

# The Chartered Institute of Building

submission to the

## Building Better, Building Beautiful Commission

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The Chartered Institute of Building  
1 Arlington Square  
Downshire Way  
Bracknell  
RG12 1WA

**e:** [policy@ciob.org.uk](mailto:policy@ciob.org.uk)

**t:** 01344 630 881

# **Building Better, Building Beautiful Commission Call for Evidence**

## **Introduction**

The Chartered Institute of Building (CIOB) is at the heart of a management career in construction. We are the world's largest and most influential professional body for construction management and leadership. We have a Royal Charter to promote the science and practice of building and construction for the benefit of society, which we have been doing since 1834.

Our members work worldwide in the development, conservation and improvement of the built environment. We accredit university degrees, educational courses and training. Our professional and vocational qualifications are a mark of the highest levels of competence and professionalism, providing assurance to clients and authorities who procure built assets.

We welcome the opportunity to respond to this call for evidence and are happy to be involved in the debate as it develops.

## **Areas to Consider**

1. To promote better design and style of homes, villages, towns and high streets, to reflect what communities want, building on the knowledge and tradition of what they know works for their area.
2. To explore how new settlements can be developed with greater community consent.
3. To make the planning system work in support of better design and style, not against it.

## **CIOB Response – Ensuring quality**

We all live and exist within a built environment and as far as possible the majority of people aim to live in an environment that meet their needs and is a positive experience. Achieving this ambition partly rests on the environment in which they live is built of a certain standard and is an attractive offering.

Careers in construction management and build quality sit at the fore of the CIOB.

Our response centres on the need for the Building Better, Building Beautiful Commission to focus on 'building better'.

In February 2017, Professor John Cole published a report into the defects that led to the closure of 17 schools in Edinburgh.

Around the same time, diminishing consumer satisfaction with new homes identified a need to address serious quality failings in the residential sector. Just a few months later, in June 2017, the tragic fire at Grenfell Tower in London claimed the lives of 71

people. Both incidents spawned official inquiries and their subsequent reports made for uncomfortable reading for all those in the sector.

Quality is critical. It is about the greater public good we expect from our buildings to promote human health, safety, and wellbeing as well as addressing today's many social, cultural, environmental and economic concerns.

As such, quality, or rather the failure of quality, is arguably the most important issue facing the construction industry today. The events that have focused attention on the failure of our industry to consistently deliver the required levels of quality in the buildings and infrastructure that we create are well known. But the underlying causes of these failures are something that we are only now beginning to understand.

To highlight the scale of the issue:

- Research on building quality undertaken during one week in May 2017 by independent quality inspection company Hickton identified 2,224 defects on 59 projects. Defects ranged from fairly minor issues, such as a broken shower door, to major issues such as missing fire protection.<sup>1</sup>
- The house building industry's Customer Satisfaction Survey, carried out by the Home Builders Federation and the NHBC, found that 93% of respondents to the 2014/15 annual survey reported problems to their builders. The 2015/16 survey recorded an increase to 98% while the 2016/17 survey recorded a further increase to 99%. Even though some will be snagging issues that are easily resolved, results from the 2015/16 survey found one in four reported 16 or more separate issues.<sup>2</sup>
- International studies suggest that the measured direct costs of avoidable errors are in the order of 5% of project value. This equates to approximately £5bn per annum across the sector in the UK and is higher than average profit levels across the industry (around 3%). When unmeasured and indirect costs are included the situation gets worse with estimates of total costs ranging between 10% and 25% of project cost or between £10-25bn per annum across the sector.<sup>3</sup>

In response to the series of failings, it became clear that changes are needed in how construction quality is managed. Therefore, in June 2017, we launched a Construction Quality Commission to investigate the issues of quality in the sector and address what needs to be done to improve it.

The Commission, made up of several CIOB Past Presidents, focussed on the need to establish and promote a culture of quality within the construction sector, instilling pride in the buildings and infrastructure that the sector creates and manages.

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<sup>1</sup> Hickton, <https://hickton.co.uk/>, January 2018

<sup>2</sup> Home Builders Federation & NHBC, *National New Home Consumer Satisfaction Survey*, March 2016, 2017 & 2018

<sup>3</sup> Get it Right Initiative, *Improving value by eliminating error: A Strategy For Change*, 2016

We have worked with our members, and wider industry, to identify the main issues in regards to quality in construction. Workshops with our members and desk-based research identified clear factors impacting quality.

Factors include regulations, standards and codes, certification, client's demands, procurement practices, company policies, and workers' job satisfaction.

We ran a further call for evidence between October and December 2017 to delve deeper into these issues and begin to identify solutions. We gathered views and data from our members, the wider construction sector, government, and other interested stakeholders on construction quality issues. These were specifically linked to areas in which the CIOB can have influence.

Based on the findings, the Commission recommended a number of initial measures:

- To offer competency-based training for the construction industry with longer term aims to develop into a qualification in quality
- To create a quality code that will capture best practice and set the standards to be expected from the industry
- To ensure that quality has greater emphasis in the CIOB Education Framework
- To support the quality work and initiatives with our partner organisations/bodies. This includes:
  - Being involved in the Hackitt Review implementation, with member representation on three of the eleven working groups (WG6 Building Control/Building Standards, WG9 Site Supervisors and WG11 Procurement). Additionally, CIOB members are participating in the early adopters' programme, established in July last year, to develop and showcase good practice, raise standards within the construction sector and help shape policy interventions.
  - Advocating the need for a New Homes Ombudsman. The Government has since announced a scheme to support homebuyers facing problems with their newly built home and ensuring clearer routes for redress.
  - Launching a 'Quality Tracker' alongside our sister bodies the Royal Institute of British Architects (RIBA) and Royal Institution of Chartered Surveyors (RICS). Further information on this initiative can be accessed here: [www.architecture.com/working-with-an-architect/building-in-quality-pilot](http://www.architecture.com/working-with-an-architect/building-in-quality-pilot)

## Build Design

Build quality should not just be looked at as bricks and mortar and the construction of a building. The design of a building will often help determine the success or shortcomings of a building/projects. Both elements should not sit separately.

Excellence in build design is fully recognised by the CIOB. Indeed, it is not only recognised by the CIOB, but is fully embraced and celebrated.

For over 40 years, the CIOB's Construction Manager of the Year Awards (CMYA) have been celebrating extraordinary individuals within the construction industry who go above and beyond to deliver buildings that make a positive impact on the lives of the people who use them.

It is not just about the project; it is about the person that makes it happen and drives the aims and ambitions of the project. The construction managers that inspire, lead and enable the very best possible delivery of a project. CMYA are unlike any other awards. Our in-depth judging process ensures that the calibre of winners is consistently high. As a result, the awards showcase the best talent and have a reputation for identifying the future leaders in the construction industry. It also showcases building and projects that deliver for the public.

Recent winners of this award have delivered projects such as, a 14-story complex of apartments, the development of a science building for a school in Barnes, Derby's Council House and the refurbishment of a Grade II listed building (mixed use) in Central London. A full list of winners and their projects can be found at <https://bit.ly/2EKGFOx>.

Finalists of this awards offer an even greater diverse approach to the built environment in which we exist, and finalists and their projects are listed in the following categories:

- Residential
- Restoration
- Refurbishment / Fit out
- Primary Education
- Secondary Education
- Higher Education
- Office
- Public & Infrastructure
- Leisure

For full information about the projects that made it to the final of each category, please go to <https://bit.ly/2Rep8Ch>.