

QUALITY ASSURANCE AND SITE VISITS (INSPECTIONS): SUPPORT PROGRAM - OVERVIEW

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1 INTRODUCTION

The Quality Assurance and Site Visit Support Program is part of the MNZH support available to Warm Homes Consortia members (WH:LG, & WH:SHF) in the delivery period up to c. September 2028. It is also available to other MNZH stakeholders.

Quality Assurance and Site Visits is a combination of pre, mid and post works review activities and interventions to assess and ensure compliance with Building Regulations, PAS standards and Industry Best Practice.

Consortia members will have access to technical support for advice and guidance on their projects.

The program has two main objectives:

- Increasing the understanding of consortia members in relation to QA and Technical Inspections (what can be done, how, why, how much, etc).
- Facilitate the improvement of consortia members QA.

1.1 SITE VISITS VS 'INSPECTIONS'

A QA plan will involve visits to site by people. The nature of those visits, and the capabilities of staff undertaking them will vary very widely. 'Site Visits' by unqualified staff can still have value! We are just drawing a differentiation between a 'visit' and an 'inspection'. Confusing the two can be counterproductive. Both will be encouraged, valued, supported, and recommended appropriately within the program.

Most visits by most HA or LA staff will be 'visits' rather than 'inspections' – though there are some organisations with 'inspection' capability within the consortia.

2 PROGRAM ELEMENTS

- **Introduction to QA and Site Inspections / visits – sessions:** Who does it, how, and when.
- **QA Mapping:** A review of an organisation's QA processes. With some clear priority recommendations.
- **QA Support:** Responses to QA queries.
- **Technical Inspection Visits:** Consortia members will be able to request a Site Inspection (pre, during or post works) at no cost
 - Requires engagement of contractors
 - Will result in a report to demonstrate value of monitoring
- **Materials:** this may include:
 - A blueprint for quality assurance
 - Sharing learning outcomes from the program
 - Templates; Case Studies; Examples; Videos

2.1 INTRODUCTION TO QUALITY ASSURANCE AND SITE VISITS - SESSIONS

These will be run via a series of webinars and face to face groups exploring

- Pre-installation inspections – what they are, why they are important, examples – Cavity Wall and Loft Insulation
- Mid-installation inspections – what they are, why they important, examples Solid wall insulation
- Post-installation inspections – what they are, why are they important, examples – focusing mainly on solid wall insulation.

We will run at least two of these sessions (East and West Mids), but we anticipate running significantly more sessions in response to demand.

The first of these sessions will be in Nottingham on.....

2.2 QA MAPPING

This will be a review of an organisation's QA processes. Typically done around an in-person visit to the organization. The review will look at the detail of who looks at what and how in an organisation's delivery. This will look at (*inter alia*):

- The number and timing of site visits by various stakeholders.
- Competencies of 'inspectors' (qualifications, experience, support etc)
- Information collected (templates etc)

The reporting will include simple visual information (think a RAG rated grid). Most importantly it will identify clear priorities for ways to strengthen the organisation's QA process.

2.3 QA SUPPORT

Support relating to QA will be available to consortia members.

This might include things such as:

- What to look out for when procuring Technical Monitoring and Quality Assurance Services
 - Competence
 - Accreditations and registration
 - Scope of Inspections
 - Evidence
 - Remediation and Re-inspection
- Strategies to undertake representative monitoring

2.3 SITE INSPECTIONS

This will be a 'call-off' service allowing consortia members to access inspections. These might be pre, during, or post works.

It also gives access for contractors to submit a planned retrofit for pre-installation validation through RETROFIT check. Under PAS 2030 every insulation measure installed must be pre-approved by an independent and competent service.

Where permission is given by the consortia member the outcomes will be shared with the group to facilitate lessons learned.

Once trends are established this can facilitate some 'deep-dives' into trends that are occurring across the consortia in order to inform future activity priorities.

2.4 MATERIALS

We will collate, curate, and/or create materials that help and support members to develop and improve their QA strategies and processes.

We will be flexible and responsive to need – but the materials may include:

- A consortia wide blueprint for monitoring. This may take the form of two blueprints, a very basic one and an advanced one.
- Create a route map to accessing relevant services
- Signpost to Inspection and QA support services and facilitate support for ongoing consortia led activities.
- Templates; Case Studies; Examples; Videos; etc

3 FURTHER INFORMATION

- Website: <https://www.andrewsenv.co.uk/qa-support-program/>
- **Contact us!** If you have any questions, want some support, or have any ideas, call or email

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