technical advice notes and continuing professional development (CPD) activities, enabling us to make informed contributions to the various MHCLG Conventions and Technical Support Group (TSG) meetings.

Sterling submits a monthly report to MHCLG detailing the QA activity undertaken. All Energy Performance Certificates (EPCs), Display Energy Certificates (DECs) and Air Conditioning Inspection Reports (ACIRs) that exceed the error rates specified in the relevant SORs are corrected and re-lodged, as required.

During the reporting period, Sterling undertook quality checks on lodgements across the various strands, as detailed below:

Strand	Region	No. Called	% Called	No. Passed	% Pass
DECs	E&W	71	3.1%	55	77%
	NI	1	33%	1	100%
EPC(ND)	E&W	117	3.5%	90	77%
	NI	1	100%	1	100%
	Scotland	30	2.9%	23	76%
ACR	E&W	291	2.3%	222	76%
	NI	17	7.6%	11	65%
	Scotland	18	2.8%	15	83%
EPC(D)	E&W	147	19.4%	73	50%
	NI	3	13.0%	1	33%
	Scotland	6	19.3%	3	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

Complaints

During this period, we received 5 complaints; all of which have been resolved.

Finance

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

Contact Details

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