

## What is Technical Risk Management (TRM)?

These are the activities that NHBC use to manage risk, quality, and compliance. Activities include: technical drawing reviews, Key Stage Inspections, Risk Based Inspections, Technology Assisted Inspection and Quality Benchmarking.

## When will Bespoke Technical Risk Management Plans be introduced to new sites?

All new sites submitted from 1 July 2023 will receive a Bespoke Technical Risk Management Plan.

## What's changing following the 1 July 2023?

From 1 July all new sites submitted will receive a Bespoke Technical Risk Management Plan. Risk Based Inspections, meetings and requests for photos may be required in addition to Key Stage Inspections.

Also from 1 July, we will stop recording intermediate observations if defects are found during intermediate inspections. To simplify the process, all defects found during any type of inspection (key stage, risk-based or intermediate) will be recorded as Reportable Items. This will enable Quality Common Scoring to be applied to all inspections.

## What's not changing following the 1 July 2023?

The Key Stage Inspection process will remain unchanged. Please continue to call your Building Inspector out for Key Stage Inspections. We will also continue to undertake Intermediate inspections between key stage and risk-based inspections, at the Building Inspector's discretion.

## Who's responsible for creating and updating Bespoke Technical Risk Management Plans?

Our Technical Building Consultants will create and update Plans with input from our Building Inspectors.

## How will Bespoke Technical Risk Management Plans be introduced on new sites?

Plans will be introduced and discussed at Pre-start meetings and you will have an opportunity to ask questions, provide feedback and make suggestions. A paper copy of the Plan will be filed in the Site Record Book. Risk Guides will be discussed and completed during Pre-start meetings, and this process may help identify additional risks that need to be added to the Plan.

## I've just taken over as the site manager on an existing site. How do I know if there's an existing Plan?

Your NHBC Building Inspector will arrange a brief In-flight meeting to discuss the existing Plan. A paper copy of the Plan will be filed in the Site Record Book for you to review.

## **What if I forget to call NHBC for a Risk Based Inspection?**

We understand that the introduction of Bespoke Technical Risk Management Plans is a significant change so our Building Inspectors will work with you to ensure you understand your responsibilities in relation to requesting Risk Based Inspections at appropriate times and responding to Moment in Time requests (via our TAI app).

Risk Based Inspections are mandatory inspections and will be managed by us in the same way as missed Key Stage Inspections.

## **Is it necessary for NHBC to undertake additional Risk Based Inspections if quality is good on site?**

Our team will monitor quality on site and may decide to update the Plan as the project progresses. Any decisions to update a Bespoke Technical Risk Management Plan rests with NHBC.

## **Will Reportable Items (RIs) be recorded if non-compliances are found during Risk Based Inspections (RBIs)?**

Yes, RIs will be recorded. RBIs are requested inspections and you will have an opportunity to check the completed work before requesting the inspection.

## **Will Risk Based Inspections be scored using Quality Common Scoring?**

Yes, RBIs will be scored in the same way as Key Stage Inspections.

## **Will NHBC produce Quality Benchmark Reports for Risk Based Inspections?**

The Plan will confirm if a Quality Benchmark Report is required or not. If yes, please request an inspection in the usual way.

## **Will NHBC send copies of Quality Benchmark Reports to site managers?**

Yes, a copy will be emailed to you as we do for benchmarking of Key Stage Inspections. Copies of Benchmark Reports will also be available via the NHBC Portal.

## **What is the process for existing sites?**

Bespoke Technical Risk Management Plans will not be produced for existing sites that started prior to 1 July 2023 unless they have been selected for our initial launch. You will be made aware if we intend to include any of your existing sites.

## **Can I request additional Risk Based Inspections (RBIs) to be added to a Plan if I need more support?**

We will consider your request, but we will make a final decision whether to include. Please discuss this with your Building Inspector in the first instance.

## **Can I request a replacement paper copy of the Plan if I lose it?**

A replacement copy can be requested by contacting your BI. An electronic copy of the plan is also available on the NHBC Portal under documents from NHBC.

## **Can I access data relating to Risk Based Inspections via the NHBC Portal?**

Yes, Risk Based Inspection data can be downloaded as a data extract via 'My Reports' on the NHBC Portal.

## **When will Reportable Items (RIs) be used to record defects?**

From 1 July 2023 all defects identified on site will be recorded as RIs for all inspection types (including Key Stage, Risk Based and Intermediate inspections).

Work in progress is work that has yet to be completed which follows established good practice and normal build sequence. Work that does not follow established good practice and normal build sequence will be recorded as an RI.