



# Annual Report

01 January 2021 to December 2021



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# SNIPEF Presidents Foreward

As the end to my year as President of SNIPEF draws to a close, I can only say that 2021, was filled with many challenges and successes. It is true testament to the resilience and professionalism within the teams of SNIPEF across this past year, that SNIPEF has continued to deliver on the business plan and make real strides in key areas.

Servicing our Members is our key aim and from the department updates in this report, work and results are displayed to show how our work does make a difference to the plumbing and heating industry and larger construction industry as a whole.

Our financial position demonstrates how each part of the organisation has met, in fact exceeded, the expectations of the targets set. As we started to truly emerge from the COVID-19 pandemic in the final quarter of 2021, we continue to build upon making our foundations for a stronger 2022 and beyond.

Securing more apprentices and Members, including Associate Members is evidence to the continued dedication and hard work of the SNIPEF teams. The Green Agenda remains one filled with opportunities for our Members and reinforce our key objectives to uphold industry standards through robust monitoring and evaluation of our members and provides training, technical and legal support, access to funding and accreditation for our members.

It has been my privilege and honour to act as President for this organisation and as Chair of SNIPEF, wholeheartedly support its future plans and ambitions.



Robin D Hall

**President**

# SNIPEF Acting Chief Executive Officer Welcome and Report Summary

Welcome to our Annual Report for 2021 and I would firstly, like to thank you all for your continued support toward SNIPEF, through what has been another challenging, however successful 12 months. As we emerge from the COVID 19 pandemic and its impact on our businesses and the overall economy, we should take stock and celebrate the overcoming of these challenges.

As the voice of the Plumbing and Heating industry, in Scotland and Northern Ireland, we continually strive to advocate on behalf of you, our valued Members, to positively influence and have an impact on government policy. Additionally, we work to maintain the highest levels of quality, expertise and confidence within the industry.

Continuous improvement includes updating our communication tools and information, including a refreshment and revision of our monthly Members' newsletter PluggedIn, with almost 48% of readers opening and feeding back to us what they liked and articles they found useful to them and their businesses.

This key communication tool is aligned with our quarterly publication and website which includes important information and technical updates, we include industry surveys and consultations we believe Members should have their voice heard and be part of the conversation. It is therefore essential that our surveys capture your views and experiences to enable us with key insights for us to improve the needs and benefits of members and our industry now and in the future.

Having your expert skills and experiences shared with influential groups both in Scotland and Northern Ireland as well as the industry UK wide, SNIPEF representatives including the CEO and department Managers, attend and contribute proactively and positively these think tanks and supply chain groups sharing industry insights and expertise.

The past two years also provided SNIPEF an avenue to reach out to other trade bodies and professional bodies in order to act collaboratively where beneficial. SNIPEF has been a leading voice in groups such as the CICV Forum and Actuate UK.

As a significant benefit of membership with SNIPEF, Members have turned to SNIPEF for direct support, especially in areas of employment and health and safety issues, resulting in the requirement in increased staffing within the organisation.

As the plumbing and heating industry experienced a reduction in the recruitment of apprentices at the beginning of the pandemic, the number of apprentices in 2021 and since has outweighed the recruitment loss with 552 attained. It is reassuring to see that we are nurturing new individuals into the plumbing industry as being the career of choice. The future for the industry shall be a demanding and transitional one, as we and industry endeavour to support Government attain their ambitious Net Zero objectives in the reduction of carbon emissions and the move toward alternative heating solutions.

I once again wish to thank you for your commitment to both SNIPEF and our industry. Fiona and I look forward to working with you once again over the coming 12 months, making the most of the opportunities that lie ahead to build a stronger and even greater and resilient industry sector.

*Stephanie*

Stephanie Lowe  
Acting Chief Executive

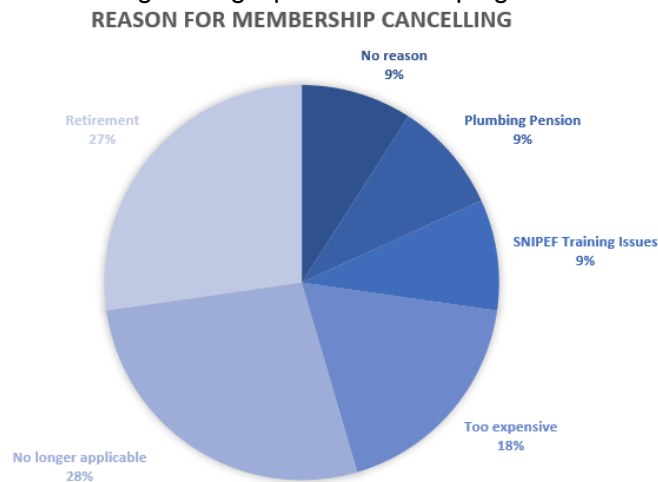


# Membership and Communications

2021 was a year of change and challenges for the department, however, successes were achieved and the rebuild of the department a key project and priority for the last quarter Q4 of the year.

It is heartening to be able to say that we secured 42 new Members and 08 Associate Members, however, just as important for the department and organisation to grow is understand why we are losing Members.

We have started a process of analysis, to give us greater insight into why we strive to bring in new Members we also must understand and learn why Members chose to leave SNIPEF. In order to mitigate this attrition, and we must consider that organic reduction of our Members happen through retirement, almost a third. We must learn from the other reasons to aid us in building strategic plans and campaigns to address these issues. Reasons cited include the below, hc



- Refused to provide a reason for leaving Membership
- Left due to the issues with Plumbing pensions and unhappy with SNIPEF dealing with issues
- Unhappy with the level of communication or therein lack of communication from SNIPEF Training
- Members stated too expensive / and another stated their business was going through financial issues.
- No longer employs plumbers or do any plumbing work

Beyond the attraction of being affiliated with a professional organisation, access to industrial relations and technical advice remain critical benefits of membership and key reasons why Members join and remain with SNIPEF. In Scotland, the Approved Certifier of Construction Scheme and additional funding for apprentices are also strong incentives to join. Increased promotion of the WaterSafe scheme by Northern Ireland Water has resulted in an increase in members joining in Northern Ireland.

## **Members numbers from 01 January 2021 to 31 December 2021:**

Our Membership Officer met the challenges of working through the difficult period over 2021 and successfully secured:

- 42 new Members and 08 Associate Members
- SNIPEF Membership Officer visited 41 member and 16 Non-Member businesses across Scotland and Northern Ireland

## **TEAM STRUCTURE**

2021 saw the continued trend of a high turnover of staffing in the Membership and Communications department. Laura Carvahlo joined as Marketing and Communications Manager with SNIPEF in February 2021 (resigned in April 2022), Natasha Kinnear moved department from Training Services to Membership Co-ordinator in October 2021. Cassie Gowans, Marketing and Communications Manager departed for maternity leave in October 2021. Lindsey Taylor was appointed and joined SNIPEF at the end of October 2021 as Membership, Communications, Policy and Public Affairs Manager and department lead.

Andy Furnevel, Membership Officer continues to be an asset to the team, not only with bringing in new members but in supporting and engaging with existing Members. With most of the SNIPEF team based in the Edinburgh office, Andy has become the face of SNIPEF building valuable relationships with Members.

All below needs to be updated

## **EVENTS**

No Membership events were held over the course of 2021. Plans to host the return of SNIPEF's annual sporting events in 2022 included a Golf Day at Glenbervie in Stirlingshire, in May 2022.

## **COMMUNICATIONS & MARKETING**

### **Media Relations**

We continue to work with BluePrint PR agency to secure media coverage in top tier trade and consumer outlets:

### **Website**

- Over 27,000 website users per annum
- News section: 8,500 unique page views per annum

### **Social media**

- Twitter followers: 1,456
- LinkedIn followers: 1,323
- Facebook followers: 602



## PLUMBHEAT

SNIPEF produced the quarterly magazine in partnership with Connect Communications, the circulation and readership of this key communication tool:

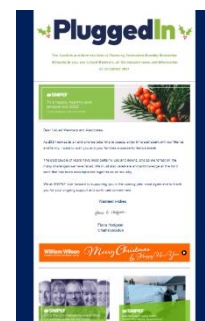
- Audience: Members and Associate Members, apprentices, colleges
- Frequency: Quarterly
- Readership: The magazine is not only distributed to SNIPEF members but now covers every plumbing and heating company in Scotland and Northern Ireland with a circa 2,000 print run targeted at director level



## PLUGGEDIN

This monthly newsletter has gone from strength to strength in engaging with our Members. The distribution of the newsletter has an average open rate of 33% across 2021. This is 10% stronger engagement rate than the industry average 21/22% open rate. Giving us the insight that the content of the newsletter is what our Members are wanting from SNIPEF. There is always room to grow however and we see this open rate is on the increase in the first quarter of 2022.

- Audience: Members and Associate Members
- Frequency: Monthly
- Distribution: 1,027 Readership approx: 2,772



# Certification Schemes

## APPROVED CERTIFIER OF CONSTRUCTION SCHEME

Notwithstanding, the continuing adverse effects of the COVID-19 had on the construction industry, the Approved Certifier of Construction Scheme (ACCS) continued to attract new Members during the course of 2021. With the number of certificates generated in January and February 2021 being relatively low, the remainder of the year saw a marked increase with over 1,600 certificates being generated in November 2021.

Numbers throughout 2021 are listed as below:

- 88 Certifiers of Construction approved
- 13,109 Certificates of Construction completed
- 269 Approved Bodies and 373 Approved Certifiers in the Scheme (as of 31 December 2021)

## TRAINING COURSES

The ACCS course for new members is delivered online by our Technical Manager, Martyn Raine. This course is delivered live online each month and candidates attending this course must have access to a computer/laptop with audio and webcam facilities.

The refresher course is delivered online through a series of modules and a test. This course is not live and can be taken at a time of the Member's choosing.

2021 UPDATE the Schemes department held the following online training courses:

- 88 new certifiers attended the ACCS/BSI training course
- 120 approved certifiers sat the online refresher training course.

## WATERSAFE APPROVED CONTRACTOR SCHEMES

WaterSafe continued to promote the approved contractor scheme via their website with additional approved contractor schemes being introduced. Even though these new schemes are available in Scotland only, they are still in their infancy and as to date, there are no courses yet available in Scotland. There are currently over 500 WaterSafe members firms. The WaterSafe website has recently been reconstructed to enhance its use by customers and to assist approved contractor schemes when updating the website.

SNIPEF supports WaterSafe communications to Members via weekly posts on our social media communications channels. Example of WaterSafe weekly tweet below:



### **REDUCED PRESSURE ZONE (RPZ) SCHEME (Scotland & Northern Ireland)**

Launched in June 2021, this scheme is specifically designed for the testing and commissioning of work carried out on Type BA Backflow Devices (RPZ Valve). Although the scheme is not an approved contractor scheme, it is recognised by the water authorities in the UK and for this reason, Members are included onto the WaterSafe website. There are two available approved training courses, and both are delivered in training centres in England only.

Due to the courses not being available in Scotland and the fact that the scheme is still in its infancy, SNIPEF only attracted three members during 2021.

# Technical

2021 continued to see the Technical department having provided ongoing support to SNIPEF Members and other teams within the organisation. Main activities include the focus of delivering support and training around the schemes operated by SNIPEF, increasing our programme of technical inspections to ensure we maintain high standards across the membership and engaging with a range of government bodies and stakeholders as part of our advocacy and acting as the voice of our Members.

The Technical team recruited a Technical Advisor in July 2021 to carry out technical inspections and provide technical advice and support to our Members. The Technical Advisor has successfully achieved over 150 inspections since joining the team. Technical inspections provide an excellent opportunity to engage with our Members and support them in their business activities but also uphold the standards within the membership and associated schemes.

Technical enquires form a key part of our Member support and these enquiries predominantly come from our Members, but on occasion we do receive enquiries for local authorities, manufacturers and the public. When enquiries are received from consumers and others than its Members it provides a great opportunity to reinforce and promote the importance and reasons to use a SNIPEF Member.

## 2022 UPDATE

Since May 2022 we have provided technical support over 120 times. The topics of technical enquiries tend to focus on the technical aspects of water byelaws and building regulations but there is an increase in enquiries regarding such topics as MCS certification and the green agenda.

The Technical team represent SNIPEF at a range of stakeholder working groups that cover a range of topics. One of the most recent groups is the CICV forum with the technical department attending the subgroups for health and safety, and net zero. The CICV forum has now transitioned from a COVID-19 focused forum to a forum dedicated on the construction industry as a whole.

This means the health and safety subgroup has now moved away the COVID-19 pandemic moving toward more general health and safety topics. The net zero and communications subgroups are currently working on the Green Homes Festival which will run during the Edinburgh Festivals in August 2022.

The Approved Certifier of Construction Scheme (ACCS) training has continued to be delivered online since the start of the pandemic in March 2020. This has proved very successful as it reduces the resource demand on both our Members and the Technical team due to the online format being more accessible. This has been the method used throughout 2021 and continues into 2022 with a course being offered monthly and it is intended to remain online for the future.

The net zero agenda and reduction in carbon emissions from our lives and houses is a key priority on the all UK Government's policy planning and ambitions. With 22% of carbon emissions coming from our homes and 15% of that figure being from heating our homes, reducing the carbon from our heating systems a major priority for the plumbing and heating industry, now and in the future.

As we aim to advocate and are actively representing the interests of members in various government and stakeholder groups, this topic enables SNIPEF to participate and influence the net zero groups that we are part of. Making low carbon technology a focal point is something that remains within the remit of SNIPEF Members and view this type of work as being 'the new normal' for the futures of our Members who deliver heat services.

Actively engaging with our Members continues to prove challenging, however we must continue to listen and understand their needs, additionally, communicating these needs to policy makers to ensure Members have a voice regarding topics that will impact their businesses. It is one of our aims; maintaining high competency standards across the industry to further instil and encourage confidence in the sector.

In 2021 SNIPEF engaged with Construction Scotland Centre to carry out research on the barriers for our Members with engaging with low carbon technology. This project was carried out in partnership with Energy Saving Trust and Dr Faye Wade of The University of Edinburgh with the report to be released in Spring 2022. The research required Dr Faye Wade to interview SNIPEF Members that deliver heat services that included traditional combustion fuels but also Members that currently deliver renewable technologies.

The resulting report will enable SNIPEF to have a real view of our members with regard to the challenges that are faced in the supply chain, resulting in us having greater insight to advise policy makers to allow a robust and research based understanding faced by our Members.

Another key group we made an impact upon and sat on in 2021 was the Heat Pump Sector Deal working group. This group's focus was on the challenges of mass deployment of heat pumps across Scotland. Recommendations in a report from this group were shared with the Scottish Government and was released in late 2021. Once more this was a great opportunity to ensure our Members expertise remain at the forefront of this agenda to ensure the industry skill levels are maintained to a high standard in the net zero ambitions.

Key recommendations made to government at multiple levels to support mass deployment of heat pumps in Scotland.

- re-skilling the current workforce
- upskilling of the current workforce
- adopting skills currently used for fossil fuels for the low carbon market and providing strong support to upskill/reskill.

The final report can be found here supporting documents - Heat Pump Sector Deal Expert Advisory Group:

<https://www.gov.scot/publications/heat-pump-sector-deal-expert-advisory-group/documents/>

The net zero agenda is not our only focus and we have been actively engaging and networking with other parts of the plumbing industry to identify opportunities for our members and support them from a technical perspective. Other groups that have been attended have focussed on quality in the construction Industry,

Stakeholders we have engaged with during the year include the Scottish Government (working groups),

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Microgeneration Certification Scheme (MCS)</li> <li>• Scottish Hydrogen Fuels Cell Association (SHFCA)</li> <li>• Energy and utility Skills (EU Skills)</li> <li>• Scottish Water</li> <li>• Northern Ireland Water</li> <li>• Heat Pump Association (HPA)</li> <li>• Department for Economy (DfE)</li> <li>• British Automated Fire Sprinkler Association (BAFSA)</li> <li>• Scottish college network</li> <li>• Energy Saving Trust</li> <li>• Existing Homes Alliance (EHA)</li> <li>• Building Standards Division (BSD)</li> </ul> | <ul style="list-style-type: none"> <li>• Scottish Futures Trust (SFT)</li> <li>• BPEC, Scottish Qualification Authority (SQA)</li> <li>• SNIPEF Training Services (STS)</li> <li>• Skills Development Scotland (SDS)</li> <li>• Energy Skills Partnership (ESP)</li> <li>• Construction Scotland Innovation centre (CSIC)</li> <li>• Actuate UK</li> <li>• Construction Industry Collective Voice Forum (CICV)</li> <li>• Scottish Futures Trust</li> <li>• Building Standards Division (BSD)</li> <li>• South of Scotland Enterprise Agency (SOSE)</li> </ul> |
|---|--|

# Industrial Relations

## TEAM STRUCTURE

2021 saw the Industrial Relations department increase with Rosie Ritchie being promoted to Industrial Relations Officer.

## EMPLOYMENT SUPPORT

In 2021, our in-house experts on industrial relations, Stephanie Lowe and Rosie Ritchie, offered one-to-one telephone/email/Microsoft Teams advice to over 220 members with on-going support. Support was with a view to making it simpler for employers to manage their employees and run their business.

The main concerns that Members sought support on was on the impact of the pandemic. Industrial Relations promptly created and regularly updated the SNIPEF 'Coronavirus Employer Guide' with employment law and best practice advice. The objective of the Guide was to keep employers informed by providing a one-stop-shop document which was ready for Members 8.00am each morning with current updates.

The SNIPEF 'Redundancy & Temporary Lay Off Employer Guide' provided support to employers for managing their workforce. While many employers seeking advice were able to agree furlough leave and temporary reductions in wages with their workforce, the overheads for some employers were too high and advice on how to carry out redundancies was requested.

## ENGAGEMENT SURVEYS

Two engagement surveys were issued on 'SNIJIB wage and allowance agreements' to establish the needs of Members. This enabled SNIPEF staff and the SNIPEF negotiators to feed the results into the SNIJIB and Scottish Government, to influence support for the industry.

Written advice was issued to all members by way of SNIPEF Guides and articles on:

- How to pay an apprentice correctly: National Minimum Wage, National Living Wage and Industry Wage
- Family friendly procedures (maternity and paternity payments and leave eligibility)
- Day Work Rates
- Industry wage rates
- Recruitment
- Leave management (holiday and special leave)
- Absence management



### **SCOTTISH & NORTHERN IRELAND JOINT INDUSTRY BOARD (SNIJIB)**

The Scottish & Northern Ireland Joint Industry Board for the Plumbing Industry (SNIJIB), is a Board of equal parties from SNIPEF members and Unite the Union officers which represent the best interests of the Industry.

The Board agree, maintain and revise the National Working Rules and pay agreements (the collective agreement) which offer a degree of certainty and stability to employers and the industry as a whole.

### **ENGAGEMENT SURVEYS**

2021 saw concerns rise about the employment status of apprentices in the plumbing and heating industry, with several surveys being issued to ascertain the number of apprentices who had lost employment or were on furlough leave as a result of the pandemic. These statistics were then fed into the Scottish Government and various stakeholder meetings that enquired about apprentice employment status.

### **SNIJIB WAGES AND ALLOWANCES**

The SNIPEF negotiators faced many challenging discussions to negotiate the agreement with Unite the Union. SNIPEF sought after Members opinions and views via surveys and through the Larger Contractor Forum. The SNIPEF negotiators used this feedback to support several counter proposals which were issued to Unite and for subsequent discussions with them.

In January 2022 the SNIJIB (SNIPEF and Unite) agreed the increases in graded wages and allowances that would apply from 01 August 2022 and 03 July 2023 (3% rise each year). The rates will support the Plumbing Industry being the career of choice both for new apprentices and current operatives. It also provides employers with some certainty on costs going forward. See table below:



|                                    | Pre 2022 | August 2022<br>3% | Increase | July 2023<br>3% | Increase |
|------------------------------------|----------|-------------------|----------|-----------------|----------|
| Plumber                            | £13.21   | £13.61            | 0.40     | £14.02          | 0.41     |
| Advanced<br>Plumber                | £15.03   | £15.48            | 0.45     | £15.95          | 0.46     |
| Technician<br>Plumber              | £16.64   | £17.14            | 0.50     | £17.65          | 0.51     |
| Labourer                           | £11.78   | £12.13            | 0.35     | £12.50          | 0.36     |
| 1 <sup>st</sup> Year<br>Apprentice | £4.33    | £4.96             | 0.63     | £5.11           | 0.15     |
| 2 <sup>nd</sup> Year<br>Apprentice | £5.72    | £6.39             | 0.67     | £6.58           | 0.19     |
| 3 <sup>rd</sup> Year<br>Apprentice | £6.92    | £7.63             | 0.71     | £7.86           | 0.23     |
| 4 <sup>th</sup> Year<br>Apprentice | £8.93    | £9.70             | 0.77     | £9.99           | 0.29     |

The SNIJIB Wage, Allowance and Conditions Promulgation can be found [here](#).

### TEMPORARY CHANGE TO TERMS OF EMPLOYMENT: COMPRESSED WORKING HOURS

SNIPEF supports compressed working hours. It was therefore agreed that employees can work their normal week's total of working hours by compressing them into a reduced number of days without incurring Shift Allowance premiums. See table below:

|                            |   |                                  |
|----------------------------|---|----------------------------------|
| 37.5 hours Monday – Friday | → | 37.5 hours over 3 or over 4 days |
|----------------------------|---|----------------------------------|

A temporary relaxation of Working Rule 6 Shift Work and Working Rule 3 Overtime for compressed hours would take place.

# Training & Skills

Over 2021 SNIPEF Training Services (STS) continuously re-evaluated our priorities and adapted to the ongoing challenges caused by the continuing interruption of the COVID-19 pandemic. Our main priority throughout the last 12 months was to ensure we continued to provide the highest standards of service we possibly could by supporting both employers and apprentices in all aspects of the Modern Apprenticeship in Plumbing & Heating.

In spite of the uncertain times caused by the ongoing coronavirus pandemic, STS had one of our most successful years in relation to apprentice recruitment since the 2008/09 banking recession, which is positive news for the Plumbing & Heating Industry in terms of aiming to fill ongoing skill shortages.

Our Skills Development Scotland (SDS) contract for 2021/22 ended on the 31 of March 2022 where we exceeded our 305 target with 311 new apprentices starting on the training programme. In addition to the 311 apprentices who started, there were 91 apprentices under the 2020/21 SDS contracts Apprentice Employer Grant (AEG) who commenced college in 2021/22. This meant the total number of apprentices beginning their apprenticeship journey at college over the last 12 months was 402.

The success of having our apprentice recruitment at its highest level for several years, we have also had a record year in terms of apprentice recruitment from underrepresented groups such as the female, disability and Black, Asian and Minority Ethnic (BAME). In 2021/22, nine female apprentices commenced onto the training programme along with 28 apprentices who have a disability and four BAME apprentices which is gratifying for diversifying the industry. Last year STS created a new role within the business and now has a Business & Equality Officer who will be looking to develop the further enhancement and growth of our apprentice recruitment numbers from diverse backgrounds moving forward in the future.

STS also proactively created a recruitment action plan that looked at several ways in which we could encourage more employers to take on apprentices. From this action plan, we introduced several different methods to boost recruitment such as:

- holding our very first employer webinar
- sourcing new employer leads from internet search engines
- internet sponsored posts
- and contacting every employer on our database to sell the benefits of employing an apprentice.

For the present recruitment period, we aim to add to and develop our recruitment action plan to ensure we reach or exceed our 2022/23 SDS contract.

STS officially launched our own social media channels in 2021 on platforms such as LinkedIn, Twitter and Facebook (@SNIPEFtraining) to promote what we do to a wider audience and to elevate our brand. Our channels are growing month by month with results showing increasing engagement on our posted content.

Via our social media channels, we have shared apprentice case studies, success stories, diaries of an apprentice plumber, promotional videos on the benefits of apprenticeships along with joining campaigns such as Scottish Apprenticeship Week & Developing the Young Workforce.

2022 will have a focus to explore the Instagram, Snapchat and TikTok platforms to further promote the plumbing and heating apprenticeship to the segmentation of our audience.

In the 2020 Annual Report we referred to the success of creating brand new theoretical assessments to assist colleges to ensure apprentices could continue to undertake online assessments whilst the facilities were closed due to the national lockdown. These assessments were congratulated at the time by the Minister for Business, Fair Work and Skills Jamie Hepburn and were further recognised in December 2021 at the first ever BPEC Awards for Excellence where STS and the College Task Group were awarded a highly commended certificate for Best Use of Technology in the Delivery of Plumbing Training.

Due to the pandemic the new Modern Apprenticeship qualification (GR5G 23) was meant to be introduced in 2020 to replace the old qualification (GK71 23), however, this was delayed until 2021. In April 2021, the new qualification went live and all apprentices who start on the training programme moving forward will commence onto the new qualification. The new qualification is being released on a college semester basis to enable the SQA EVs to update gradually which means the qualification will be more flexible and can adapt to industry changes when required. This is more advantageous for the industry to have instead of the previous system where the qualification was released and couldn't be updated until the five year cycle was up for review.

2021 was another difficult year and the STS team worked hard to overcome many of these difficulties. By doing so, we have further enhanced our reputation with employers, apprentices and colleges. We continue to look forward and again will strive to rising to new challenges in the year ahead and make further improvements to our operations to ensure we remain the number one managing agent for the Modern Apprenticeship in Plumbing & Heating in Scotland.

SNIPEF Training Services (STS) in Numbers (Scotland):

- 150\* Apprentices completed their Modern Apprenticeship.
- 311\*\* New apprentices commenced onto the Modern Apprenticeship.
- 957\*\*\* Apprentices were live on the Modern Apprenticeship.

Please note the above figures are for the period 01 April 2021 to 31 March 2022 to correlate with the SDS contractual year.

\*This figure is normally higher, however, there are 132 apprentices who are in the 4th and 5th year of their apprenticeship due to coronavirus delays and changes to the ACS Gas criteria (Gas MLP) which have meant they have not completed by their expected apprenticeship end date.

\*\*This figure is brand new starts on the 2021/22 contract and does not include the AEG apprentices who were on the previous contract.

\*\*\*This figure is higher than normal due to the overdue 4th & 5th year apprentices. On average STS has around 850 apprentices in training.

# Financial Review

Income statement for SNIPEF Management Limited, the management company of SNIPEF, for the year ended 31 December 2021.

|  | Notes | 2021<br>£ | 2020<br>£ |
|--|-------|-----------|-----------|
| <b>Turnover</b>                                    | 4     | 1,052,805 | 1,020,462 |
| Cost of sales                                      |       | (840,414) | (838,122) |
|  |       | -----     | -----     |
| <b>Gross profit/(loss)</b>                         |       | 212,391   | 182,340   |
| Administration expenses                            |       | (187,828) | (146,773) |
|  |       | -----     | -----     |
| <b>Operating loss</b>                              |       | 24,563    | 35,567    |
| Income from shares in group companies              | 6     | 105,200   | 27,750    |
| Other interest receivable                          |       | -         | 2,767     |
|  |       | -----     | -----     |
| <b>Loss on ordinary activities before taxation</b> | 5     | 129,763   | 66,084    |
| Tax on loss on ordinary activities                 | 13    | -         | -         |
|  |       | -----     | -----     |
| <b>Profit/(Loss) for the financial year</b>        |       | 129,763   | 66,084    |
|  |       | =====     | =====     |

Balance Sheet of SNIPEF Management Limited, the management company of SNIPEF, for the year ended 31 December 2021

|   | Notes | 2021      | 2020      |
|---|-------|-----------|-----------|
|   | £     | £         | £         |
| <b>Fixed assets</b>                                     |       |           |           |
| Tangible assets   | 9     | 773,616   | 794,933   |
| Investments   | 10    | 352       | 352       |
|   |       | -----     | -----     |
|   |       | 773,968   | 795,285   |
| <b>Current assets</b>                                   |       |           |           |
| Debtors   | 11    | 124,709   | 323,876   |
| Bank current account                                    |       | 1,162,321 | 875,674   |
|   |       | -----     | -----     |
|   |       | 1,287,030 | 1,199,550 |
|   |       | -----     | -----     |
| <b>Creditors - amounts falling due within one year:</b> |       |           |           |
| Sundry creditors  | 12    | (193,019) | (233,379) |
| Accruals and deferred income                            |       | (87,443)  | (110,683) |
|   |       | -----     | -----     |
|   |       | (280,462) | (344,062) |
|   |       | -----     | -----     |
| <b>Net current assets</b>                               |       | 1,006,568 | 855,488   |
|   |       | -----     | -----     |
| <b>Total assets</b>                                     |       | 1,780,536 | 1,650,773 |
|   |       | =====     | =====     |
| <b>Capital and reserves</b>                             |       |           |           |
| Called up share capital                                 | 15    | 100       | 100       |
| Other reserves  |       | 195,741   | 195,741   |
| Profit and loss account                                 |       | 1,584,695 | 1,454,932 |
|   |       | -----     | -----     |
| <b>Equity shareholders' funds</b>                       |       | 1,780,536 | 1,650,773 |
|   |       | =====     | =====     |

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

Approved by the Board and signed on their behalf by:

Director

Director

R Hall

J Butter

2022

Company No. SC056633

# Forward Business Planning

The four priorities SNIPEF members identified for forward planning are at the heart of our Business Plan for 2021-2025 and are the foundations, in our key asks of Government in the SNIPEF Manifesto.

## GREEN AGENDA

The UK and devolved governments have set ambitious net zero targets to reach over the next 30 years and our sector will be instrumental in achieving them. While decarbonisation of heat is only one part of this ambition, it is a crucial part, and the plumbing industry will have a major part to play.

SNIPEF believes that plumbers hold the fundamental, theoretical and practical skill sets so are best placed to undertake this work. We recognise that there is a need to upskill the current workforce and attract new talent ensuring that only those suitably qualified are able to undertake the work. However, there is also a need to incentivise customers, businesses and stakeholders to invest in low carbon technologies thus ensuring a prosperous pipeline of work to provide the sector with the confidence to make the investment.

We will continue to work with government and key stakeholders to support employers to upskill their existing workforce and stimulate marketplace demand. We will apply pressure on government to commit to long-term incentives for net zero including long-term programmes for retrofit of energy efficiency measures in existing building stock as well as campaigning for a reduction in VAT and/or rebate scheme for energy improvement measures.

## COMPETENCY AND COMPLIANCE

For too long our industry has suffered from an uneven playing field with rogue traders setting up in business purporting to be plumbers without holding the necessary qualifications. In a sector which is safety critical it seems unthinkable that there is so little regulation and this works to the detriment of our Members.

SNIPEF believes that qualified plumbers should hold a Level 3 plumbing qualification and that protection of title and/or regulation is required to ensure that only those qualified to do so can be recognised as qualified plumbers. We will piggy back on the work already undertaken by the electrical sector to lobby government to regulate and/or protect the title “Plumber” to improve the safety of consumers and create an even playing field for businesses.

## **COMMERCIAL RECOVERY AND BREXIT**

Poor payment practices continue to plague the industry, and this encourages poor standards of quality as well as affecting the mental health of business owners who worry about not being paid. Post pandemic concerns include issues relating to the progress of projects and disputes this may lead to between employers and contractors across the supply chain.

Procurement practices are outdated and there is too much focus on the lowest cost rather than ensuring procurement is sustainable. Sustainable procurement would not only provide value for money to clients but also the society, the economy, and the environment. SNIPEF will continue to lobby government for fair payment and sustainable procurement in the industry as well as identify funding opportunities for businesses to grow.

The pandemic and Brexit have and are likely to continue to have an effect on product and workforce availability as well as product prices and perhaps even quality, but we will work with stakeholders and government to keep Members informed.

## **EMPLOYMENT, SKILLS & SAFETY**

The pandemic took its toll on many businesses in our sector, but it has gained momentum again with healthy apprentice recruitment figures. There is an immediate need to build and develop the workforce by investing in skills. We will continue to make plumbing the chosen career for individuals, which will minimise skills shortages and support the government targets for a green economy and increased housing stock.

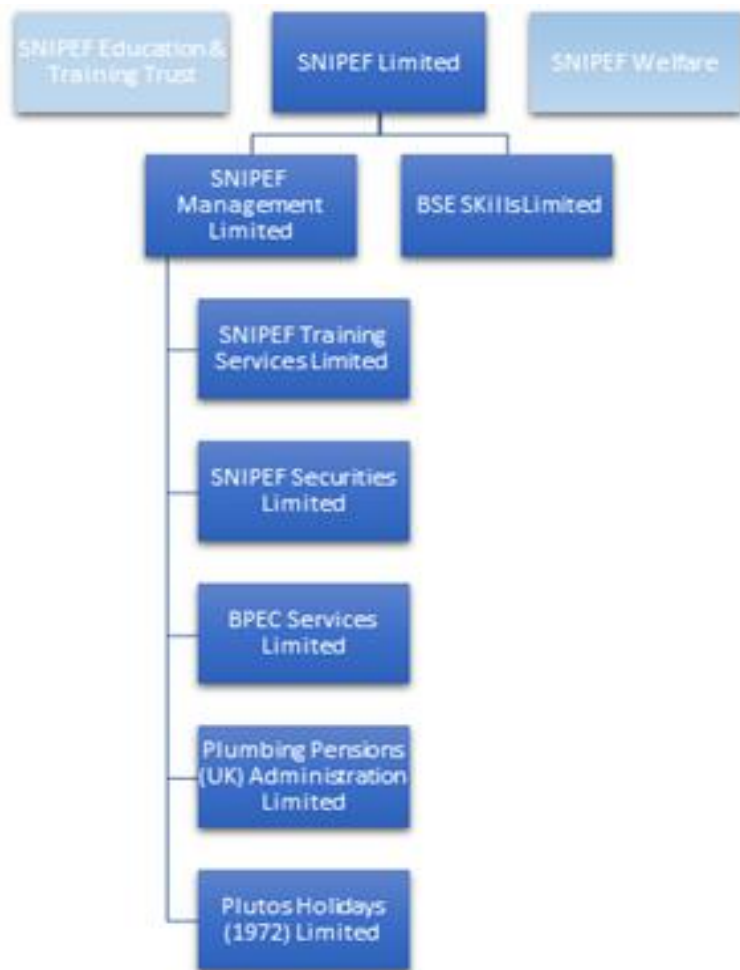
While it is important to ensure that the workforce meets the demands of the future, it is also important that it is seen to be a good place to work and is diverse and inclusive. Furthermore, in an industry where mental health is already a major issue, we must ensure a culture of prevention and early intervention to reduce poor mental health and suicide rates.

SNIPEF will continue to promote our sector as a good place to work and drive apprentice recruitment. We will work with government and key stakeholders to ensure upskilling is relevant and affordable as well as looking at ways we can bring in people from other sectors in decline where skillsets may be similar.



# Governance – Structure and Management

The following diagram is provided to show the relationship between SNIPEF and other key organisations and stakeholders.



SNIPEF Limited also has interests in the following organisations:

- WaterSafe Installers' Scheme Limited
- Scottish Building Standards Certification Limited
- Plumbing Pensions (UK) Limited
- Scottish and Northern Ireland Joint Industry Board (SNIJIB)
- Plumbing & Heating Skills Partnership (PHSP)
- Actuate (UK) Limited

## COUNCIL MEMBERS

- \* Robin Hall – President
- \* Jim Butter – Vice President
- \* George Baxter – Junior Vice President
- \* Neil Hadden – Immediate Past President
- \* Bruce Will – Aberdeen
- \* Raymond Leslie – Banff & Moray
- \* Barry Sharp – Edinburgh
- \* David Paterson – Edinburgh
- \* Iain Carson – Glasgow
- \* Gerry Woods – Glasgow
- John Doherty – Glasgow
- \* William MacMillan – Inverness
- John Blyth – Fife
- \* David Taylor – Northern Ireland
- \* **Directors of SNIPEF Limited**

## MANAGEMENT TEAM

- Fiona Hodgson – Managing Director / CEO
- Stephanie Lowe – Acting Managing Director /CEO,  
Industrial Relations Manager
- Leslie Fox – Certification Manager
- Lindsey Taylor – Membership, Communications,  
Policy & Public Affairs Manager
- Martyn Raine – Technical and Skills Manager
- Amanda Sanderson – Finance Manager
- Denis Anke – Temporary Finance Manager
- Dale Thomson – Apprentice Training Manager



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