Building Safety Workforce in Wales
Final Report - Annex

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Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government

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Introduction

This document provides additional technical details regarding research carried out for Welsh Government to better understand the workforce tasked with ensuring residential building safety in the occupation phase in Wales, ahead of planned reforms for the sector. The research was commissioned by the Welsh Government as part of the Building Safety Programme.

This document should be read in conjunction with the main report produced by the research. It includes a detailed summary of the Rapid Evidence Review carried out to support the project, discussion of local authority and workforce survey error margins, and copies of the questionnaires and topic guides used for the research.

Annex A – Write up of Rapid Evidence Review conducted in December 2022

1.0 The Rapid Evidence Review (RER) focused on key policies, research and commentary relating to the current and proposed approaches to residential building safety in Wales. While the focus is on the occupation Phase, the scope was broadened somewhat to include relevant literature from the Design and Construction phase. This was particularly the case when reviewing literature from professional bodies, as there was limited discussion here on the occupation phase.

Sources reviewed

1.1 A variety of different sources were reviewed for this Rapid Evidence Review; these were provided by the Welsh Government at the outset of the project, or obtained from subsequent online searches, as follows:

- The Hackitt Review: Building a Safer Future Independent Review of Building Regulations and Fire Safety: Final Report, led by Dame Judith Hackitt (2018)
- Key policy documents from the Welsh (and UK) government: The Safer Buildings for Wales White Paper (2021), consultation responses and Welsh Government response; A Road Map to Safer Buildings in Wales (2019); the Directors of Public Protection Wales (DPPW) report "Building for the Future – A Report by Public Protection Wales" (2022); Welsh Government White Paper "Reforming Local Government: Resilient and Renewed" (2017); The Building Safety Act (2022); the Welsh Programme for Government 2021-2026 and two associated updates;
- The websites of various Welsh organisations, to check for any pertinent responses or grey literature: TPAS Cymru (Tenant Participation Advisory Service); Community Housing Cymru; Audit Wales; CITB Wales (Construction Industry Training Board)
- The websites of various other regulatory or professional organisations, to check for any pertinent responses or grey literature: Chartered Institute of Housing; The Health and Safety Executive (who are the new Building Safety Regulator in England); The Building Control Alliance; Local Authority Building Control (the oversight body for the design and construction phase); Association of Consultant Approved Inspectors (ACAI); Chartered Institute of Building (CIOB); Chartered Association of Building Engineers (CABE); Royal Institute of Chartered Surveyors (RICS); Construction Industry Council (CIC); Fire Protection Association (FPA); Fire Industry Association (FIA).

1.2 A search was made for other relevant research regarding the proposed reforms, but none were found.

The situation before the reforms

1.3 The Hackitt Independent Review[1] (2018) has played a key role in driving Welsh Government and other nations' response to the Grenfell disaster. The review criticised the whole fire safety system and identified five aspects of the culture of the current approach to building safety which underpinned negative outcomes:

- ignorance (of the regulations/guidance);
- indifference (the primary motivations being to do things as quickly and cheaply as possible);
- lack of clarity on roles and responsibilities;
- inadequate regulatory oversight and enforcement tools; and
- lack of clear up-to-date and transparent record keeping.

1.4 With respect to the occupation phase, the report notes that "the current regulatory system during occupation and maintenance is not fit for purpose for higher risk residential buildings (HRRBs)."

1.5 The key drivers for this were considered to be:

- overlapping regulatory frameworks (the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005), which make it challenging to ensure that there is a sufficient holistic focus on fire safety for HRRBs;
- the lack of expectation for building safety to be proactively maintained over the building lifecycle and for residents to be meaningfully involved; and
- the difficulty in identifying a duty holder with responsibility for the structural and fire safety of the whole building.

1.6 The 'Safer Buildings in Wales' White Paper (Jan 2021)[2] observed that while the building safety system is largely the same in Wales as in England, the scale of the problem is very different, with Wales having only a fraction of the number of high-rise buildings (c. 148) as in England (c. 12,000).

1.7 There is some data and insight publicly available on the current building safety workforce in Wales. The Directors of Public Protection Wales group (DPPW) - which represents a range of public protection services, including building control and environmental health - recently produced a paper[3] providing detail of resilience challenges for local authority regulatory / public protection services. They highlighted challenges relating to an "ageing workforce that is shrinking due to both retirement and retention issues", recruitment, difficulty bringing in new officers due to lack of funding and concerns about the loss of specialist expertise. They noted similar trends identified by Audit Wales and bodies such as the Chartered Institute of Environmental Health. These were tested through the research, through a survey of local authorities and their workforce.

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[1] Independent Review of Building Regulations and Fire Safety: Hackitt review | GOV.UK
[2] Safer building in Wales White Paper | GOV WALES
[3] Building for the Future: A Report by Public Protection Wales

1.8 In its 2017 White Paper 'Reforming Local Government: Resilient and Renewed,' Welsh Government[4] said, "The issues facing local government building control are similar to those faced by planning departments and include reduced resources, difficulties in encouraging new entrants and an absence of specialist skills particularly in smaller authorities. Limited cooperative arrangements exist currently." This research will explore whether these issues extend to the design and construction phases.

The Welsh Government Building Safety Programme

1.9 In October 2018, as a direct response to the Hackitt Review, the Building Safety Expert Group was established to advise on Welsh Government's response to the Review. Its March 2019 report 'A Road Map to Safer Buildings in Wales'[5] considered how various findings from the Hackitt Review apply to Wales, including those relating to capability and capacity in the sector.

1.10 They noted that the Hackitt Review identified a lack of a coherent and comprehensive approach to professional competence within the sector and that these issues apply to Wales. The Group therefore recommended that "Welsh Government should engage with [local authorities] and the [Fire and Rescue Services] to assess existing staffing and competence levels" and "Welsh Government, [the Welsh Local Government Association], [local authorities], and [Fire and Rescue Services] should work together to ensure that staffing levels and qualifications are adequate to meet the needs of the future system, initially focusing on capability and capacity within the public sector".

1.11 The Building Safety Programme Team published the 'Safer Buildings in Wales White Paper' in January 2021[6]; see the Background section on page 3 of this inception report for a brief overview of its proposed changes to the Building Safety regime in Wales. There was overall support for many of the proposals set out in the White Paper within the consultation responses received. Some respondents made suggestions or had queries or caveats regarding the proposed regime and how the roles and responsibilities of duty holders would work in practice.

1.12 The Welsh Government's response[7] recognised there was broad support for the proposed Building Safety regime (occupation phase) including ensuring "the continued safety of buildings across the occupation phase including: additional safety measures that could be implemented to support responsible building management; the creation of a registration and licensing system to support regulation; and identification of duty holders and competence requirements."

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[4] White Paper: Reforming Local Government: Resilient and renewed
[5] Proposed changes to improve the safety of residential high-rise buildings | GOV.WALES
[6] Safer buildings in Wales | GOV.WALES
[7] Safer Buildings in Wales Consultation - Welsh Government Response | GOV WALES

The new building safety regime

1.13 The Hackitt Review made some specific detailed recommendations in relation to the occupation phase of building control. In summary, these are as follows:

- A clear and identifiable duty holder with responsibility for building safety of the whole building. The duty holder during occupation and maintenance should maintain the fire and structural safety of the whole building, and identify and make improvements where reasonable and practicable;
- A requirement on the duty holder to present a safety case to the Joint Competent Authority (JCA) at regular intervals to check that building safety risks are being managed so far as is reasonably practicable;
- Clearer rights and obligations for residents to maintain the fire safety of individual dwellings, working in partnership with the duty holder. This will include a combination of transparency of information and an expectation that residents support the duty holder to manage the risk across the whole building; and
- Creation of a regulator for the whole of the building (the JCA) in relation to fire and structural safety in occupation who can take a proactive, holistic view of building safety and hold duty holders to account with robust sanctions where necessary.

1.14 These recommendations have been integrated into in the new building control regime developed in the subsequent 'Safer Buildings in Wales White Paper' (2021) and the UK Building Safety Act (2022). The Building Safety Act[8] was enacted in May 2022 and, whilst only limited parts of this apply to Wales, it does make amendments to the Building Act 1984 under Part 3, which require the regulator (for England) and the Welsh Ministers (for Wales) to establish and maintain registers of building control approvers and building inspectors.

1.15 The 'Safer Buildings in Wales White Paper' (Jan 2021) says that during the occupation phase, "maintaining a robust and effective approach to safety remains critical over the course of occupation to safeguard residents. As such, we propose a duty holder role during occupation: the 'Accountable Person', who will have legal responsibility for the safety of the whole building used for residential purposes." The White Paper proposes that the new safety regime covers all multi-occupied buildings, both Category 1 and Category 2[9], and that all buildings within the scope of the regime would, as a minimum:

- Have to be registered – a process which would clearly identify the Accountable Person;
- Have an annual fire risk assessment undertaken by a suitably qualified person; and
- Have to record the outcomes of the fire risk assessment.

1.16 The White Paper notes that the current system already has a precedent for the role of the Accountable Person: "In Wales, we already have established precedent for a similar

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[8] The Building Safety Act | GOV.UK
[9] Category 1 is residential buildings which are 18m or more in height or more than 6 storeys, with two or more dwellings. Category 2 includes buildings below 18m with two or more dwellings, including residential buildings 11 to 18m in height, Houses in Multiple Occupation and buildings converted into flats.

system. Rent Smart Wales requires all landlords in Wales to register as the landlord for properties they rent and to apply for a licence if they self-manage the property or to disclose the name of any third-party agent that will be responsible for managing the property who will then be required to apply for an agent licence."

1.17 The Accountable Person is assumed by default to be the Freeholder. However, the Freeholder can nominate others to carry out their duties on their behalf, for example a Managing Agent or (for Category 1 buildings) a Building Safety Manager (BSM). The BSM will work on building safety management on a more day-to-day basis, performing tasks such as:

- information gathering, recording, and reviewing;
- planning and monitoring improvement works;
- ensuring third party workers and contractors have the required skills and competencies to carry out the work on the building;
- maintaining relationships and communicating with other duty holders and the regulator; and
- engaging with residents.

1.18 The Welsh Government White Paper notes that it is important to ensure that appropriate management models are in place. A licensing system could provide a formalised mechanism to set requirements on the suitability and competence required to support Accountable Persons in delivering their duties, but also more broadly for all those involved in the management of all buildings. For Category 1 buildings, those involved in the day-to-day management of these buildings and undertaking roles delegated to them by the Accountable Person should be appropriately licensed to demonstrate their competence in terms of knowledge, qualifications and expertise. These would be Building Safety Managers (BSMs) and would have a Building Safety Manager Licence.

1.19 The White Paper also introduces the concept of a 'Golden Thread' document, designed to be a regularly updated and holistic record of the building providing key data about its design, construction and ongoing maintenance. It will be kept in digital form to ensure that those who need it most are able to access the information quickly and easily. The Golden Thread would be established in the construction phase of a building and handed over to the Accountable Person before occupation.

1.20 Another important feature of the new regime is the need for Category 1 buildings to create and maintain a Building Safety Case, which will form part of the Golden Thread. This will set out the fire and structural risks identified in the building, how those risks have been dealt with, and/or how they are being managed. The Safety Case should refer to the totality of the building safety information and include all supporting evidence identifying how fire and structural risks are being managed. The Fire Risk Assessment would be an integral part of the Safety Case.

1.21 The Building Safety Regulator will assess whether the Accountable Person is complying with their duties. The identity of the Building Safety Regulator(s) in Wales is yet to be determined.

1.22 The Welsh Government is also in the process of creating a Joint Inspection Team (JIT). The JIT will be a multi-disciplinary team representing expertise from the existing enforcement bodies. The JIT will assist local authority and Fire and Rescue Services staff with inspections of high-rise residential buildings, and advise on enforcement action (if appropriate). In March 2022, it was announced[10] that the JIT would be established over the coming months, with the process to be completed within 2022.

Implications of the changes for the workforce

1.23 Although (until now) no independent research has considered the impact of these proposed changes on the workforce, various bodies have commented on the implications of the changes from their perspective.

1.24 The Fire Industry Association published a guidance note in September 2022[11] in which they expressed strong concerns around the possibility – due to skill shortages – of Fire Risk Assessors without specialist training being asked to assess (and thus be exposed to legal risk regarding) the external wall construction of high-risk buildings as a result of the reforms.

1.25 Local Authority Building Control (LABC) is the membership organisation that works on behalf of local authorities in the design and construction phases; while this is not strictly in scope of this current research, the issues that they outline may also apply to the occupation phase. LABC provides the voice of public service building control to various government departments and industry partners. In its response[12] to the Building Safety Act, the LABC "particularly welcomed" the new focus on improving competence across all sectors engaged in the design, construction, maintenance, management, and regulation of residential buildings.

1.26 LABC also felt the impact of the changes on the workforce would be substantial and far-reaching:

"Teams will need investment and additional learning. Local authority legal risk will increase. Resourcing, competence, standards and resilience will need to be provided to be to the right level. There will be a knock-on into recruitment, employment, retention and succession planning...especially as the national shortage of surveyors - and especially high-risk competence surveyors - affects salaries and the grading of officers in local authorities."

1.27 The Chartered Institute of Housing (CIH) also responded to the consultation. They were concerned that if local authorities were asked to oversee regulation of Accountable

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[10] Written Statement: Building Safety (29 March 2022) | GOV.WALES
[11] Guidance on the Issue of Cladding and External Wall Construction in Fire Risk Assessments for Multi Occupied Residential Premises | FIA.COM
[12] LABC welcomes the new Building Safety Act | LABC

Persons and Building Safety Managers that significant local variation could result, but did not flag any particular issue with skills and knowledge at local authorities.

1.28 However, it is important to determine, given the concerns regarding skills in the design and construction phase, if this risk of a skills shortage extends to the occupation phase. Much of the reaction so far does relate to the situation in England. However, given the potential similarities with the post-reform policy context in Wales, these issues are likely to apply across both nations.

Other skills-related concerns

1.29 In the responses to the Welsh Government's 'Safer Building in Wales' consultation[13], there were some concerns expressed around the supply of suitably skilled people for the roles of Accountable Person and Building Safety Manager (BSM). For the role of Building Safety Manager, respondents were concerned to ensure the timely development of standard qualification requirements and a register of suitably qualified BSMs. For the role of Accountable Person for Category 1 buildings: "There was an expectation that a very limited pool of appropriate individuals may be willing to put themselves forward as an Accountable Person [for these types of building]".

1.30 Regarding the licenses for Accountable Persons and BSMs to carry out their duties during the occupation phase, respondents to the White Paper emphasised that suitable training should be required, including the need to pass a test and undertake CPD (Continuous Professional Development). Some suggested refresher or top-up training should be a condition of licence renewal. Concerns were voiced about the 'basic training' requirements; some suggested that it would be difficult to scale up resource, noting that construction and building studies could not be learned quickly.

1.31 There was also concern expressed that there may be a capacity issue and a need to upskill people to develop Safety Cases for buildings. There would need to be standardisation of skills for those conducting Fire Risk Assessments whether via a competency framework, accrediting bodies, certain types of training, or minimum qualifications for entry to the role, with continuing Professional Development (CPD) for assessors to keep skills up to date.

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[13] Safer buildings in Wales | GOV.WALES

Annex B – Error margins for surveys

2.1   The quantitative surveys in this report are based on a small sample (19 local authorities[14] and 72 workforce members). However, in each case these represent a significant proportion of the estimated population, which means that more can be drawn from these findings than would usually be the case with samples of this size.

2.2   Nevertheless, as with all sample surveys, the figures provided are best estimates and subject to non-response bias. The results presented here are unweighted.

2.3   The error margin, for figures extrapolating to the whole population, is estimated at ±4.7% for local authorities, and ±10.0% for workforce members, at a 95% confidence interval and on a 'worst case' value of 50%. For example, if the survey indicated that 50% of local authorities gave a particular answer to a question, that would mean that we could be 95% certain that amongst all local authorities (including those not responding) the true value if they had all responded would be between 45.3% and 54.7%. These calculations take into account the estimated population size, using Finite Population Correction.

2.4   Error margins for other values are shown in the table below:

Table 2.1 Error margins

Value	Local Authority survey	Workforce members survey
5%	±2.0%	±4.3%
10%	±2.8%	±6.0%
20%	±3.7%	±8.0%
30%	±4.3%	±9.1%
40%	±4.6%	±9.8%
50%	±4.7%	±10.0%
60%	±4.6%	±9.8%
70%	±4.3%	±9.1%
80%	±3.7%	±8.0%
90%	±2.8%	±6.0%
95%	±2.0%	±4.3%

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[14] Including one shared service representing three local authorities, taking the coverage of the population to 21 authorities of 22.

Annex C – Local Authority Survey – Questionnaire

Building Workforce Local Authority Survey

A   Online landing page

LS   [do not show any question text]

Cymraeg / Welsh	1	SHOW WELSH
English / Saesneg	2	SHOW ENGLISH

SHOW ALL

Welcome to the online survey for local authorities regarding the workforce requirements for ensuring Building Safety in the occupation phase following the [Hackitt Review of Building Regulations and Fire Safety](), which took place as a result of the Grenfell tragedy. The key area of interest for this research is current workforce capacity and skills.

The workforce we would like to ask about in this survey are those who work to ensure the safety of all residential buildings in the occupation phase (so, not including inspections related to the process of constructing or extending buildings). The definition of 'workforce' for this purpose includes staff at <COUNCIL> council, as well as sub-contractors or agency staff who may carry out work on your organisation's behalf. It includes people who, as all or part of their role:

- **Carry out inspections of the safety of residential buildings in the occupation phase (e.g., the Housing Health and Safety Rating System (HHSRS))**
- **Support inspectors to do this, in administrative or legal roles**
- **Work on tasks arising from inspections, such as enforcement or legal actions**

Since these individuals may work in multiple departments or teams in your organisation, you may not personally be able to answer regarding all of their roles.

For this reason, the survey can be edited by more than one person, by sending them the link to the survey to add responses to questions to which have previously been answered "don't know". Please bear in mind that only one overall set of responses can be entered for each local authority.

You will be able to see some answers your colleagues have already typed in.

Please click the right-hand arrow below to start. You can pause and return to the survey at any time – your answers given up to that point will be saved.

ASK ALL.

A1 **If you are completing this survey on behalf of** <COUNCIL> **council, please enter your details below. This is so that we (IFF Research) can contact you if we have questions about your answers.**

By completing this survey, you are consenting to the collection of your personal information, as listed below. Personal information provided to IFF Research is always stored on a secure server. IFF Research will only use this data for research purposes and for this study only. IFF Research will use the data gathered from the survey to produce a report for Welsh Government. This report will not include any information that could be used to identify individual participants. If you would like to see a copy of the privacy notice that sets out how your data will be handled, please click the link to the Privacy Notice for this research.

DS: ALLOW REFUSED FOR ALL FIELDS, BUT DO NOT ALLOW SURVEY TO CONTINUE IF EMAIL IS BLANK. NOTE THIS IS CLEARED AT F3, SO IT IS NEWLY BLANK EACH TIME A NEW PERSON ENTERS THE SURVEY.

_1 Name: *WRITE IN*	
_2 Job Title: *WRITE IN*	
_3 Email: *WRITE IN*	

DUMMY VARIABLE – CALCULATE FOR ALL

A1DUM   [no question text]

_1 Name:	= Existing contents of A1DUM_1 + A1_1
_2 Job Title:	= Existing contents of A1DUM_2 + A1_2
_3 Email:	= Existing contents of A1DUM_3 + A1_3

IF NO CONTACT DETAILS GIVEN (IF A1_3 BLANK)

A1X **You must enter your contact details to continue. This is so IFF Research can check that the survey is being completed by an employee of** <COUNCIL> **council.**

DS: RETURN TO A1.

ASK ALL

A2 **Are you filling in the survey for a shared service, or for** <COUNCIL> **council only?** You should tick 'Shared service' only if you are intending to complete the survey for more than one council area, for example because you operate a shared service.

Shared service: *Please specify names of councils covered* (PLEASE SPECIFY)	1	
<COUNCIL> council only	2	

DS: IF A2 = 1, SUBSTITUTE "<COUNCIL>" WITH A2_1 SPECIFY TEXT.

ASK ALL

A3 **Are you *personally* able to answer regarding the people working on the following tasks which are related to, or arising from, safety inspections of residential buildings in the occupation phase?**

Depending on the structure of your organisation, the people filling these roles might be Environmental Health Officers, Technical Officers, Housing Officers, or other staff who support those teams. We would not generally expect the research to cover dedicated Planning Officers or Building Control staff, unless they have a role in the occupation phase.

It is not necessary to include staff at council-wide call centres, but we would like you to include legal advisors, and general administrative support staff if they spend a significant proportion of their time supporting inspection or enforcement in the occupation phase.

MULTICODE.

DS: NOTE THIS IS CLEARED AT F3, SO IT IS NEWLY BLANK EACH TIME A NEW PERSON ENTERS THE SURVEY.

Inspection of council housing, *if your council has any*	1	
Inspection of private sector housing, *including any other social housing*	2	
Taking enforcement actions	3	
Legal advice for inspection and enforcement	4	
Administrative support for inspection and enforcement	5	
None of the above	6	SINGLE CODE ONLY

DUMMY VARIABLE – CALCULATE DURING SECTION F.
A3DUM   [do not show any question text]

MULTICODE.

DS: EACH TIME A3 IS FILLED IN, ADD ALL CODES SELECTED TO THIS VARIABLE. THIS PROVIDES A RECORD OF WHICH SECTIONS HAVE BEEN COMPLETED.

Inspection of council housing, *if your council has any*	1	
Inspection of private sector housing, *including any other social housing*	2	
Taking enforcement actions	3	
Legal advice for inspection and enforcement	4	
Administrative support for inspection and enforcement	5	

B Directly employed staff

The following questions are asking specifically about staff that have responsibilities related to, or arising from, safety inspections of residential buildings in the occupation phase only (i.e. not in the construction phase).

It includes only people who, as all or part of their role:

- *Carry out inspections of the safety of residential buildings in the occupation phase (e.g., the Housing Health and Safety Rating System (HHSRS))*

- *Support inspectors to do this, in administrative or legal roles*

- *Work on tasks arising from inspections, such as enforcement or legal actions.*

B1 **Are any of the people working on the following tasks in-house staff, and are any sub-contractors or agency staff?**

MULTICODE EACH ROW.

	In-house staff	Sub-contractors or agency staff	Don't know
IF A3 = 1: **Inspection of council housing**	1	2	3
IF A3 = 2: **Inspection of private sector housing**, *including any other social housing*	1	2	3
IF A3 = 3: **Taking enforcement actions**	1	2	3
IF A3 = 4: **Legal advice for inspection and enforcement**	1	2	3
IF A3 = 5: **Administrative support for inspection and enforcement**	1	2	3

B2 **How many individuals work on those tasks as directly employed staff at** <COUNCIL> council**?**

Please include apprentices or people taking traineeships.

DS: ALLOW 0 TO 999999 IN EACH. ALLOW DK FOR EACH.

IF A3 = 1 and B1_1 = 1: **Inspection of council housing**	1	
IF A3 = 2 and B1_2 = 1: **Inspection of private sector housing**, *including any other social housing*	2	
IF A3 = 3 and B1_3 = 1: **Taking enforcement actions**	3	
IF A3 = 4 and B1_4 = 1: **Providing legal advice for inspection and enforcement**	4	
IF A3 = 5 and B1_5 = 1: **Providing administrative support for inspection and enforcement**	5	

B3 **Approximately how many full time equivalent (FTE) roles would that be equivalent to, if including only time spent on those tasks?**

DS: ALLOW 0 TO 999999 IN EACH. ALLOW DK FOR EACH.

IF A3 = 1 and B1_1 = 1: **Inspection of council housing**	1	
IF A3 = 2 and B1_2 = 1: **Inspection of private sector housing**, *including any other social housing*	2	
IF A3 = 3 and B1_3 = 1: **Taking enforcement actions**	3	
IF A3 = 4 and B1_4 = 1: **Providing legal advice for inspection and enforcement**	4	
IF A3 = 5 and B1_5 = 1: **Providing administrative support for inspection and enforcement**	5	

IF HAS DIRECTLY EMPLOYED STAFF AND CAN ANSWER FTE (ANY B3_# = NUMERIC)

B4 **Thinking back to March 2019, how many similar FTE roles were filled by directly employed staff?**

Please separate out time spent on inspection and enforcement. An approximate answer is fine.

DS: ALLOW 0 TO 999999 IN EACH. ALLOW DK FOR EACH.

IF A3 = 1 and B3_1 NUMERIC: **Inspection of council housing**	1	
IF A3 = 2 and B3_2 NUMERIC: **Inspection of private sector housing**, *including any other social housing*	2	
IF A3 = 3 and B3_3 NUMERIC: **Taking enforcement actions**	3	
IF A3 = 4 and B3_4 NUMERIC: **Providing legal advice for inspection and enforcement**	4	
IF A3 = 5 and B3_5 NUMERIC: **Providing administrative support for inspection and enforcement**	5	

IF ANY DIRECTLY EMPLOYED STAFF (ANY B2_# >= 1)

B5 **At the moment, how many directly employed staff at** <COUNCIL> **council work full time, or nearly so (90%+), on these roles?**

Again, we are referring to staff working on the same group of tasks listed in the introduction to this section.

DS: ALLOW 0 TO 999999 IN EACH. ALLOW DK FOR EACH.

IF A3 = 1 and B2_1 >= 1: **Inspection of council housing**	1	
IF A3 = 2 and B2_2 >= 1: **Inspection of private sector housing**, *including any other social housing*	2	
IF A3 = 3 and B2_3 >= 1: **Taking enforcement actions**	3	
IF A3 = 4 and B2_4 >= 1: **Providing legal advice for inspection and enforcement**	4	
IF A3 = 5 and B2_5 >= 1: **Providing administrative support for inspection and enforcement**	5	

IF EMPLOYS STAFF IN INSPECTION OR ENFORCEMENT (B2_1, B2_2 OR B2_3 >= 1).

B6   **And within those groups of directly employed staff, how many are trained specifically to carry out HHSRS inspections?**

Please include apprentices or people taking traineeships.

DS: ALLOW 0 TO 999999 IN EACH. ALLOW DK FOR EACH.

IF B2_1 >= 1: **Inspection of council housing**: *WRITE IN*	1	
IF B2_2 >= 1: **Inspection of private sector housing**, *including any other social housing WRITE IN*	2	
If B2_3 >= 1: **Taking enforcement actions**: *WRITE IN*	3	

ASK ALL

B7   **Over the last three financial years, so since March 2019, approximately how many employees have you successfully recruited to work on that same group of tasks in each of the following groups?**

This should include people transferring internally into these roles if they were not previously working in such a role. It should include relevant Apprenticeships or Traineeships.

This should be the number of people recruited, not the net change in numbers of roles – we will ask how many people have left at the next question. It should not be adjusted for FTE.

DS: ALLOW 0 TO 999999 IN EACH. ALLOW DK FOR EACH.

IF B1_1 = 1: **Inspection of council housing**	1	
IF B1_2 = 1: **Inspection of private sector housing**, *including any other social housing*	2	
IF B1_3 = 1: **Taking enforcement actions**	3	
IF B1_4 = 1: **Providing legal advice for inspection and enforcement**	4	
IF B1_5 = 1: **Providing administrative support for inspection and enforcement**	5	

ASK ALL

B8   **Over the last three financial years, so since March 2019, how many directly employed staff working on those same tasks have left the roles below?**

This should include people leaving for all reasons, including retirement, redundancy or moving internally to another role not dealing with the safety of residential buildings in the occupation phase.

This should be the number of people who have left, not the net change in numbers of roles recruited for. It should not be adjusted for FTE.

DS: ALLOW 0 TO 999999 IN EACH. ALLOW DK FOR EACH.

IF B1_1 = 1: **Inspection of council housing**	1	
IF B1_2 = 1: **Inspection of private sector housing**, *including any other social housing*	2	

IF B1_3 = 1: **Taking enforcement actions**	3	
IF B1_4 = 1: **Providing legal advice for inspection and enforcement**	4	
IF B1_5 = 1: **Providing administrative support for inspection and enforcement**	5	

DS: LOOP B9 FOR EACH OF B7_1, B7_2 AND B7_3 SELECTED (BUT NOT _4 OR _5)

IF ANY EMPLOYEES RECRUITED RECENTLY IN CATEGORY (B7_# > 0)

B9 **How do you generally recruit (or plan to recruit) candidates to work on** <A3_CODE>**?**

MULTICODE

Advertising positions on job boards or job websites	1	
Advertising positions on the Council's website	2	
Recruitment agencies	3	
Word of mouth	4	
Promoting positions through media or events with reach across Wales or beyond (e.g., at university job fairs)	5	
Promoting positions locally (e.g., at local events, schools)	6	
Through other methods (PLEASE SPECIFY)	7	
Don't know / Prefer not to say	8	SINGLE CODE ONLY

DS: END LOOP

IF ABLE TO COMMENT ON INSPECTION OR ENFORCEMENT TEAMS (A3 = 1 OR 2 OR 3)
Now we would like to move on to ask more generally about the skills required to inspect and carry out enforcement actions on various types of building.

B10 **Which of the following types of high-rise buildings do you have in the** <COUNCIL> **area?**

MULTICODE.

Council housing 18+ metres in height	1	
Council housing 11 to 18 metres in height	2	
Private sector or other social housing 18+ metres in height	3	
Private sector or other social housing 11 to 18 metres in height	4	
None of the above	5	SINGLE CODE ONLY
Don't know	6	SINGLE CODE ONLY

IF HAS HIGH-RISE BUILDINGS 18M+ IN HEIGHT (B10 = 1 OR 3)

B11 **What additional skills or knowledge are typically needed for inspections or enforcement actions regarding buildings 18m or more in height?**

WRITE IN		
None	1	
Don't know	2	

IF HAS HIGH-RISE BUILDINGS 11 TO 18M+ IN HEIGHT (B10 = 2 OR 4)

B12 **What additional skills or knowledge are typically needed for inspections or enforcement actions regarding buildings between 11m and 18m in height?**

WRITE IN		
None	1	
Don't know	2	

IF REQUIRES DIFFERENT SKILLS FOR 11M+ BUILDINGS (B11 OR B12 = TEXT RESPONSE OR CODE 2)

B13 **Should the need arise, do you think you would cover the additional technical knowledge required to inspect or take enforcement action on more buildings of 11m or more in height by…**

MULTICODE.

Seeking or training up inspection and/or enforcement staff with these skills	1	
Calling on experts within the council for advice or support	2	
Calling on experts within the local Fire and Rescue services for support	3	
Calling in other external experts for advice or support	4	
Don't know	5	SINGLE CODE ONLY

B14 **Which of these would you typically ask for advice, within the council?**

MULTICODE.

Structural engineer(s)	1	
Planning or Building Control officer(s)	2	
More senior EHOs or enforcement officers	3	
Legal adviser(s)	4	
Don't know	5	SINGLE CODE ONLY

B15 **How easy or difficult is it for you currently to access the skills and knowledge required for inspections and enforcement actions on 11m+ high rise buildings?**

SINGLE CODE.

Very easy	1	
Quite easy	2	
Neither easy nor difficult	3	
Quite difficult	4	
Very difficult	5	
Don't know	7	

B16 **Is that primarily because…**

SINGLE CODE.

It is expensive to source people with these skills	1	
These people are small in number and difficult to find	2	
Neither (PLEASE SPECIFY)	3	
Don't know	4	

B17 **How easy or difficult is it for you currently to access the skills and knowledge required for inspections and enforcement actions on HMOs or converted flats** (including but not limited to Section 257 HMOs)**?**

SINGLE CODE.

Very easy	1	
Quite easy	2	
Neither easy nor difficult	3	
Quite difficult	4	
Very difficult	5	
Have not attempted to recruit recently	6	
Don't know	7	

C Sub-contractors and agency staff

The following questions are asking specifically about staff that have responsibilities related to, or arising from, safety inspections of residential buildings in the occupation phase only (i.e. not in the construction phase).

It includes only people who, as all or part of their role:

- *Carry out inspections of the safety of residential buildings in the occupation phase (e.g., the Housing Health and Safety Rating System (HHSRS))*

- *Support inspectors to do this, in administrative or legal roles*

- *Work on tasks arising from inspections, such as enforcement or legal actions.*

C1 **How many individuals work for** <COUNCIL> **council in the following roles as sub-contractors or agency staff on those tasks?**

DS: ALLOW 0 TO 999999 IN EACH. ALLOW DK FOR EACH.

IF B1_1 = 2: **Inspection of council housing** *WRITE IN*	1	
IF B1_2 = 2: **Inspection of private sector housing**, *including any other social housing WRITE IN*	2	
IF B1_3 = 2: **Taking enforcement actions** *WRITE IN*	3	
IF B1_4 = 2: **Providing legal advice for inspection and enforcement** *WRITE IN*	4	
IF B1_5 = 2: **Administrative support for inspection and enforcement** *WRITE IN*	5	

C2 **Approximately how many FTE roles would that be equivalent to?**

We are still thinking here only of the work covered by sub-contractors or agency staff.

DS: ALLOW 0 TO 999999 IN EACH. ALLOW DK FOR EACH.

IF B1_1 = 2: **Inspection of council housing** *WRITE IN*	1	
IF B1_2 = 2: **Inspection of private sector housing**, *including any other social housing WRITE IN*	2	
IF B1_3 = 2: **Taking enforcement actions** *WRITE IN*	3	
IF B1_4 = 2: **Providing legal advice for inspection and enforcement** *WRITE IN*	4	
IF B1_5 = 2: **Administrative support for inspection and enforcement** *WRITE IN*	5	

C3 **Thinking back to March 2019, how many similar FTE roles would have been sub-contracted or filled by agency staff at that time?**

DS: ALLOW 0 TO 999999 IN EACH. ALLOW DK FOR EACH.

IF C2_1 NUMERIC: **Inspection of council housing** *WRITE IN*	1	
IF C2_2 NUMERIC: **Inspection of private sector housing**, *including any other social housing WRITE IN*	2	
IF C2_3 NUMERIC: **Taking enforcement actions** *WRITE IN*	3	
IF C2_4 NUMERIC: **Providing legal advice for inspection and enforcement** *WRITE IN*	4	
IF C2_5 NUMERIC: **Administrative support for inspection and enforcement** *WRITE IN*	5	

DS: LOOP C4 FOR EACH C1_# >= 1.

IF ANY SUB-CONTRACTING (ANY C1_# >= 1)

C4 **What are the main reasons you have decided to use sub-contracted or agency staff for <A3_CODE>?**

You may need to scroll the to the right to see all of the answer options.

MULTICODE.

Specialist knowledge / skills which are not needed often enough to justify in-house recruitment	1	
Flexibility, e.g., to meet peaks in demand	2	
Difficulty finding suitably skilled applicants	3	
Lack of available funding to recruit in-house	4	
Other limits on recruitment in-house (e.g., a recruitment freeze)	5	
Time required for the recruitment process	6	
Staff turnover or unexpected staff departures	7	
Pay, terms or conditions are higher in the private sector	8	
Other reasons (PLEASE SPECIFY)	9	
Don't know	10	

DS: END LOOP

D   Training and HR

Now I'd like you to think about all the roles you are answering about (still regarding the specific tasks we previously mentioned, regarding building inspection and enforcement):

<SHOW A3 CODES 2 AND 3>

ONLY ASK IF A3 = 2 OR 3

D1   How likely would you be to offer Apprenticeships for these roles, if a suitable apprenticeship framework were made available?

Very likely	1	
Quite likely	2	
Neither likely nor unlikely	3	
Quite unlikely	4	
Very unlikely	5	
Don't know	6	

ONLY ASK IF A3 = 2 OR 3

D2   Within that group of roles we have been discussing, which groups would you fund CPD for, if any?

Funding should at least cover some of the training course costs, rather than (for example) travel expenses.

WRITE IN	1	
WRITE IN	2	
WRITE IN	3	
WRITE IN	4	
WRITE IN	5	
None	6	
Don't know	7	

ONLY ASK IF A3 = 2 OR 3

D3   And to which groups of employees would your local authority offer paid time off for CPD, if any?

WRITE IN	1	
WRITE IN	2	

WRITE IN	3	
WRITE IN	4	
WRITE IN	5	
None	6	
Don't know	7	

IF OFFER CPD FUNDING (D2 = ANY TEXT) AND A3 = 2 OR 3

D4 **What proportion of costs for training for CPD undertaken by those employees would you estimate is funded directly by your local authority?**

This should be a proportion of total costs which would be incurred by the staff if they were to fund the CPD themselves. We are happy for this to be a rough estimate (percentage).

DS: ALLOW 1 TO 100.

WRITE IN (%)	1	
Don't know	2	

D5 **What proportion of CPD for those employees would you estimate takes place during paid time off for training?**

This should be a proportion of the time spent attending or travelling to CPD courses, rather than any individual study time away from the course setting. We are happy for this to be a rough estimate.

DS: ALLOW 1 TO 100.

WRITE IN (%)	1	
Don't know	2	

D6 **You said you fund some but not all of the CPD which is carried out by your direct employees. Is this because…**

You do provide CPD in-house, but do not fund any external training	1	
You do fund mandatory CPD, but staff sometimes fund themselves to undertake optional CPD	2	
You decide applications for funding CPD from a limited budget on a case-by-case basis	3	
There is a ceiling set for how much training can be funded for any employee	4	
You fund CPD delivered by particular organisations, but some staff use other providers	5	
Another reason (PLEASE SPECIFY)	6	
Don't know	7	

E   Enforcement and overall capacity

E1   **Over the 2021-22 financial year, to the best of your knowledge, approximately how many complaints from the public regarding building safety in the occupation phase have been referred to your enforcement team(s)?**

DS: ALLOW 0 TO 9999.

WRITE IN	1	
Don't know	2	

E2   **Over the 2021-22 financial year, approximately how many properties have your team(s) inspected?**

DS: ALLOW 0 TO 9999.

WRITE IN	1	
Don't know	2	

E3   **What percentage of those inspections lead to the following enforcement actions?**

By enforcement actions, we mean any action taken to remedy an issue discovered during an inspection. Examples include improvement notices, prohibition orders and return visits.

DS: ALLOW 0 TO 100.

Improvement notices (%): *WRITE IN*	1	
Prohibition orders (%): *WRITE IN*	2	
Hazard awareness notice (%): WRITE IN	3	
Don't know	4	

E4 **Over the 2021-22 financial year, approximately what range of lengths of time have the following types of action taken from issuing the notice or order to resolution, in weeks?**

For example: "Around 6 to 12 weeks" would be a useful answer.

DS: ALLOW OTHER SPECIFY STYLE TEXT FOR EACH.

Improvement notices: *WRITE IN*	1	
Prohibition orders: *WRITE IN*	2	
Hazard awareness notice: *WRITE IN*	3	
Don't know	4	

E5 **What was the approximate cost of inspection and enforcement services in the occupation phase to your organisation (or shared service if applicable) over the past financial year?**

This should be a gross cost, i.e., before any recouping of costs through income from fines etc (please answer in terms of £m).

DS: ALLOW 0 TO 999.

WRITE IN (£m)		
Don't know	1	
Prefer not to say	2	

E6 **Was this cost…**

Much higher than an average year	1	
A little higher	2	
About average	3	
A little lower	4	
Much lower than an average year	5	
Don't know	6	
Prefer not to say	7	

E7 **What rough proportion of this cost do you recover through fines?**

Less than 10%	1	
10 to 24%	2	
25 to 49%	3	
50 to 74%	4	
75% to 89%	5	
90% or more	6	
Don't know	7	
Prefer not to say	8	

E8 **How satisfied are you that your team working on tasks related to safety inspections of residential buildings is large enough to respond adequately to the demand for their services?**

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	
Prefer not to say	7	

E9 **Realistically, which of these measures are likely to be used to fill gaps in capacity (or are already being used to do that)?**

Making more use of sub-contractors or agency staff	1	
Reducing time spent on inspection activities	2	
Reducing time spent on back office functions	3	
Seeking long term efficiency savings (e.g., sharing services with other local authorities)	4	
Seeking short term efficiency savings (e.g., postponing non-essential activities)	5	
Efficiency savings through technology / IT	6	
Something else (PLEASE SPECIFY)	7	
Don't know	8	
Prefer not to say	9	

E10 **Where are the key shortfalls in staff numbers, if any?**

Experienced inspection / enforcement officers	1	
Trainee inspection / enforcement officers	2	
People with specific technical knowledge	3	
People with specific legal knowledge	4	
Administrative staff	5	
Management staff	6	
Another group of staff (PLEASE SPECIFY)	7	
No shortfalls	8	
Don't know	9	
Prefer not to say	10	

Now I'd like you to think about all the roles you are answering about (still regarding the specific tasks we previously mentioned, regarding building inspection and enforcement):

E11 **Ask if a3 = 2 or 3And how satisfied are you that your team has the skills you need to respond adequately to the demand for building safety services in the occupation phase?**

Very satisfied	1	
Fairly satisfied	2	
Fairly dissatisfied	3	
Very dissatisfied	4	
Don't know	5	
Prefer not to say	6	

IF NOT SATISFIED WITH SKILLS (E11 = 3 OR 4) AND A3 = 2 OR 3

E12 **Which skills are the most difficult to find?**

Basic HHSRS or building safety knowledge	1	
Skills for working with high rise buildings	2	
Other specialist technical skills or knowledge (PLEASE SPECIFY)	3	
IT skills	4	
Organisational skills	5	
Work ethic	6	
Communication skills	7	
Using data recording systems	8	
Something else (PLEASE SPECIFY)	9	
Don't know	10	

E13 **Where are the key shortfalls in skills?**

Inspection of council housing	1	
Inspection of private sector housing, *including any other social housing*	2	
Taking enforcement actions	3	
Legal advice for inspection and enforcement	4	
Administrative support for inspection and enforcement	5	
Something else (PLEASE SPECIFY)	6	
Don't know	7	

E14 **How confident are you in the ability of the current system of inspections locally to spot and tackle building safety hazards in high-rise residential buildings (18 metres or higher)?**

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Don't know	5	

E15 **And how confident are you in the ability of the system locally to tackle building safety hazards in residential buildings between 11 and 18 metres high?**

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Don't know	5	

E16 **And how confident are you in the ability of the system locally to tackle building safety hazards in Houses in Multiple Occupation (HMOs) and buildings converted into flats?**

SINGLE CODE

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Don't know	5	

E17 Currently, which of the following types of building, if any, do you usually schedule regular inspections for?

If you schedule inspections for some tenures of buildings but not others, please consider the majority tenure for that type of building.

MULTICODE

IF B10 = 1 OR 3: **High-rise residential buildings of 18 metres in height or above**	1	
IF B10 = 2 OR 4: **High-rise residential buildings of 11 to 18 metres in height**	2	
Buildings which have been converted into flats	3	
Other Houses in Multiple Occupation (HMOs)	4	
Don't know	5	

E18 Currently, what is the typical interval at <COUNCIL> council (in practice) between safety inspections of high-rise residential buildings of 18 metres or more in height?

SINGLE CODE

6 months or less	1	
About 9 months	2	
About 1 year	3	
About 18 months	4	
About 2 years	5	
About 3 to 4 years	6	
About 5 years	7	

More than 5 years	8	
Other (PLEASE SPECIFY)	9	
Don't know	10	

E19 Currently, what is the typical interval at <COUNCIL> council (in practice) between safety inspections of high-rise residential buildings of 11 to 18 metres in height?

SINGLE CODE

6 months or less	1	
About 9 months	2	
About 1 year	3	
About 18 months	4	
About 2 years	5	
About 3 to 4 years	6	
About 5 years	7	
More than 5 years	8	
Other (PLEASE SPECIFY)	9	
Don't know	10	

E20 Currently, what is the typical interval at <COUNCIL> council (in practice) between safety inspections of buildings converted into flats?

SINGLE CODE

6 months or less	1	
About 9 months	2	
About 1 year	3	
About 18 months	4	
About 2 years	5	
About 3 to 4 years	6	
About 5 years	7	
More than 5 years	8	
Other (PLEASE SPECIFY)	9	

Don't know	10	

E21 Currently, what is the typical interval at <COUNCIL> council (in practice) between safety inspections of other HMOs?

6 months or less	1	
About 9 months	2	
About 1 year	3	
About 18 months	4	
About 2 years	5	
About 3 to 4 years	6	
About 5 years	7	
More than 5 years	8	
Other (PLEASE SPECIFY)	9	
Don't know	10	

ASK ALL

E22 **Are there any other issues or concerns that you would like to raise that have not been covered in this survey, with regard to the supply of skilled employees for roles related to, or arising from, safety inspections of residential buildings in the occupation phase (e.g., HHSRS)?**

WRITE IN		
Nothing else to add	1	

F   Thank and Close

F1   **In the near future we will be conducting some follow-up interviews to explore some of the areas discussed in this survey in more detail.**

We will also be seeking to carry out a survey with staff who work on roles related to, or arising from, safety inspections of residential buildings in the occupation phase (e.g., HHSRS). We are hoping you will be able to help us distribute this survey to your staff.

This should be quite a simple process from your point of view since it can be distributed via a single email to staff and sub-contractors, although distributing reminders would also be useful. The survey would be run on IFF Research systems, and you would not need to collate responses. Responses to the email could be directed toward an IFF Research return address.

Would you be among the key people at <COUNCIL> **council to contact about this?**

Yes	1	
No	2	

DUMMY VARIABLE – CALCULATE IF CONTACTING FOR DETAILS (IF F1 = 1)
F1DUM   CALCULATE IF CONTACTING FOR DETAILS

_1 Name:	= Existing contents of F1DUM_1 + A1_1
_2 Job Title:	= Existing contents of F1DUM_2 + A1_2
_3 Email:	= Existing contents of F1DUM_3 + A1_3

F3   [IF F1 = 1:**Thank you. We'll be in contact to discuss how to move this process forward.**]

On behalf of Welsh Government and IFF Research, thank you very much for taking the time to complete this survey.

[IF ANY A3DUM = 2: **So far, you and your colleagues have not been able to answer the survey regarding all of the groups of employees and sub-contractors we'd like to ask about.**

Please could you ask colleagues to complete the survey regarding the following groups:

- <ITERATIONS OF A3DUM WHERE 2 SELECTED>]

If you think the survey is fully completed, or you have any questions about this process, please contact us at BuildingWorkforceWales@iffresearch.com.

DS: IF ANY A3DUM_# = 2, RESET A1, A3 AND F1. RETURN SURVEY TO OPENING PAGE.
DS: IF ALL A3DUM_# = 1 OR 3, CLOSE SURVEY.

> **Finally, I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.**

Annex D – Workforce Survey – Questionnaire

Online landing page

LS   [do not show any question text]

Cymraeg / Welsh	1	SHOW WELSH
English / Saesneg	2	SHOW ENGLISH

SHOW ALL

Welcome to the survey. This survey is about the supply of skills for inspecting and taking enforcement action regarding the safety of residential buildings in the occupation phase. Welsh Government is interested in finding out where pressures are in terms of skills and resourcing, so that policies can be designed with this in mind.

We're interested in your views as someone who works in this sector. We are interested in feedback not only from those carrying out HHSRS (Housing Health and Safety Rating System) inspections or enforcement actions, but also those providing them with administrative support, legal or technical advice.

This survey is for staff or sub-contractors of <COUNCIL> **- if you are working for another council, please do not complete the survey and contact us** (see below) **to let us know.**

Who is carrying out the research?

This research is being carried out by IFF Research, an independent research agency, on behalf of Welsh Government. The survey is being distributed by local authorities to their employees and sub-contractors on our behalf.

If you have any questions, please contact Connie Rennie or Melanie Mackay at IFF Research, at buildingworkforcewales@iffresearch.com

Security and Privacy

This research is being carried out under the Public Task provision of the GDPR regulations. We are doing this through the local authority you work for. Neither IFF Research nor Welsh Government hold your contact details, unless you choose to give these to us.

You can read the full Privacy Notice for this research here.

Please click the right hand arrow below to start. You can pause and return to the survey at any time – your answers given up to that point will be saved.

A About your role

A1 **Which of the following activities related to Building Safety do you work on?** *If you have multiple responsibilities, you can choose more than one.*

MULTICODE.

HHSRS inspection of council-owned housing	1	
HHSRS inspection of private sector housing *(and/or social housing not owned by the council)*	2	
Enforcement actions	3	
Providing legal advice for inspection and/or enforcement	4	
Providing technical advice for inspection and/or enforcement	5	
Providing administrative support for inspection and/or enforcement	6	
None of the above	7	SINGLE CODE ONLY
Don't know	8	SINGLE CODE ONLY
Prefer not to say – *this information is required to continue the survey*	9	SINGLE CODE ONLY

DS: IF A1 = 7 OR 8 OR 9, THANK AND CLOSE.

A3 **We can send you an email containing a link to the survey. This will let you come back to the survey later, keeping all your answers, if you need to stop part way through it.**

Would you like to receive this email?

Yes	1	
No	2	

A4 **Please type in your email address below:**

WRITE IN		
Continue now without doing this	1	

A5 **Which of the following do you work in?** *If you work in multiple teams, you can choose more than one.*

MULTICODE.

Housing department	1	
Environmental Health department	2	
A central administrative or support team outside these departments	3	
For a sub-contractor or agency	4	
Another department	5	PLEASE SPECIFY
Don't know	6	SINGLE CODE ONLY
Prefer not to say	7	SINGLE CODE ONLY

A6 **Which of the following, if any, describes your role?** *If your role covers multiple areas, you can choose more than one.*

MULTICODE.

Environmental Health Officer (EHO)	1	
Senior Environmental Health Officer	2	
Technical Officer	3	
Housing Officer	4	
Senior Housing Officer	5	
Legal Officer or Legal Advisor	6	
Building Surveyor	7	
Administrator	8	
Manager or Team Leader	9	
Customer services or call centre staff	10	
Another role	11	PLEASE SPECIFY
Don't know	12	SINGLE CODE ONLY
Prefer not to say	13	SINGLE CODE ONLY

ASK ALL
A7 **Do you personally visit properties to carry out HHSRS inspections in your current role?**

Yes	1	
No	2	
Don't know	3	
Prefer not to say – *this information is required so we can ask you the right questions later*	4	

ASK ALL
A8 **Are you trained in how to carry out HHSRS inspections?**

Yes	1	
No	2	
Don't know	3	
Prefer not to say	4	

A9 **How long have you been working in roles involving residential Building Safety?**

An approximate answer is fine. If you have been working in these roles for less than one year, enter zero ('0').

DS: ALLOW 0 TO 60. ALLOW ONE DECIMAL PLACE.

Years: *WRITE IN*		
Don't know	1	
Prefer not to say	2	

ASK ALL

A10 **Are you a member of any of the following professional bodies or associations?**

MULTICODE.

CIEH (Chartered Institute of Environmental Health)	1	
CIH (Chartered Institute of Housing)	2	
RICS (Royal Institute of Chartered Surveyors)	3	
CIBSE (Chartered Institute of Building Services Engineers)	4	
FPA (Fire Protection Association)	5	
Another membership	6	PLEASE SPECIFY
Don't know	7	SINGLE CODE ONLY
Prefer not to say	8	SINGLE CODE ONLY

ASK ALL

A11 **Do you hold professional qualifications from any of the following?**

MULTICODE.

DS: SHOW ONLY CODES SELECTED AT A10, PLUS OTHER, DK AND REFUSED.

CIEH (Chartered Institute of Environmental Health)	1	
CIH (Chartered Institute of Housing)	2	
RICS (Royal Institute of Chartered Surveyors)	3	
CIBSE (Chartered Institute of Building Services Engineers)	4	

Another professional qualification related to buildings and/or fire safety	5	PLEASE SPECIFY
Don't know	6	SINGLE CODE ONLY
Prefer not to say	7	SINGLE CODE ONLY

B Your role

SHOW ALL
Now we need to ask a few questions about your role, and how you carry out your work.

IF INVOLVED IN / SUPPORTING INSPECTIONS (A1 = 1, 2, 4, 5 OR 6)
B1 **Roughly what percentage of your working time is spent on residential HHSRS inspections, including time spent organising these and compiling or reporting on results?** *You should not include time spent on enforcement actions arising from the results.*

SINGLE CODE.

None	1	
1 to 9%	2	
10 to 24%	3	
25 to 49%	4	
50 to 74%	5	
75 to 89%	6	
90% or more	7	
Don't know	8	
Refused	9	

IF INVOLVED IN / SUPPORTING INSPECTION OR ENFORCEMENT (A1 = 1, 2, 3, 4, 5 OR 6)
B2 **Roughly what percentage of your working time is spent on follow-up from inspections which falls short of an enforcement action, for example, informal follow-up with residents or property owners?**

SINGLE CODE

None	1	
1 to 9%	2	
10 to 24%	3	
25 to 49%	4	
50 to 74%	5	
75 to 89%	6	

90% or more	7	
Don't know	8	
Refused	9	

B3 **Roughly what percentage of your working time is spent on formal enforcement actions on residential properties, including time spent organising these and compiling or reporting on outcomes?**

SINGLE CODE

None	1	
1 to 9%	2	
10 to 24%	3	
25 to 49%	4	
50 to 74%	5	
75 to 89%	6	
90% or more	7	
Don't know	8	
Refused	9	

B4 **What the most common barriers you face in your work relating to residential building safety?**

SINGLE CODE

Your own workload	1	
Speed of response or capacity in other roles within your team	2	
Speed of response or capacity in other teams within the council	3	
Speed of response or capacity at other organisations outside the council	4	
Access to the technical skills and expertise required	5	
IT systems	6	
Design of policies or regulations	7	
Something else	8	PLEASE SPECIFY
Don't know	9	

Prefer not to say	10	

B5 **How confident would you feel assessing the safety of the following types of building without extra support or advice, given your current technical knowledge and experience?**

Your answers to these questions, like all questions in the survey, will not be made available to your employer.

You can be assured that when analysing the results, we will take account of the likely level of need for these skills in your role, and the types of buildings which exist in the area you work.

_1 **HMOs (Houses of Multiple Occupancy) or buildings converted into flats (less than 11m in height)**

SINGLE CODE.

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Don't know	5	
Prefer not to say	6	

_2 **Tall buildings, between 11m or 18m in height**

SINGLE CODE.

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Don't know	5	
Prefer not to say	6	

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_3 Tall buildings, 18m or more in height

SINGLE CODE.

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Don't know	5	
Prefer not to say	6	

IF HAS ROLE IN LEGAL OR TECHNICAL ADVICE, OR ENFORCEMENT (A1 = 4 OR 5)

B6 **How confident would you feel giving advice to support inspections or enforcement actions on the following types of building, given your current knowledge and experience?**

Your answers to these questions, like all questions in the survey, will not be available to your employer.

_1 HMOs (Houses of Multiple Occupancy) or buildings converted into flats (less than 11m in height)

SINGLE CODE.

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Not applicable – no such buildings in area served	5	
Don't know	6	
Prefer not to say	7	

_2 **Tall buildings, between 11m or 18m in height**

SINGLE CODE.

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Not applicable – no such buildings in area served	5	
Don't know	6	
Prefer not to say	7	

_3 **Tall buildings, 18m or more in height**

SINGLE CODE.

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Not applicable – no such buildings in area served	5	
Don't know	6	
Prefer not to say	7	

B7 **Thinking about the HHSRS inspections you carry out yourself, on roughly what percentage of inspections do you consult colleagues for technical advice?** *You should not include advice on organisation, travel or similar – only advice regarding the substance of the inspection.*

SINGLE CODE

Never	1	
Less than 10%	2	
10 to 24%	3	
25 to 49%	4	
50 to 74%	5	
75 to 89%	6	
90% or more	7	
Don't know	8	
Prefer not to say	9	

B8 **Thinking about the HHSRS inspections you carry out yourself, on roughly what percentage of inspections do you consult websites for technical advice?** *You should not include advice on organisation, travel or similar – only advice regarding the substance of the inspection.*

SINGLE CODE

Never	1	
Less than 10%	2	
10 to 24%	3	
25 to 49%	4	
50 to 74%	5	
75 to 89%	6	
90% or more	7	
Don't know	8	
Prefer not to say	9	

B9 **What websites do you typically consult?**

WRITE IN		
Don't know	1	
Prefer not to say	2	

B10 **How well does the technical advice available to you for HHSRS inspections meet your needs?**

SINGLE CODE

Very well	1	
Fairly well	2	
Fairly poorly	4	
Very poorly	5	
Don't know	6	
Prefer not to say	7	

B11 **Thinking about the HHSRS inspections you carry out yourself, on roughly what percentage of inspections do you consult colleagues for fire safety advice?**

SINGLE CODE

Never	1	
Less than 10%	2	
10 to 24%	3	
25 to 49%	4	
50 to 74%	5	
75 to 89%	6	
90% or more	7	
Don't know	8	
Prefer not to say	9	

B12 **How well does the fire safety advice available to you for HHSRS inspections meet your needs?**

Very well	1	
Fairly well	2	
Fairly poorly	4	
Very poorly	5	
Don't know	6	
Prefer not to say	7	

IF INVOLVED IN ENFORCEMENT ACTIONS (A1 = 3)

B13 **Thinking about the building safety enforcement actions you are involved in, on roughly what percentage of inspections do you consult colleagues for advice on legal matters or interpretation of regulations or government policies?**

SINGLE CODE

None	1	
Less than 10%	2	
10 to 24%	3	
25 to 49%	4	
50 to 74%	5	
75 to 89%	6	
90% or more	7	
Don't know	8	
Prefer not to say	9	

IF INVOLVED IN ENFORCEMENT ACTIONS (A1 = 3)

B14 **To what extent do you agree or disagree that the legal advice available to you for enforcement actions meets your needs?**

SINGLE CODE

Agree strongly	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Disagree strongly	5	
Don't know	6	
Prefer not to say	7	

C Training

Now we need to ask a few questions about training for your role.

ASK ALL EXCEPT NON-TECHNICAL ADVISORS (A1 = 1, 2, 3, 5)
C1 **In the last 12 months, which of the following types of training sessions have you attended?**

MULTICODE.

Training delivered in-house by staff, specific to your work in inspection or enforcement	1	
Training delivered by external trainers, specific to your work in inspection or enforcement	2	
Don't know	3	SINGLE CODE ONLY
Prefer not to say	4	SINGLE CODE ONLY

ASK ALL TAKING EXTERNAL COURSES (C1 = 2)
C2 **Thinking about the time you spent on training sessions delivered by external trainers, for any of these courses, were you…**

If this varied depending on the course, please tick all that applied.

MULTICODE.

Given paid time off from your normal work to attend	1	
Given unpaid time off from your normal work to attend	2	
Neither – you attended in your own time unpaid	3	
Don't know	4	SINGLE CODE ONLY
Prefer not to say	5	SINGLE CODE ONLY

ASK ALL TAKING EXTERNAL COURSES (C1 = 2)
C3 **Were any of the training sessions delivered by external trainers…?**

MULTICODE.

Funded or part-funded by you	1	
Funded or part-funded by your employer	2	
Provided for free (e.g., funded by a professional body or central government)	3	
Don't know	4	SINGLE CODE ONLY

Prefer not to say	5	SINGLE CODE ONLY

C4 **Were any of the external training sessions funded by your employer, or delivered in-house by council staff…?**

MULTICODE.

A compulsory requirement for your current role	1	
A compulsory requirement for planned progression or promotion	2	
Essential or important for your team's work, but not compulsory	3	
Of interest or useful for other reasons	4	
Don't know	5	SINGLE CODE ONLY
Prefer not to say	6	SINGLE CODE ONLY

C5 **Were any of the training sessions which were funded or part-funded by yourself…?**

MULTICODE.

A compulsory requirement for your current role	1	
A compulsory requirement for planned progression or promotion	2	
Essential or important for your team's work, but not compulsory	3	
Of interest or useful for other reasons	4	
Don't know	5	SINGLE CODE ONLY
Prefer not to say	6	SINGLE CODE ONLY

C6 **Thinking about all the training delivered by external trainers, which was a <u>compulsory requirement for your role, or for planned progression or promotion</u>, how many hours would you estimate you spent attending it in 2022?**

DS: ALLOW 0 TO 999.Number of hours: *WRITE IN*		
Don't know	1	
Prefer not to say	2	

C7 **How satisfied or dissatisfied are you with the training and development opportunities available to you in your role?**

SINGLE CODE

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	
Prefer not to say	7	

D Resourcing

Now we need to ask a few questions about time pressure and workload in your role.

D1 **First of all, to what extent do you agree or disagree with the following statements?**

Your answers to these questions, like all questions in the survey, will not be available to your employer.

_1 **"I find it difficult to fulfil my personal commitments outside of work because of my job"**

SINGLE CODE.

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Don't know	6	
Prefer not to say	7	

_2 **"I find it difficult to relax in my personal time because of my work"**

SINGLE CODE.

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Don't know	6	
Prefer not to say	7	

_3 **"I find it difficult to do my job properly because of commitments outside of work"**

SINGLE CODE.

Strongly agree	1	

Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Don't know	6	
Prefer not to say	7	

_4 **"At work, I have the time needed to receive all the training I need for my role"**

SINGLE CODE.

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Don't know	6	
Prefer not to say	7	

_5 **"The wider team I work in has the skills and knowledge required to deliver the service needed"**

SINGLE CODE.

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Don't know	6	
Prefer not to say	7	

_6 **"The wider team I work in has the time available to meet demand for our services"**

SINGLE CODE.

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Don't know	6	
Prefer not to say	7	

ASK IF SKILLS LACKING IN WIDER TEAM (D2_4 = 3 TO 5)

D2 **You said that the team you work in does not have some of the skills needed to deliver the service needed. Which skills in particular do you think are in short supply?**

WRITE IN		
Don't know	1	
Prefer not to say	2	

ASK IF TIME LACKING IN WIDER TEAM (D2_5 = 3 TO 5)

D3 **You said that the team you work in does not have the time needed to meet demand for your services. What tasks are most likely to be affected by this?**

WRITE IN		
Don't know	1	
Prefer not to say	2	

D4 **How easy would it be for you to find a job at least as good as your current employment?**

Your answer to this question, like all questions in the survey, will not be available to your employer.

SINGLE CODE.

Very easy	1	
Fairly easy	2	
Neither easy nor difficult	3	
Fairly difficult	4	
Very difficult	5	
Don't know	6	
Prefer not to say	7	

ASK ALL
D5 **How likely are you to voluntarily leave your job in the next 12 months?**

Your answer to this question, like all questions in the survey, will not be available to your employer.

SINGLE CODE.

Very likely	1	
Likely	2	
Neither likely nor unlikely	3	
Unlikely	4	
Very unlikely	5	
Does not apply – likely to retire	6	
Does not apply – job is temporary, or likely to be made redundant	7	
Don't know	8	
Prefer not to say	9	

D6 **If you were to leave, what would be the main reasons for that?**

Your answer to this question, like all questions in the survey, will not be available to your employer.

MULTICODE.

Better pay / benefits elsewhere	1	
Increase job satisfaction	2	
Better work / life balance	3	
To do a different type of work	4	
Unhappy with leadership from senior management	5	
Opportunities for promotion	6	
More flexible working hours	7	
To get better training and development	8	
Unhappy with immediate manager / colleagues	9	
Opportunities for greater remote working	10	
Increased job security in another organisation	11	
Another reason	12	PLEASE SPECIFY
Don't know	13	
Prefer not to say	14	

E Equality and Diversity

E1 **We're interested in understanding the diversity of the building workforce; the final few questions here therefore relate to gender, age, and ethnicity. Please know that the information you provide will not allow you to be identified. As with the whole survey, your responses will be anonymous.**

E2 **Which of the following age bands are you in?**

SINGLE CODE.

Under 18	1	
18 to 24	2	
25 to 34	3	
35 to 44	4	
45 to 54	5	
55 to 64	6	
65 or over	7	
Prefer not to say	8	

E3 **What is your sex?**

If you are one or more of non-binary, transgender, have variations of sex characteristics, sometimes also known as intersex, the answer you give can be different from what is on your birth certificate. If you're not sure how to answer, use the sex registered on your official documents, such as passport or driving licence, or whichever answer best describes your sex. A later question gives the option to tell us if your gender is different from your sex registered at birth, and, if different, to record your gender.

SINGLE CODE.

Female	1	
Male	2	
Prefer not to say	3	

E4 **Is the gender you identify with the same as your sex registered at birth?**

If your gender is not the same as the sex recorded on your birth certificate when you were born (for example, you are transgender or non-binary), tick "No". If you answered no, please enter the term you use to describe your gender. This is also voluntary, so you can leave it blank if you prefer. If you would like to record that you have variations of sex characteristics, sometimes also known as intersex, you can use this write-in box. If you would like to, you can also write-in your gender (for example: 'intersex, non-binary').

SINGLE CODE.

Yes	1	
No, write in gender identity	2	PLEASE SPECIFY DS: ALLOW SPECIFY BOX TO BE LEFT BLANK
Prefer not to say	3	

ASK ALL
E5 **What is your country of birth?**

SINGLE CODE.

Wales	1	
England, Scotland or Northern Ireland	2	
Any other country	3	
Prefer not to say	4	

E6 **What is your ethnic group?**

SINGLE CODE.

White: Welsh / English / Scottish / Northern Irish / British	1	
White: Irish	2	
White: Gypsy or Irish Traveller	3	
White: none of the above	4	PLEASE SPECIFY
Mixed: White and Black Caribbean	5	
Mixed: White and Black African	6	
Mixed: White and Asian	7	
Mixed: none of the above	8	PLEASE SPECIFY
Asian: Indian	9	
Asian: Pakistani	10	
Asian: Bangladeshi	11	
Asian: Chinese	12	
Asian: none of the above	13	PLEASE SPECIFY
Black: African	14	
Black: Caribbean	15	
Black: none of the above	16	PLEASE SPECIFY
Arab	17	
None of the above	18	PLEASE SPECIFY
Don't know / Prefer not to say	19	

E7 Can you understand, speak, read or write Welsh?

MULTICODE.

Understand spoken Welsh	1	
Speak Welsh	2	
Read Welsh	3	
Write Welsh	4	
None of the above	5	
Prefer not to say	6	

ASK ALL
E8 How is your physical health in general?

SINGLE CODE.

Very good	1	
Good	2	
Fair	3	
Bad	4	
Very bad	5	
Prefer not to say	6	

ASK ALL
E9 How is your mental health in general?

SINGLE CODE.

Very good	1	
Good	2	
Fair	3	
Bad	4	
Very bad	5	
Prefer not to say	6	

E10 **Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?**

Yes	1	
No	2	
Prefer not to say	3	

E11 Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

SINGLE CODE

Yes, a lot	1	
Yes, a little	2	
Not at all	3	
Prefer not to say	4	

ASK ALL

E12 Which of the following best describes your sexual orientation?
Please note that this question, like all questions in this survey, is voluntary.

SINGLE CODE

Straight / Heterosexual	1	
Gay or Lesbian	2	
Bisexual	3	
Other	4	PLEASE SPECIFY DS: ALLOW SPECIFY BOX TO BE LEFT BLANK
Prefer not to say	5	

F   Thank and Close

F1   **Would you be happy for us to recontact you if we have any questions about the answers you gave in this survey?**

Yes	1	
No	2	
Don't know	3	

F2   **We will be carrying out some interviews with people working in roles similar to yours about the issues covered in the survey, to explore the topics in more depth.**

These interviews would be more opinion-based; you would for example be asked about your opinion of working in the sector, and your experiences of working in the sector. These interviews would be carried out over the phone, or via a video conference call, at a time convenient for you.

Could we take your details so that we can contact you about these interviews, which would take place later in 2023? We would contact you closer to the time, and there would be no obligation to take part.

Yes	1	
No	2	
Don't know	3	

F3   **Please fill in your details below, so that we can contact you.**

DS: PRE-POPULATE EMAIL WITH A4 TEXT. ALLOW REFUSED.

Name: *WRITE IN*
Email: *WRITE IN*
Phone number: *WRITE IN*

F4   **On behalf of Welsh Government and IFF Research, thank you very much for taking the time to complete this survey.**

Annex E – Workforce, Managers - Qualitative Interview Topic Guide

Introduction (5 minutes)

Introduction

Thank you for agreeing to take part in this research project that Welsh Government have asked us, IFF Research, to carry out for them. IFF is an independent research organisation.

Background

Welsh Government have asked us to carry out research looking at workforce capability to respond to post-Grenfell reforms in Wales. Welsh Government is seeking to reform the approach to residential building safety in Wales and achieve cultural change in the way buildings are designed, constructed and managed. For this research we are focussing on building management during the Occupation phase. This research project seeks to: understand the make-up of the building safety current workforce, investigate how current systems function, and identify barriers to delivery of inspections and enforcement. The research will provide a baseline for policy development.

Our discussion will cover:

- The overall make-up of the team you manage.

- The current workforce in your area, including any potential gaps.

- Approaches to inspection and enforcement.

- Continued Professional Development (CPD) and other forms of training.

Interview

The interview will take around 45-60 minutes, depending on what you have to say. Do let me know if you're pressed for time, and if you feel like taking a break at any point please feel free to do so.

Confidentiality

IFF Research is an independent market research company, and we are members of the Market Research Society, and must follow its Code of Conduct. The information we collect will be used only for the purposes of this research project. You will not be identified by name, but your organisation would be, unless you ask us not to. Your personal data would be stored securely by IFF Research for a period of six months after the conclusion of the research, which is expected to be in June 2023. Further information can be found in the privacy notice for this research.

Under GDPR legislation, you have the right to have a copy of your data, change your data or withdraw from the research at any point. If you'd like to do this, please ask, or you can consult the IFF Research website, or give us a call. We will be recording the interview, just so that I don't have to take too many notes as we go along. The recording will be stored securely, used for analysis purposes only, and not transferred outside IFF Research.

Are you happy for me to record this interview?

Are you happy for us to proceed?

Start recording[15]: acknowledge consent for being audio recorded.

Any questions/concerns before we start?

Background (5 mins)

I'd like to start by getting a bit of background about you and your role.

- Please start by telling me:
  - Your name
  - Where you work (including department)
  - Your job title
  - How many people you manage/the size of your team
  - How your role relates to Building Safety, e.g.,
    - Managing staff who run safety inspections
    - Overseeing the Building Safety inspection process

- How frequently are members of your team involved in the building inspection process? (*Prompt: Weekly basis? Monthly basis?*)

- What proportion of your team's work relates to inspections?

- What proportion of your team's work relates to enforcement actions?

- What types of buildings is your team involved in inspecting? (Prompt with each as needed)
  - Private sector housing
  - Housing owned by Registered Social Landlords (RSLs)/Housing Associations
    (Interviewer note: the respondent may consider this to be a type of private housing, so please ask even if they initially say they only deal with private housing)
  - local authority housing
    (Interviewer note: this does not exist in all local authorities in Wales)

Current workforce (10 mins)

- How would you describe the current makeup of the Building Safety workforce in your local authority/current employer in relation to the Occupation phase? *(Probe for each bullet below).*

  - Roles within the workforce - e.g., Environmental Health Officer, Housing Officer, Legal Advisor, Building Surveyor, Administrator

  - Size of workforce

  - In-house or subcontracted

    o   Types of qualification held – specific to inspection during the Occupation phase

    o   Overall level of experience – average number of years in current roles or similar roles

    o   Membership of any professional bodies or associations

    o   Frequency of collaboration/team working with immediate colleagues, wider team or other stakeholders

- To what extent is your existing team able to meet the demands of the current building safety regime? *(Probe for both inspection and enforcement, and for capacity and capability gaps).*

  o   **Capacity** gaps. Probe on type of gaps (e.g., specific roles) and scale

      ▪   IF GAPS: What are the barriers to filling such gaps? What would enable them to be filled?

      ▪   IF GAPS: To what extent is it difficult to fill any gaps through recruitment?

      ▪   IF GAPS: How have you overcome issues with these gaps in the past?

  o   **Capability** gaps. Probe on type of gaps (e.g., specific skills/qualifications) and scale

      ▪   IF GAPS: What are the barriers to filling such gaps? What would enable them to be filled?

      ▪   IF GAPS: To what extent is it difficult to fill any gaps through upskilling/training?

      ▪   IF GAPS: How have you overcome issues with these gaps in the past?

Inspection and enforcement (20 mins)

We're now going to move on to discuss the inspection and enforcement process. I appreciate that it might not necessarily be a linear or consistent process, but to help my understanding could you please start by describing the initial step in the process. *(For all questions, use secondary bullets as prompts)*

Inspection
- **What is the first step?** How is your organisation made aware that an inspection needs carrying out?
  o   What is the balance between carrying out inspections routinely, or because your organisation is informed of a problem? What drives this decision?
  o   Who is it that typically makes your organisation aware of a problem?
  o   If inspections are based on risk analysis, can you briefly detail how certain buildings are deemed as high-risk or requiring inspection?

- How is capacity factored into the delivery of inspections?
  o   Are inspections something your team/the Building Safety workforce have to prioritise? How?

- o To what extent are you involved in making any decisions around whether or not your team prioritises inspections?
  - o If they are not prioritised, what else is?

- **What happens next?** What is the process for you personally being made aware that an inspection needs to be carried out?

- Do inspectors within your team typically carry out inspections on their own, or are they reliant on collaborating with someone else? If so, to what extent are you reliant on this support/collaboration?
  - o Immediate colleagues
  - o Members of your organisation
  - o External partners e.g., Fire and Rescue Services; other third-party consultants.

- How well do those relationships work?
  - o IF RELEVANT: How would you describe your working relationship with Fire and Rescue Services?
  - o How much of your role involves developing and managing those relationships?

- What are the circumstances in which you might need knowledge outside your team's expertise on an inspection? e.g.,
  - o Complexity of a building's structural issues
  - o Fire Safety Issues

- How would you access this knowledge or expertise?
  - o Who or what sources of advice would you consult?
  - o How would you describe the availability of advice for inspections?
  - o To what extent is it your responsibility to source that advice?

Enforcement

- **What happens after inspection?** What is your decision-making process for whether or not an inspection is followed up with further actions such as…
  - o Improvement notices?
  - o Prohibition orders?
  - o Hazard awareness notices?
  - o Return visits to check if changes have been made?
  - o Are all enforcement measures within the Housing and Safety Rating System (HHSRS), or the Housing Act 2004, utilised? If not, then why? For example, emergency remedial action, emergency prohibition orders, and criminal sanctions following an offence.

- Are inspections the only trigger for enforcement action (such as improvement notices), or how else do you typically gather evidence to take these actions?
  - o Of the enforcement actions available to you, which is most used?
  - o Is there significant use of informal dialogue prior to formal enforcement action? If so, can you briefly detail this approach?

- Who is involved in enforcement actions?
  - o How are responsibilities split within the team or between teams?
  - o To what extent is it within your remit to decide who is responsible for delivering the enforcement process?

- What are the circumstances in which you might need knowledge outside your own team's expertise during an enforcement action? e.g.,
    - Complexity of a building's structural issues
    - Fire Safety Issues

- Who or what sources of advice would you consult?
    - How would you describe the availability of advice for enforcement actions?

- What are some of the barriers you might face when it comes to making sure your team's recommendation is enforced?
    - Lack of capacity in the system
    - Lack of knowledge of who to make aware that a recommendation has been made.
    - Lack of agency – legal powers to enforce are missing.
    - Challenges around collaborating with other local authorities.
    - Challenges around collaborating with other key stakeholders.

- What works well/less well about the current inspection and enforcement process?
    - Time efficiency
    - Collaboration with colleagues
    - Collaboration with external partners
    - Responsiveness – ability to deploy a team/resource quickly.
    - Ability to deploy capacity effectively.

- What would you like to see done differently in the way inspections and enforcement are currently carried out?

Continued Professional Development (CPD) and other forms of training (10 mins)

- What kinds of training have your team members received?
    - Specific to your role / more general
    - Compulsory / optional
    - Do they receive specific training on inspections and enforcement? If so, what kind of training is offered?

- How frequently do your team members attend formal training? What format is this training?

- Is training provided as required on an ad hoc basis or as part of planned programme?

- Is attending training compulsory or by request from team members?

- Does the training your team attends tend to be provided internally or externally?
    - How would you rate the quality of **externally** provided training?
    - Is it difficult or easy to find? How do you source it?

- - Do you have a budget to pay for the external training, or do individual colleagues have to pay for it themselves?

- To what extent are you responsible for delivering or arranging training opportunities for your team?
  - How frequently do you deliver training yourself?

- To what extent do you feel your team members have the correct level of training required to meet the demands of their roles? And does the team as a whole have the right training to meet work demands?

  - IF NOT ADEQUATELY TRAINED: What are the barriers to them receiving the required training?

  - IF ADEQUATELY TRAINED: What are the enablers to them receiving adequate training?

- What are some of the barriers/enablers to your team having appropriate knowledge and skills? Prompt:
  - Sufficient relevant courses available
  - Enough capacity to attend training.
  - Financial support to attend training.
  - Existing culture of Continuous Professional Development

Final questions (5 mins)

- Overall, do you feel that the Building Safety workforce in your area is able to meet the demands of current inspection and enforcement requests? Why do you say that?

- Is there anything else that you would like to say about the Building Safety Workforce or think that we need to be aware of?

Before you go, just for the recording, I need to state that this interview has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.

On behalf of the team at IFF Research and Welsh Government, thank you very much for taking the time to help us with our research.

Annex F – Workforce, Non-Managers – Qualitative Interview Topic Guide

Introduction (5 minutes)

Introduction

Thank you for agreeing to take part in this research project that the Welsh Government have asked us, IFF Research, to carry out for them. IFF is an independent research organisation.

Background

Welsh Government have asked us to carry out research looking at workforce capability to respond to post-Grenfell reforms in Wales. Welsh Government is seeking to reform the approach to residential building safety in Wales and achieve cultural change in the way buildings are designed, constructed and managed. For this research we are focussing on building management during the Occupation phase. This research project seeks to: understand the make-up of the current workforce, investigate how current systems function, and identify barriers to delivery of inspections and enforcement. The research will provide a baseline for policy development.

Our discussion will cover:

- Your role and how it fits within the wider housing safety landscape.

- Your contribution to carrying out inspections or enforcement actions.

- Continued Professional Development (CPD) and other forms of training.

Interview

The interview will take around 45-60 minutes, depending on what you have to say. Do let me know if you're pressed for time, and if you feel like you need to take a break at any time please don't hesitate to do so.

Confidentiality

IFF Research is an independent market research company, and we are members of the Market Research Society, and must follow its Code of Conduct. The information we collect will be used only for the purposes of this research project. You will not be identified by name, but your organisation would be, unless you ask us not to. Your personal data would be stored securely by IFF Research for a period of six months after the conclusion of the research, which is expected to be in June 2023. Further information can be found in the privacy notice for this research you have already received (give option to resend if respondent wants it again or hasn't seen it).

Under GDPR legislation, you have the right to have a copy of your data, change your data or withdraw from the research at any point. If you'd like to do this, please ask, or you can consult the IFF Research website, or give us a call. We will be recording the interview, just so that I don't have

to take too many notes as we go along. The recording will be stored securely, used for analysis purposes only, and not transferred outside IFF Research.

Are you happy for me to record this interview?

Are you happy for us to proceed?

Start recording: acknowledge consent for being audio recorded.

Any questions/concerns before we start?

Background (5 mins)

I'd like to start by getting a bit of background about you and your role.

- Please start by telling me:
    - Your name
    - Where you work (including department)
    - Your job title.
    - How your role relates to Building Safety, e.g.,
        - Carrying out housing health and safety rating system (HHSRS) inspections and enforcement
        - Supporting role e.g., legal advice, technical advice, administrative support)
        - Management

- How often are you involved in the building inspection process? Weekly basis? Monthly basis?

- What proportion of your work relates to inspections?

- What proportion of your work relates to enforcement actions?

- What types of buildings are you involved in inspecting?
    - Private sector housing
    - Housing owned by Registered Social Landlords (RSLs)
    (Interviewer note: the respondent may consider this to be a type of private housing, so please ask even if they initially say they only deal with private housing)
    - Local authority housing
    (Interviewer note: this does not exist in all local authorities in Wales)

How you came to work in Building Safety (10 mins)

I'd first of all like to understand how you came to work in a role relating to safety inspections of buildings, or enforcement actions.

- What initially attracted you to this role?

- What are some of the things you like about the role? What are some of the things you dislike about it?

- What other options were you considering at the time when you were applying for this role?

    o Same role but for another local authority / public body / in the private sector

    o Different role for current employer

    o Different sector / part of same sector (which?)

- What types of skills or qualifications did you require when you first started? How difficult was it for you to access training and support for you to meet these requirements?

- What skills or qualifications have you developed whilst on the job?

- Are you aware of any alternative jobs and roles that require similar skills or qualifications to the ones you have now?

- Do you have a sense of whether it's easy or difficult to recruit people to your organisation with your skillset at the moment?

    o Why is it difficult / easy?

    o More generally, would you say the same?

Training and development (8 mins)

Now I'd like to get a sense of your experience when it comes to learning and development opportunities.

- What kinds of training have you received in your current role?
    o Specific to your role / more general
    o Compulsory / optional

- Does the training you attend tend to be provided internally or externally?
    o How would you rate the quality of **externally** provided training?
    o Is it difficult or easy to find?
    o Do you have to pay for the external training yourself?

- What does Continuous Professional Development look like for you in your role?
    o How about outside of formal training opportunities? (e.g., mentoring, informal learning)
    o Would you like more / less time to be spent on this?

- Can you describe a time when you felt like your training and development needs were met to a high standard?

Inspection (12 mins)

Let's discuss the inspection and enforcement process. I appreciate that it might not necessarily be a linear or consistent process, but to help my understanding could you please start by describing the initial step in the process.

- **What is the first step?** How is your organisation made aware that an inspection needs carrying out?
    - Who is it that typically makes your organisation aware of a problem?
    - What is the balance between carrying out inspections routinely, or because your organisation is informed of a problem? What drives this decision?

- How is capacity factored into the delivery of inspections?
    - Are inspections something you have to prioritise? How?
        - IF YES: What do you typically prioritise inspections over?
    - If they are not prioritised, what else is?

- **What happens next?** What is the process for you personally being made aware that an inspection needs to be carried out?

- Do inspectors typically carry out inspections on their own, or are they reliant on collaborating with someone else?
    - Immediate colleagues
    - Members of your organisation
      External partners e.g., Fire and Rescue Services

- How well do those relationships work?
    - **IF RELEVANT**: How would you describe your working relationship with Fire and Rescue Services?

- What are the circumstances in which you might need knowledge outside your own expertise on an inspection? e.g.,
    - Complexity of a building's structural issues
    - Fire Safety Issues
- How would you access this knowledge or expertise?
    - Who or what sources of advice would you consult?
    - How would you describe the availability of advice for inspections?

Enforcement (10 mins)

ASK ALL:

- **What happens after inspection?** What is your decision-making process for whether or not an inspection is followed up with further actions such as…
    - Improvement notices?
    - Prohibition orders?
    - Hazard awareness notices?
    - Return visits to check if changes have been made?

- Who is involved in enforcement actions?
    - How are responsibilities split within the team or between teams?

- What are the circumstances in which you might need knowledge outside your own expertise during an enforcement action? e.g.,
  - Complexity of a building's structural issues
  - Fire Safety Issues

- How would you access this knowledge/ expertise?
  - Who or what sources of advice would you consult?
  - How would you describe the availability of advice for enforcement actions?

What works across inspection and enforcement (10 mins)

ASK ALL:

- **What works well/less well** about the current **inspection** process?
  - Time efficiency
  - Collaboration with colleagues
  - Collaboration with external partners
  - Responsiveness – ability to deploy a team/resource quickly.
  - Ability to deploy capacity effectively.

- **What works well/less well** about the current **enforcement** process?
  - Time efficiency
  - Collaboration with colleagues
  - Collaboration with external partners
  - Responsiveness – ability to deploy a team/resource quickly.
  - Ability to deploy capacity effectively.

- Are certain skills within the team more in demand than others?
  - Does that pose any challenges?

- To what extent do you feel your team is able to ensure the buildings you work on locally are as safe as they can be? What would make this easier?

- What would you like to see done differently in the way inspections are currently organised and arranged within your organisation? Or more generally?

The future, summary and wrap up (5 mins)

Planned reforms make it more likely that, at a national scale, although not necessarily by individual local authorities, there will be increased demand for safety inspections of residential buildings in the occupational phase.

- Are there any limiting factors that could affect planned reforms?

- Is there anything else that you would like to say about the Building Safety Workforce or think that we need to be aware of?

Before you go, just for the recording, I need to state that this interview has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.

On behalf of the team at IFF Research and Welsh Government, thank you very much for taking the time to help us with our research.