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1. Foreword

At the forefront of our scheme is customer service. We realise that for our energy assessor's this is their livelihood, and as such we ensure we offer the very best in support and a deliverable product.

However, the quality of that product is also vital to our industry. Quidos' reputation as an auditing institution stands or falls with the quality of its products. The issue of quality consequently demands and gets our permanent attention. We have long been lobbying the government for a level playing field for accreditation standards, as the quality of the EPC, DEC, or ACR is the only way we can build consumer confidence, and as a result increase demand for our industries products, rather than simply providing compliance ticks in boxes.

The low level of compliance of all EPBD regulations is frankly an embarrassment, and we have worked hard to highlight this to central and local government. Trading standards are tasked with enforcement, but with little or no appetite for penalties to be applied, there is no deterrent to an already lethargic market. Quidos has provided numerous reports complaining of hundreds of non-compliant buildings to local TSO's, and have at some level increased knowledge of the situation. We look forward to 2010 delivering higher compliance rates.

We have built a strong software development team in this last reporting year, and released our first commercial product in 2009 – AIRS, this software was the first to create and lodge an Air Conditioning Inspection Report. We look forward to this being the first of many commercial software offerings from Quidos.

We are very confident about this industry, but it will require the dedication and support of the main inputs, namely the government, the accreditation schemes, and the assessors. With the addition of appropriate software, it should be possible to deliver some serious carbon reductions in our society.

Philip Salaman, Managing Director
December 2009

2. Glossary

The following abbreviations are used throughout this report.

AIRS	Air Conditioning Inspection Reporting System
ACEA L3	Level 3 Air Conditioning Energy Assessor – an individual accredited to produce ACRs for Packaged Systems. Typically systems with an effective rated output less than 250kW
ACEA L4	Level 4 Air Conditioning Energy Assessor – an individual accredited to produce ACRs for Centralised or Complex systems.
ACR	Air Conditioning Inspection Report
APEL	Accreditation of Prior Experiential Learning - a process that enables people to receive formal recognition for skills and knowledge they already possess.
AR	Advisory Report, produced in association with a DEC
CLG	Department of Communities and Local Government
CPD	Continuous Professional Development, the process whereby a professional will continually educate themselves to keep up to date with relevant industry developments.
DEA	Domestic Energy Assessor, an individual who is to produce EPC on existing dwellings.
DEC	Display Energy Certificate
EPBD	The Directive on the energy performance of buildings (EPBD) is the Directive 2002/91/EC (EPBD, 2003) of the European Parliament and Council on energy efficiency of buildings
EPC	Energy Performance Certificate
NDEA L3	Non Domestic Energy Assessor, an individual accredited to produce an EPC on non-dwellings that are defined as Level 3
NDEA L4	As above, but the assessor is accredited to produce EPC on Level 4 buildings.
NDEA L5	As above, but the assessor is accredited to produce EPC on Level 5 buildings.
NDEPC L3	Level 3 Non Domestic EPC. A report produced on a non-dwelling that has relatively straightforward building services, typically small buildings, with heating systems less than 100kw and cooling systems less than 12kw
NDEPC L4	Level 4 Non Domestic EPC. A report produced on a non-dwelling characterised by complex building services, typically purpose built buildings, with heating systems greater than 100kw and cooling systems greater than 12kw
NDEPC L5	Level 5 Non Domestic EPC. A report produced on larger non-domestic buildings that are complex in shape and construct.
OCDEA	On-Construction Domestic Energy Assessor, accredited to produce OCEPC.
OCEPC	On-Construction EPC, produced by an OCDEA for a dwelling that has just been built using the full SAP calculation methodology.
PBEA	Public Building Energy Assessor, accredited to undertake DEC and associated AR
QA	Quality Assurance
RdSAP	Reduced Data SAP; specification for data collection and inference rules to be applied when assessing an existing dwelling.
RR	Recommendation Report, provided in association with an NDEPC.
SAP	Standard Assessment Procedure; Government specification for assessing the energy efficiency of a dwelling.
SBEM	Simplified Building Energy Model, the Government provided calculation engine used in the calculation of energy ratings and the production of EPC for non-dwellings.

3. Review of the Period

Quidos Accreditation Scheme is a government approved accreditation scheme, providing licensing for a number of energy assessment related fields including domestic, commercial, air conditioning and public building energy assessors.

2008 – 2009 has seen steady progress within the Quidos Accreditation Scheme, there have been a number of significant changes to rulings and regulations in the energy assessment industry and with the implementation of three new strands of accreditation, has brought with it new challenges and new opportunities. As always quality has been at the heart of our scheme, and continues to form an integral part of our operational basis, driving forward to ensure consistency of quality amongst our accredited members through thorough Quality Assurance Checks, at both assessor and end user levels. At Quidos we consistently adapt to the needs of the market, and by staying true to our core strengths; solid customer service, dynamism, ingenuity, we are able to flex and mould our services to best serve the ever changing needs of both our members and the market as a whole.

4. Membership

Quidos have seen a significant growth in the period 2008 – 2009, expanding greatly in the commercial building sector.

Our accreditation scheme is approved for the accreditation of EPC for both new build and existing dwellings (although we currently do not have any accredited on on-construction energy assessors); EPC for Level 3, 4, and 5 non-domestic (commercial) properties; DEC's and Advisory Reports for public buildings; and Air Conditioning Level 3 and 4 Inspections.

Since we maintain an annual membership fee for DEA's, we typically only have DEA's that are actively lodging reports, and hence we have very few dormant accounts.

Membership status 01/10/2008 ~ 30/09/2009							
Status	DEA	NDEA L3	NDEA L4	PBEA	ACEA L3	ACEA L4	Total
Processing	0	5	5	4	1	1	16
Active Members	398	113	73	16	4	32	636
Retired	66	1	0	0	0	0	67
Suspended	26	5	4	0	0	0	35
Membership expired ¹	274	9	6	2	0	0	291
Declined	1	0	3	0	0	0	4

¹ relates to those individuals made inactive from the scheme through expulsion, or non-renewal of membership

5. Applications

We will accept either APEL or suitably qualified assessors applications to our scheme. We received no DEA APEL applications, and all of our ACEA applications are via the APEL route.

Application status 01/10/2008 ~ 30/09/2009							
Status	DEA	NDEA L3	NDEA L4	PBEA	ACEA L3	ACEA L4	Total
APEL	0	2	5	1	4	32	44
Qualification	498	126	81	17	0	0	722
TOTAL	498	128	86	18	4	32	766

We declined four applications to our scheme.

6. Lodgements

Lodgements have been fairly consistent through the course of the year, tracking the stagnant property market. Our market share of both Domestic and Commercial lodgements continues to grow.

ACRs are not required to be lodged on the Central Register, but we do maintain our own register of “lodged” reports.

Lodgements				
Month	Domestic	NDEPC	DEC & AR	ACR
Oct-08	9412	9	130	
Nov-08	6532	155	55	
Dec-08	4518	243	94	
Jan-09	4989	200	98	
Feb-09	5170	191	111	
Mar-09	6220	528	111	
Apr-09	6507	370	27	
May-09	5290	329	53	1
Jun-09	5812	481	8	2
Jul-09	5698	483	18	2
Aug-09	5237	449	30	4
Sep-09	5663	399	30	28
Total	71,048	3,837	765	37
Mean (per assessor)	179	21	48	1

7. Quality Assurance

Quidos views the quality of the output of our accredited assessors as essential to the quality of the scheme. As any engineer will agree, the quality of the input into a process directly affects the quality of the output.

7.1 QA Checks

We started the period with a QA rate of 5%, however when it became apparent that other schemes were rigidly adhering to much lower rates, we were forced (for commercial reasons) to reduce our QA rate to 2% desk-top audits. We audit each active member at least once per year.

Quality Assurance checks						
Strand	Audited	% of total	Within 5% error margin	% of audited	Failed	% of audited
Domestic (EPC)	1492	2.1%	49	3.3%	79	5.3%
Commercial (EPC & DEC)	107	2.3%	12	11.2%	8	7.5%
Commercial (ACR)	31	83.8%	n/a	n/a	0	0.00%

Our QA procedure is rigorous, and we insist on all supporting evidence (photographs, and site notes) to supplement the audit process. We have robust online software that assists our QA procedure, and a unique internal QA scoring system that identifies those members that require additional audit attention.

We have carried out multiple site audits, where we invite selected energy assessors to one property, and assess them on their competency. This has been 5% of active assessors across all strands.

All EPCs and DECs that fall outside the error margin are corrected and re-lodged.

Since the first three ACRs of any accredited ACEA are audited, this affects the QA rates significantly. As there is no calculation method for ACRs we can only report on those that fail the audit process. Until the end of this period there were none.

The wealth of knowledge we are building of quality standards is being fed back into our training department, and critically into our CPD events. One area of particular concern is the varying quality of assessor knowledge from different training centres, it is very clear which training providers are generating poorly enabled assessors to do the job competently. As a result we are reluctant to accredit assessors from these identified training establishments providing sub standard education. We will be happy to share our results with other accreditation schemes.

7.2 Complaints

We received five complaints regarding the content of the energy certificate, or the behaviour of an accredited assessor. A complaint is when the property owner (or authorised representative) makes a formal complaint regarding the accuracy of an EPC, DEC, or ACR; or when a third party makes a formal complaint regarding the professional conduct or ability of an assessor.

Each complaint was fully investigated, and appropriate action was taken where necessary. Our complaints procedure and resultant actions to be taken are detailed in the Assessor Code of Conduct.

We do not keep statistics on customer queries, but have a helpdesk who assist any consumer confusion with reports contents, as well as the technical support provided to our assessors.

7.3 CPD

Quidos energy assessors are required to undertake a minimum of 10 hours of suitable CPD to ensure that they remain competent and up to date with the skills needed for producing energy assessments. We insist on prove of this requirement annually.

We have provided numerous CPD events, which are available to our members to attend. The topics are wide ranging, and cover such topics as renewable heat sources, asbestos, and floorplanning.

7.4 Data integrity

We operate various software applications to store, manipulate, and process data. All our application and data servers are hosted in a secure data centre, with 99.97% up-time. All data is routinely backed up, and we have an immediate switch-over system in the event of a server failure.

Data security is critical, and only those with appropriate access can investigate or update sensitive information.

8. Finance

8.1 Chairman Statement:

I can confirm that Quidos' finances are in a healthy state and we have actively pursued a policy of reinvestment into systems and management refinements in anticipation of extending our Accreditation services into further markets.

Quidos carries no debt and is not commercially dependent on any third party. As such, it is the company's openly stated objective that it duly operates an Accreditation Scheme in strictest accordance with stated guidelines and regulations. The 'Quidos ethos' remains one of full allegiance to these key facets of responsible business practice.

Mr Kimm Humphreys, October 2009

8.2 Company Accounts

The latest published audited statutory accounts for Quidos Ltd cover the period 1st February 2007 to 31st July 2008. The accounting period was lengthened to 18 months at our accountants' recommendation.

8.2.1 Profit and Loss Account

for the period ended 31 July 2008

	2008	2007
	£	£
Turnover	1,604,774	265,162
Cost of Sales	(662,432)	(147,796)
Gross profit	942,342	117,366
Administrative expenses	(861,974)	(156,226)
Other operating income	2,283	140
Operating profit/(loss)	82,651	(38,720)
Other interest receivable and similar income	1,610	-
Profit/(Loss) on ordinary activities before taxation	84,261	(38,720)
Tax on profit or loss on ordinary activities	(19,747)	-
Profit/(Loss) for the financial period	64,514	(38,720)

8.2.2 Balance Sheet

As at 31 July 2008

	2008	2007
	£	£
Fixed assets		
Tangible assets	32,451	8939
Current assets		
Debtors	277,582	64,261
Cash at bank and in hand	141,762	11,455
	419,344	75,716
Creditors: amount falling due within one year	(317,048)	(19,374)
Net current assets	102,296	56,342
Total assets less current liabilities	134,747	65,281
Creditors: amounts falling due after more than one year	(104,000)	(104,000)
Provision for liabilities	(4,952)	-
Net assets	25,795	(38,719)
Capital and reserves		
Called up share capital	1	1
Profit and loss account	25,794	(38,720)
Shareholders' funds	25,795	(38,719)

9. The Future

2010 will witness greater compliance of EPBD regulations, and hence the lodgement volumes will increase. Greater compliance will be as a result of consumer awareness, and government action.

Quidos look forward to further proprietary software applications, as a result of significant IT research and development investment.

We have furthered links with international governments, notably China, and expect to advance our energy assessment skills in these countries.

10. Who's Who

Scheme Administrator:	Katie Fielden
Technical & QA Administrator:	Jon McChesney
IT Programme Manager	
Operations Director:	Nick Branch
Managing Director:	Philip Salaman

11. Contact Details

Quidos can be contacted by any of the following means:

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