



Part P – Safe Electrical Work in the Home
Attitudes of Building Control teams and Homeowners
January 2015

12 Diddenham Court
Lambwood Hill
Grazeley
Reading
RG7 1JQ
0118 9887343
www.lychgate.co.uk



Constructive Research for Building Businesses

Contents

1. INTRODUCTION	3
1.1 BACKGROUND AND OBJECTIVES	3
1.2 METHODOLOGY	3
2. SUMMARY	4
3. HOMEOWNER UNDERSTANDING AND ATTITUDES	6
3.1 PERCEIVED RISK INVOLVED WITH ELECTRICAL WORK	6
3.2 RESPONSIBILITY FOR SAFE ELECTRICAL WORK	7
3.3 TYPES OF WORK THOUGHT TO BE COVERED BY THE BUILDING REGULATIONS AND TO REQUIRE ELECTRICIANS TO BE REGISTERED	8
3.4 JUDGING THE ABILITY OF ELECTRICAL CONTRACTORS	9
3.5 AWARENESS OF SCHEMES AND RELEVANT TERMS	10
3.6 EXPECTATIONS OF RECEIVING A CERTIFICATE FOR ELECTRICAL WORK	11
3.7 ELECTRICAL WORK UNDERTAKEN BY DIYERS	11
4. PART P INTERVENTIONS – BUILDING CONTROL EXPERIENCES AND POLICIES	13
4.1 AIM OF INTERVENTION WITH REGARD TO PART P	13
4.2 IDENTIFYING THE NEED FOR PART P INTERVENTIONS	14
4.3 AWARENESS OF THREATS TO PUBLIC SAFETY IN THE LAST 2 YEARS	15
4.4 VULNERABLE SECTORS TO NON-COMPLIANT WORK	16
4.5 ESTABLISHING INVOLVEMENT OF A REGISTERED ELECTRICIAN	17
4.6 GROUPS RESPONSIBLE FOR NON-COMPLIANT WORK	17
4.7 DEALING WITH WORK OF DOUBTFUL QUALITY UNDERTAKEN BY A PERSON REGISTERED WITH COMPETENT PERSONS’ SCHEME	18
4.8 PART OF A LARGER JOB OR STAND-ALONE WORK	19
4.9 REVERSIONS FROM COMPETENT PERSONS SCHEMES AND AIS	20
4.10 EXTENT OF UNREPORTED WORK AND FRAUDULENT CERTIFICATES	20
4.11 RECEIPT OF CPS NOTIFICATIONS WITHIN TIMESCALES	21
4.12 ACCEPTANCE OF SITE CERTIFICATES	22
4.13 EXTENT OF PART P INTERVENTIONS, ESCALATIONS AND WARNINGS	23
4.14 TRENDS IN INTERVENTIONS RELATED TO PART P INSTALLATIONS	26
4.15 EXTENT OF COMPLAINTS COMPARED TO OTHER COMPETENT PERSONS’ SCHEMES	26
4.16 POLICIES FOR PART P INTERVENTIONS AND ESCALATION	27
4.17 POLICY ON PROSECUTIONS	29
4.18 EXAMPLES OF INTERVENTIONS	31
4.19 AVAILABLE RESOURCES AND EXPERTISE FOR PART P INTERVENTIONS	32
4.20 VIEWS ON THE COMPETENT PERSONS’ SCHEME	34
4.21 BUILDING CONTROL’S VIEW ON WHETHER THE CURRENT SYSTEM NEEDS TO BE CHANGED	36
4.22 END OF INTERVIEW COMMENTS	38
APPENDIX: HOMEOWNER SURVEY, FURTHER ANALYSIS	39

1. Introduction

1.1 Background and objectives

Part P of the Building Regulations allows competent persons registered with an appropriate Competent Persons Scheme to self-certify electrical work or to supervise and test the work of others including DIY.

There are concerns that there is an element of work falling ‘under the radar’ and not being carried out in compliance with Part P. This could include DIY and electrical work undertaken by non-registered tradesmen and private work ‘for cash’ by registered contractors, all of which is not subsequently inspected, tested and certified. While the number of serious incidents as a result of poor work is unrecorded and thought to be low, it nevertheless poses a risk to the public.

The LABC, representing the interests of Local Authority Building Control Officers, and ACAI, representing Private Approved Inspectors, commissioned research to understand the extent of issues experienced by Building Control teams and their policies, as well as the attitudes and understand of Homeowners.

Research objectives included identifying:

- The extent of interventions by Building Control teams where work does not meet the requirements of Part P of the Building Regulations
- Building Control policies and action taken to rectify sub-standard domestic electrical work governed by the Regulations
- Resources available to monitor Part P work
- Building Control attitudes towards Part P prosecutions
- Homeowner understanding of Part P requirements and awareness of their compliance responsibilities
- How Homeowners identify suitable tradesmen to undertake safe electrical work.

1.2 Methodology

There were three elements to the research for this project, taking place in December 2014 and January 2015:

1. **Homeowner survey** completed by 778 Homeowners, through participation in an online omnibus survey run by TNS, a consumer research agency. This survey identifies Homeowner understanding and awareness of their responsibilities. Results are weighted to be representative of the population demographics.
2. **Self-fill survey** issued to LABC and ACAI members. Completed by 198 LABC Members (62%) and 25 ACAI Members (38%). This documents approaches and the extent of interventions.
3. **82 depth interviews** by phone with LABC Members (74) and ACAI Members (8). These were designed to collect comments on approaches and policies when dealing with Part P issues.

The main purpose of the self-fill survey was to identify the extent of Part P interventions and escalations. The phone survey included a number of ‘open’ questions to understand policies, practices and views.

The main findings are summarised in the next section.

2. Summary

Homeowners

- The majority of Homeowners regard it as the responsibility of their electrician rather than themselves to ensure that electrical work undertaken in their home is safe.
- There is mixed awareness of the type of work covered by Building Regulations, with up to 70% unaware that certain types of work require compliance.
- There is a widely held view that most types of electrical work require the tradesman to be registered with a recognised relevant trade body. Two-thirds said that they would judge the ability of contractors to safely carry out work by asking for proof of registration.
- However, there is low recognition of registration schemes for electrical contractors, suggesting that homeowners would be unable to judge the credibility of offered memberships. NICEIC is the best known, by 19% (prompted), but this compares with 62% recognising Gas Safe and 41% FENSA.
- 5% of Homeowners would attempt to rewire a dwelling, 12% to extend a circuit and 17% would install an external power source. Of these, between 40% and 60% would not expect to get their work checked by someone else.

Building Control

- The aim of Building Control intervention with regard to Part P electrical installations is to achieve compliance with the Building Regulations, and to have non-compliance rectified.
- The necessity for interventions for Part P appears to be declining, according to 35% of LABC and 28% of ACAI Members. Only 8% are seeing an increase with the rest saying the amount is constant. The number of referrals from Competent Persons' Schemes is very low and considered to be on a par with other similar schemes.
- The majority do not have sufficient resources and expertise for Part P interventions. 75% of Local Authority Building Control bring in qualified expertise as needed.
- 75% of LABC Members and 88% of ACAI Members feel the Competent Persons' Scheme is working very well, or at least well in some types of project.
- However, 65% of LABC Members and 38% of ACAI Members feel the current system of compliance for Part P needs to be changed. The main concerns include a lack of involvement and responsibility by the Competent Person's Schemes and that work is done outside of the Scheme.
- The most popular suggestions for improvement to reduce non-compliance are an accreditation which is heavily promoted like Gas Safe and a single register for tradesmen.
- The need for intervention mainly becomes apparent during other Building Control inspections, with referrals by Homeowners being the second most frequent.
- Policies on intervention vary; most do not see it as an issue, and the system of Part P certification works in the main. Some prefer not to get involved and do not have the necessary expertise, others feel it is their responsibility to step in, and buy-in resources to inspect and recommend contractors to rectify the issues.
- Several Building Control Surveyors gave examples of non-compliant, non-reported work which, at the extreme, had resulted in fires.
- Most find that non-compliant work affects all ages, socio-economic groups and types of area. Some expressed a view that the elderly and ethnic minorities are particularly vulnerable.
- DIYers are considered to be mainly responsible for non-compliant electrical work according to 72% of Building Control teams, followed by unqualified people purporting to be tradesmen, and small electrical and other contractors not registered with Competent Persons' Schemes. Only 12% feel that electrical contractors registered with Schemes are responsible for non-compliant work.

- Most LABC and ACAI Members experience between 0-10 Part P interventions a year. A total estimate of 12,100 interventions occurred with regard to Part P in the 2013/2014 financial year. This has been weighted to represent all LABC and ACAI members.
- Of these, 89% were rectified after the initial intervention, and 11% were escalated to a warning. 5% (of the total) went as far as a threat of enforcement powers or initial notices. 0.1% of interventions resulted in prosecution.
- The main aim is to have the problem rectified and prosecution is used in extreme cases only. Some have referred poor tradesmen to Trading Standards for action.
- 90% of interventions relate to domestic alterations, extensions or improvements and 10% to residential new build.
- There appear to be more interventions in the Suburbs than amongst Urban Building Control teams.

Conclusions

The current system for Part P compliance appears to be working in the majority of cases, with the number of interventions being typically quite low per organisation. Where there is an issue, this is usually put right at the first level of intervention. It is the over-riding concern and policy of Building Control teams to see action to rectify any problems to achieve compliance.

However there is a concern about the amount of work being undertaken by DIYers and contractors who are not registered with the Competent Persons' Schemes which does not come to the attention of Building Control.

Research with Homeowners also suggests this could be a problem. There is poor awareness of Homeowner responsibilities and a lack of recognition of Scheme names, creating potential vulnerability to fraudulent accreditations.

DIYers also show low awareness of what is covered by the Building Regulations and of the need to have their work checked and certified; including those who would be prepared to undertake major and risky electrical work. Electrical components are readily available in retail outlets, and unreported work by DIYers is effectively 'invisible' to Building Control Surveyors.

The actions needed to address the potential threats to public safety are:

- The creation of better awareness amongst Homeowners of their responsibilities, of the public health risks involved with non-compliant work, and of the problems they may face when selling their home.
- Widespread promotion of a branded, single registration / accreditation scheme emulating the success of Gas Safe, leading Homeowners to seek out contractors registered with a body whose name they recognise.
- Manufacturers and DIY retailers should be encouraged to alert potential product purchasers to the requirements of the Building Regulations.

3. Homeowner understanding and attitudes

This section is based on 778 Homeowners' views, collected via an online survey and weighted to be reflective of the population.

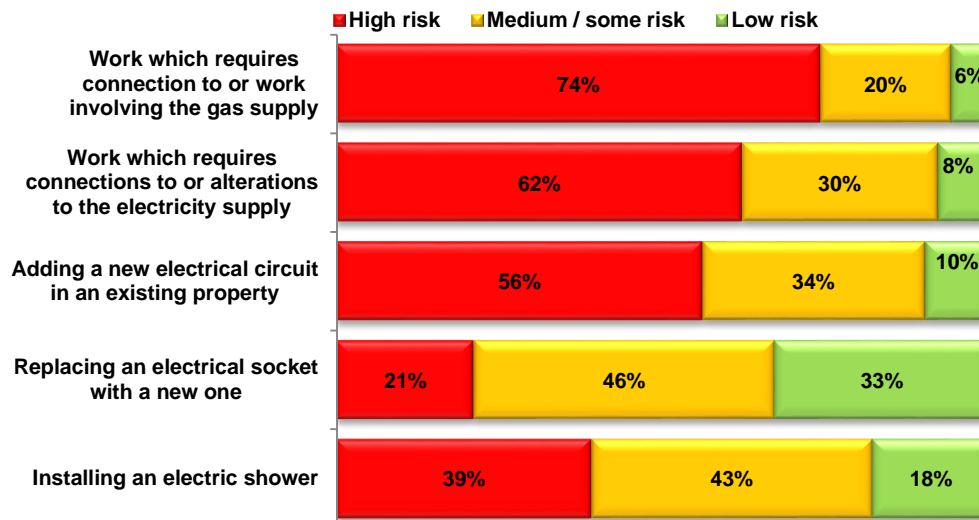
64 respondents work in the Building Industry of which 26 described themselves as working in the electrical trade. They were not excluded, in order to be representative of the general public's views.

Detailed tables showing results by Male / Female, age group, socio-economic group and region are given in the Appendix.

3.1 Perceived risk involved with electrical work

- The majority of Homeowners, 62%, regard alterations or connections to the electricity supply to carry a high risk to the public. This is only slightly less the proportion who regard alterations or connections to the gas supply to be high risk.
- Installing an electric shower is considered by most to be of medium or low risk.

How much risk do you feel each of these types of work have to your safety or the general public's safety?

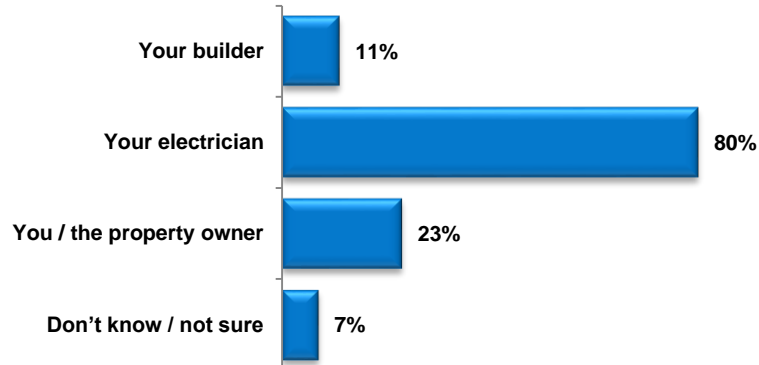


Base: 778

3.2 Responsibility for safe electrical work

- Only one-quarter of Homeowners think they are responsible for ensuring completed electrical work is safe; 80% think this is down to the Electrician.

If you get someone in to work on your home who do you feel is responsible for ensuring completed work is safe?



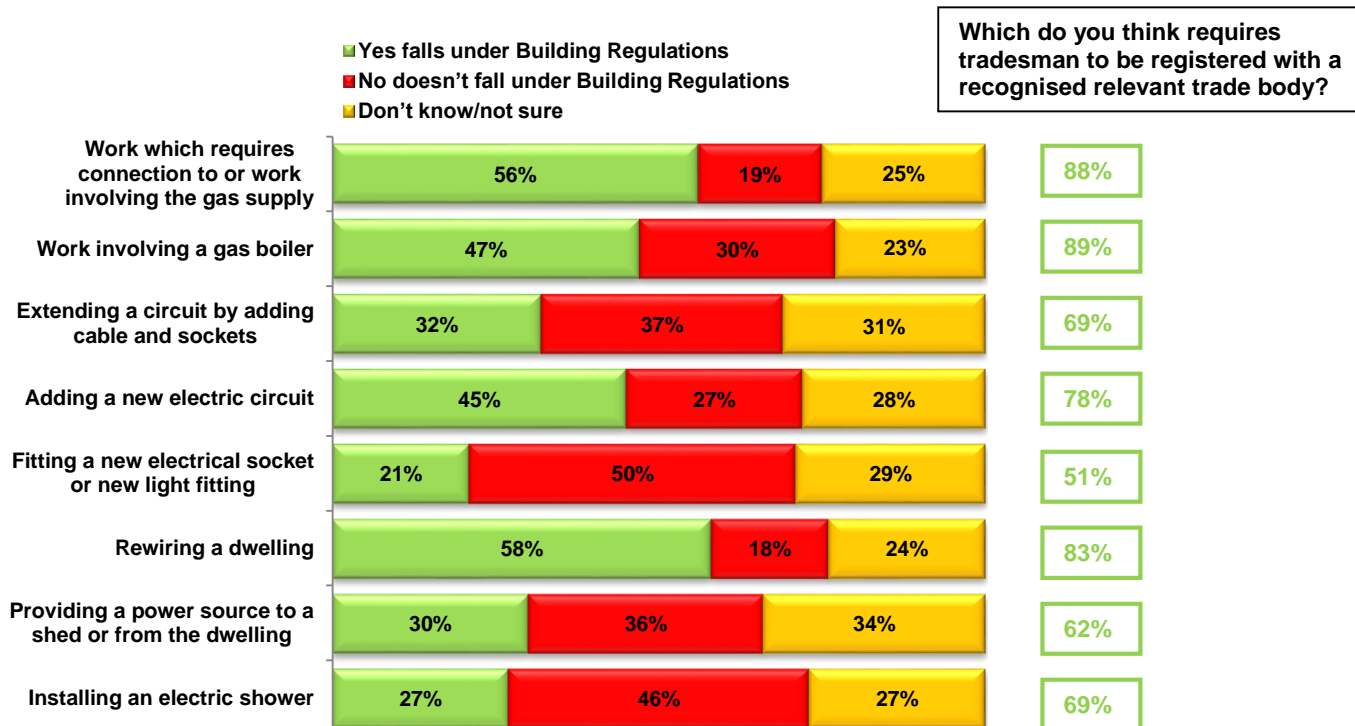
Base: 778

- There is slightly more awareness of responsibilities amongst Homeowners in the age bracket 35 – 54 (28% think they are responsible) and amongst ABC1 socio-economic groups (27% compared to 17% of C2DE groups).
- Even amongst those working in the Electrical trade, the majority view is that it is the responsibility of the Electrician and only 17% think Homeowners are responsible. Others in the building industry are more aware (32%). Note that the nature of work of those saying they work in the electrical trade was not explored.

3.3 Types of work thought to be covered by the Building Regulations and to require electricians to be registered

- There is some understanding amongst Homeowners of the types of electrical work which fall under Building Regulations, but there is quite a large proportion of incorrect views and ‘don’t knows’.
- Only one-third think that extending an electrical circuit is covered by the Building Regulations, although 58% think that rewiring a dwelling is covered. Most do not think installing an electric shower is covered or don’t know. Even several of those in the Electrical Trade are unclear.
- The majority view is that most of these types of work require the tradesman undertaking the work to be registered with a recognised relevant trade body.

Do you think any of the following are covered by Building Regulations?



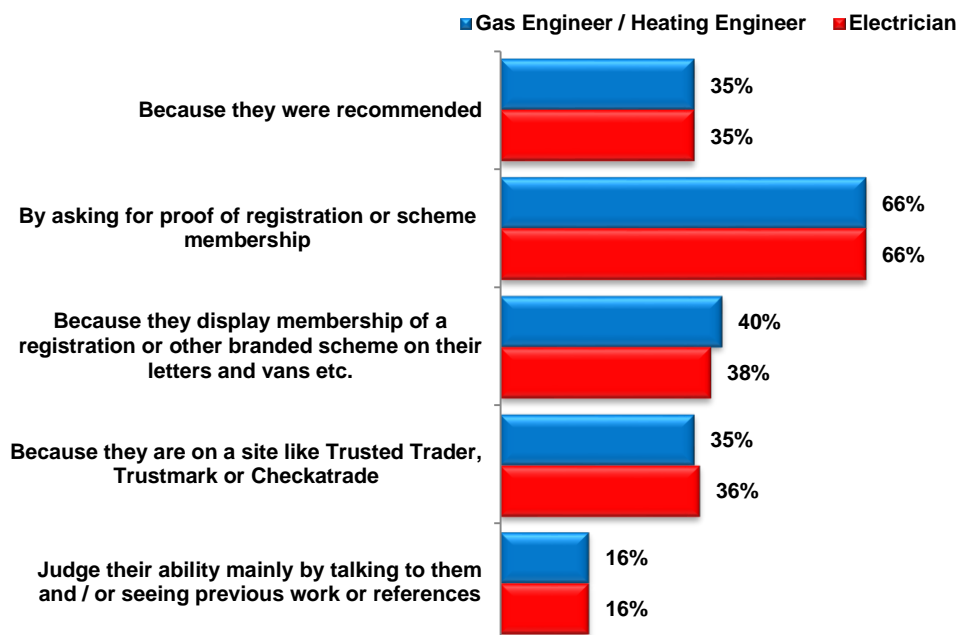
Base:778

6% answered that they did not know which type of work required tradesmen to be registered

3.4 Judging the ability of electrical contractors

- Given that a high proportion believe that tradesmen should be registered with a relevant body to undertake electrical work, it follows that a large number, two-thirds, said that they judge the ability of a contractor to undertake safe work by asking for proof of registration or scheme membership (the list in the graph below was prompted).
- However in a separate consumer survey undertaken by Electrical Safety First in November 2014 (sample size unknown), when asked how they had decided who to use when they last used an electrician at home, only 4% had searched specifically for somebody registered with a scheme.
- Just under 40% would look for memberships or registrations on vans and letter heads.
- Results are similar for Electricians and Gas Engineers.

How would you judge the ability of the contractor to carry out work safely and in compliance with any relevant Regulations? Prompted list



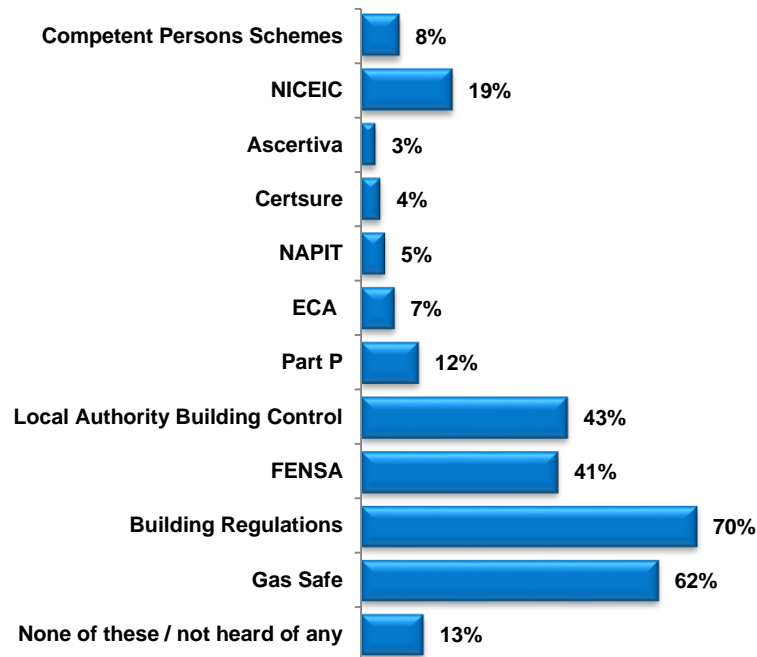
Base: 788

- A slightly higher proportion of Females (69% v 63% of Males) and those in the ABC1 socio-economic group (also 69% v 61% C2DE) would ask for proof of registration or scheme membership.
- The quantity of advertised online trade referral schemes may be confusing homeowners as to what constitutes a registered scheme.

3.5 Awareness of schemes and relevant terms

- Although the majority say they would ask for proof of registration or scheme membership as a means of judging the ability of Electrical contractors to undertake the work, there is very poor recognition of the names of the schemes involved. NICEIC is the best known, with 19% saying they have heard of this.
- This poor general level of awareness suggests that Homeowners would not easily be able to judge the credibility of any credentials or registrations offered.
- The Gas Safe and FENSA schemes are much better known than any electrical industry schemes.

Which, if any, of these have you heard of?



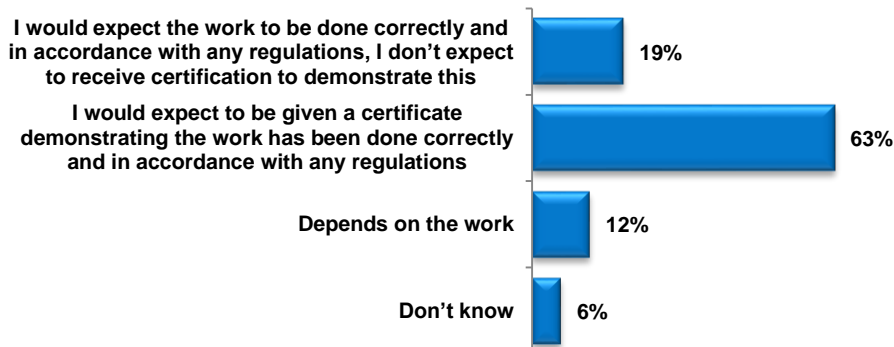
Base: 778

- Amongst those working in the electrical trade, 22% have heard of ECA and 31% NICEIC.

3.6 Expectations of receiving a certificate for electrical work

- Almost two-thirds would expect to receive a certificate for electrical work demonstrating that the work has been done correctly.

If you were to have electrical work done to your home such as new cabling and additional sockets added, which of these do you feel is relevant?

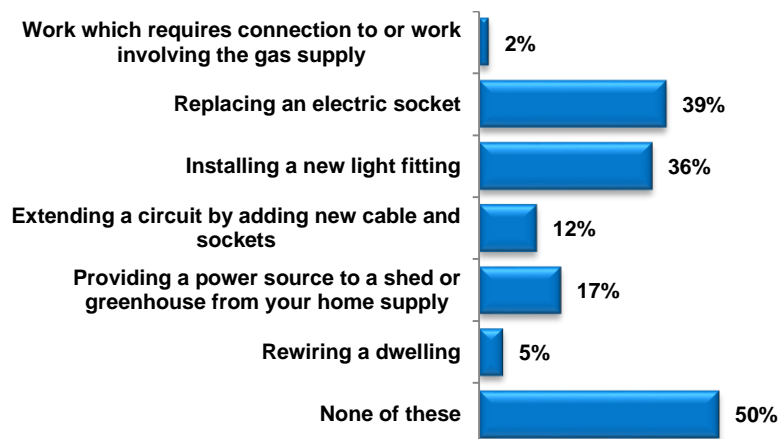


Base: 778

3.7 Electrical work undertaken by DIYers

- Just under 4 in 10 Homeowners would feel able to replace an electric socket or install a new light fitting. 5% would attempt to rewire a dwelling, 12% to extend a circuit and 17% would install an external power source.
- Half would not attempt any of these electrical jobs in the home.

Which of these types of work would you feel able to do yourself?

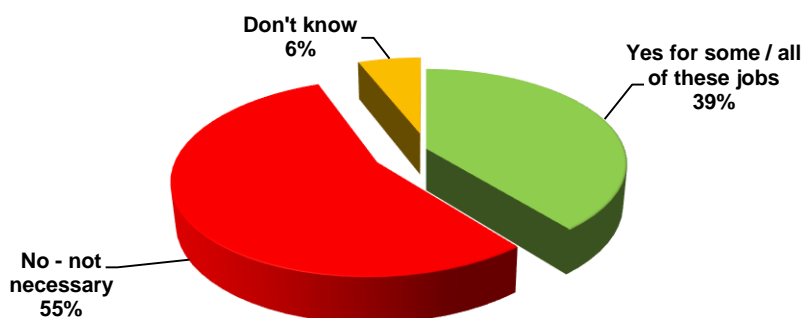


Base:788

- Twice as many Males as Females would undertake electrical work, and a slightly higher proportion of C2DE than ABC1 socio-economic groups would do so. By age the under 24s and over 65s are least likely to undertake electrical work.

- Just over half of those who would undertake electrical work would not get their work checked.
- Of the 41 people who said they would rewire a dwelling, 44% said they would not get their work checked. Of the 97 who would extend a circuit by adding new cable and sockets, 62% would not get their work checked.

If you would undertake some or all of the jobs listed in the previous question, would you expect to get your work checked by someone?



Base: 392 who would undertake electrical work in the home

If you would undertake some or all of the jobs listed in the previous question, would you expect to get your work checked by someone?			
	Yes for some / all of these jobs	No – not necessary	Don't know
Replacing an electric socket (304)	37%	58%	5%
Installing a new light fitting (280)	32%	61%	6%
Fitting a new electrical socket or new light fitting (231)	33%	62%	5%
Providing a power source to a shed or greenhouse from your home supply (134)	36%	62%	2%
Extending a circuit by adding new cable and sockets (97)	35%	62%	3%
Installing an electric shower (96)	46%	50%	4%
Rewiring a dwelling (41)	56%	44%	-
Work which requires connection to or work involving the gas supply (17)	74%	26%	-

- The electrical components for these tasks are readily available in retail outlets, which may give an impression that it is 'safe' for DIYers to undertake this work.

4. Part P interventions – Building Control experiences and policies

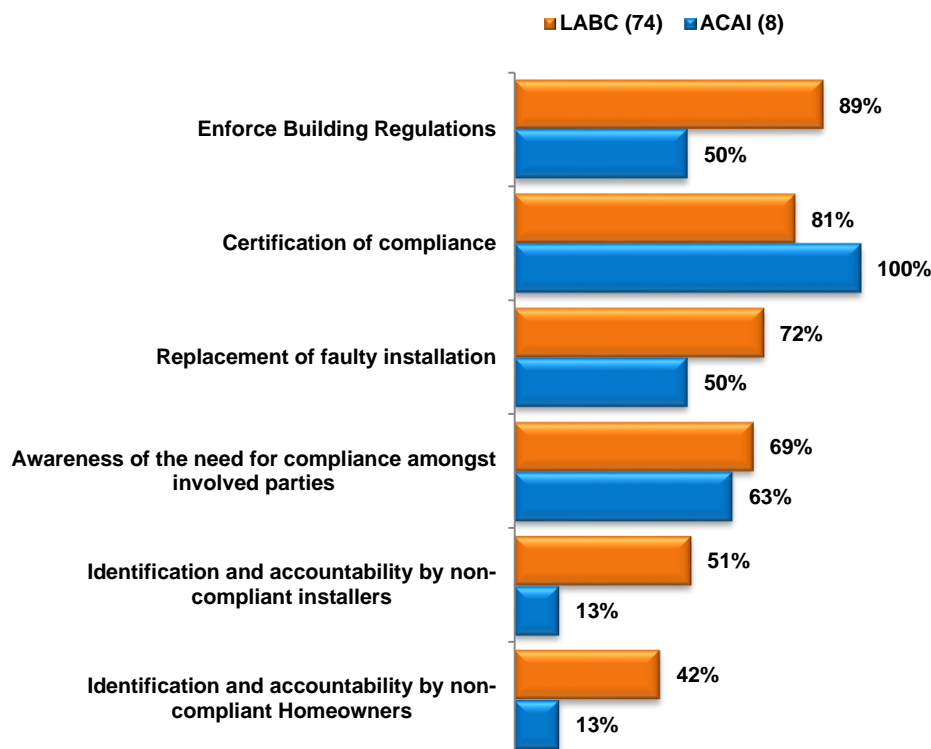
This section contains the results of research with Building Control, encompassing Local Authority Building Control (LABC) and the private sector Approved Inspectors (researched through their trade body, the ACAI).

Research was conducted by means of a self-fill survey and depth phone interviews.

4.1 Aim of intervention with regard to Part P

- The main aims of Building Control 'intervention' with regard to electrical installations on a project involving Building Control are to enforce Building Regulations (LABC Members in particular mentioned this) and achieve a certificate of compliance. Correcting faulty installations and creating awareness of the need for compliance were also mentioned by a high percentage.
- Identification and accountability of non-compliant installers and homeowners was mentioned least as an aim of intervention by LABC Members.
- Note there are differences in the responsibilities of Local Authority Building Control and ACAI private Approved Inspectors, hence the difference in figures below.

What are you trying to achieve through intervention concerning electrical installations / Part P?

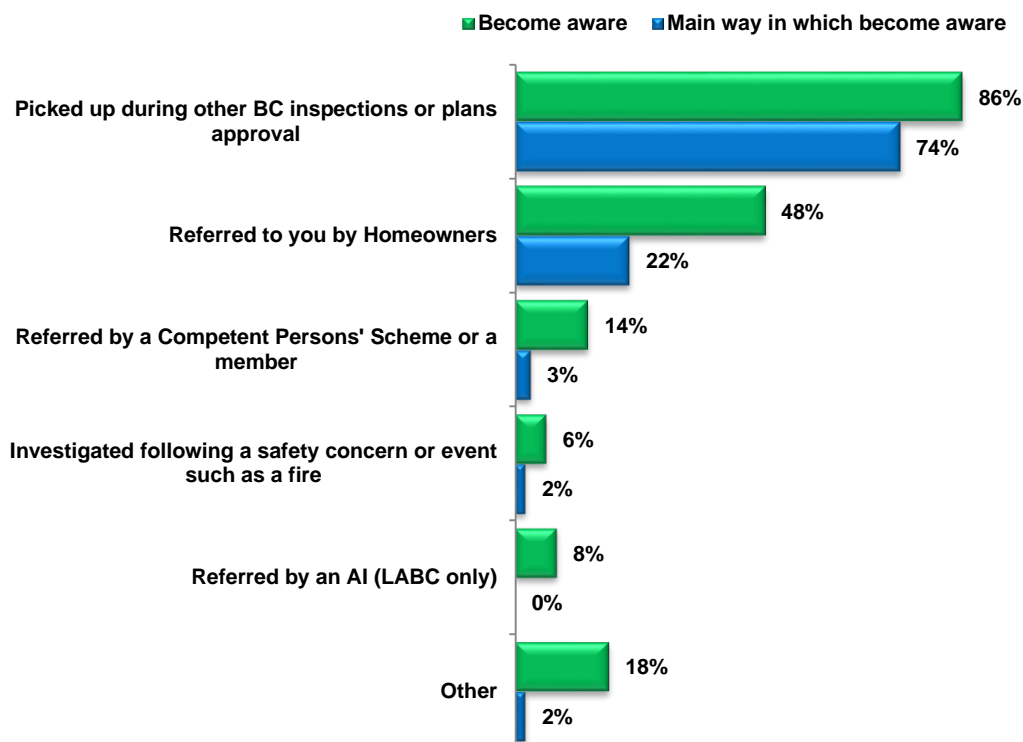


*In order of LABC answers, not order in which asked
Phone survey*

4.2 Identifying the need for Part P interventions

- The need for intervention most typically becomes apparent during other Building Control inspections. Although this offered option included 'or during plans approval' most added in their comments that it is usually during site inspections that a problem becomes apparent.
- There are low levels of referrals from Competent Persons Schemes or their members and investigations following incidents.

How did you become aware of these interventions?



*In order of answers, not order in which asked
 Base 65: LABC + ACAI answers combined. Those with interventions in 2013/2014
 Phone survey
 Adds to over 100% as several gave more than one answer*

Other includes: when the Part P certificate isn't received, grants department of the council, Trading Standards – contacted by Homeowners, checking against the CPS Register, when a Homeowner says they will use a Part P registered electrician and then they don't.

4.3 Awareness of threats to public safety in the last 2 years

- 10 LABC Members and 1 ACAI Member, have been aware of fires or other threats to public safety in the last 2 years, as a result of poor workmanship which did not comply with Part P and had not been rectified.
- Four of these resulted in fires. Other comments suggest they may have resulted in electrocution.

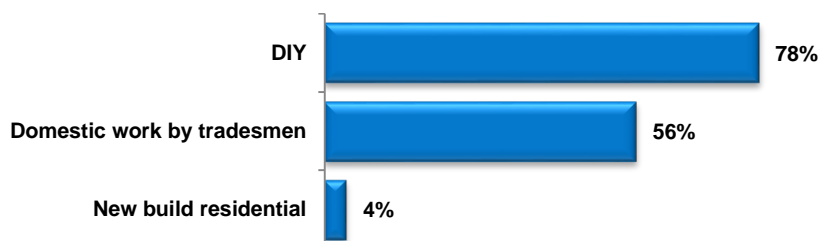
Examples of threats to public safety as a result of poor electrical workmanship in last 2 years

- *They put a power cable in which was too small and it set fire to a ceiling.*
- *Two fires in the loft, both to do with downlighters. The actual appliance overheated and causing the fire.*
- *We had a fire recently in a property, a bedsit. The Fire officer suspects there was an electrical fault but we don't know that yet, we have not had the report. It was in a bedsit in a let property, a three storey building was affected.*
- *We had a recent house fire, and the residents had by-passed the electrical meter, to use more power for free, and the fire is being investigated at the moment to see if it was caused by an electrical fault.*
- *An installation taken from a main distribution board to a garage, created by the upstairs flat which affected the downstairs flat. She made us aware of the installation, we got it removed through negotiation and threats of using enforcement action. It was an incorrect installation, the wrong type of cable, there was a danger.*
- *Exposed electrical live wires, ie: a wire immediately adjacent to the loft hatch posing danger to anyone going in to the loft.*
- *Floorboards with screws going through the wire and wires not in the correct zone. A mixture of old and new wiring colours.*
- *It was in a multiple occupation flat rented to a series of people sharing facilities. One resident had a fault in the wiring repaired and it was lethal.*
- *It was unsafe cable that I spotted that could have caused electrocution. The shower was not earthed properly.*
- *Identified by a homeowner. One of the people living in the house had some electrical experience. Action was taken, we were taken to court and the homeowner tried to resolve it. The boiler was eventually installed through a Competent Persons Scheme but the electricals were still unsafe. He said we had misrepresented him and we won. The whole issue was because a Competent Person didn't issue the certificate. They see us as a solution to sort it out. There appears to be a lack of investigation for some of the Competent Persons Schemes.*
- *The external lighting was live, the casings were live. We had the electricity turned off, we got in touch with the electricity service provider.*

4.4 Vulnerable sectors to non-compliant work

- Most find that non-compliant work affects all ages and socio-economic groups. A few in the phone interviews mentioned specific groups or types of work including the elderly, the less affluent and ethnic minorities.
- Views on the types of work / trade affected by non-compliance include:
 - Low budget jobs / small jobs
 - Small builders doing the work themselves to save money
 - Small builders getting a 'mate' in
 - 'Rogue' traders
 - Kitchen, bathroom fitters and loft converters
 - Tradesmen 'moonlighting' ie undertaking 'cash' jobs
 - Non-CPS registered installers and some CPS registered electricians.
- DIY work is considered to be most vulnerable to non-compliance, according to just over three-quarters of Building Control respondents.
- Over half feel domestic work by tradesmen is a particularly vulnerable area to non-compliance.

Which of these types of work do you feel is most vulnerable to Part P non-compliance?



Base 82, phone survey

In order of answers, not order in which asked

- By location of Building Control Surveyor, the views that DIYers are most vulnerable to non-compliance are similar.

Which of these do you feel is most vulnerable to Part P non-compliance? By type of area of Building Control respondents				
	All (82)	Suburban (27)	Urban (24)	Rural (31)
DIY	78%	85%	71%	77%
Domestic work by tradesmen	56%	56%	63%	52%
New build residential	4%	4%	4%	3%

Adds to over 100% as more than one answer given by many

Phone survey

- Some in the phone interviews commented that DIYers and Homeowners have little awareness of the risks and requirements, and that there are no bodies or organisations creating this awareness; that even in places where electrical components may be purchased, such as B&Q, there are no warnings.

Most vulnerable to non-compliance

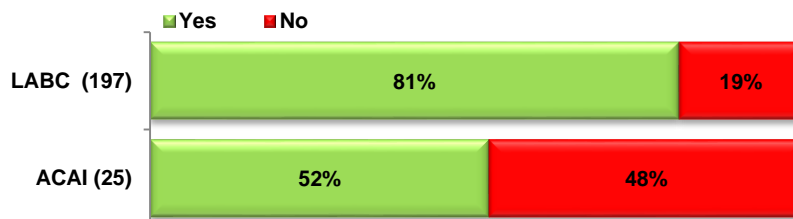
- *DIY - they have no awareness of legislation. Often it is just ignorance of Building Regulations, perhaps he assumes they apply to an extension or new build but not electrical work in existing dwelling. The rogue installers who have Competent Persons Scheme accreditation but keep getting it wrong are often subject to a lack of oversight maybe cost and time pressures.*
- *DIYers are not aware of the pitfalls and dangers of electrical work. There are no warnings at stores like B&Q about the risks if you are not a qualified electrician.*
- *We are a very diverse borough here, there is no real distinction in that respect, language can be a barrier or difficulty sometimes. Public can be taken in by the 'professional builder', smooth talking, telling them they do not have to worry about anything and 'I have been doing it for years'.*

4.5 Establishing involvement of a registered electrician

- At the commencement of a project involving Building Control, 81% of LABC Members but half of ACAI Members routinely establish that the person providing self-certification is a member of a Competent Persons Scheme; this provides reassurance to Building Control Surveyors that a competent person is responsible for the work.

LABC - At 'commencement' (or earlier) do you routinely establish that the person responsible for checking compliance with Part P is a member of a Competent Persons Scheme?

ACAI - At 'commencement' (or earlier) do you routinely establish that the person providing 'self-certification by a registered competent person' or 'certification by a registered third party' is a member of a Competent Persons scheme?

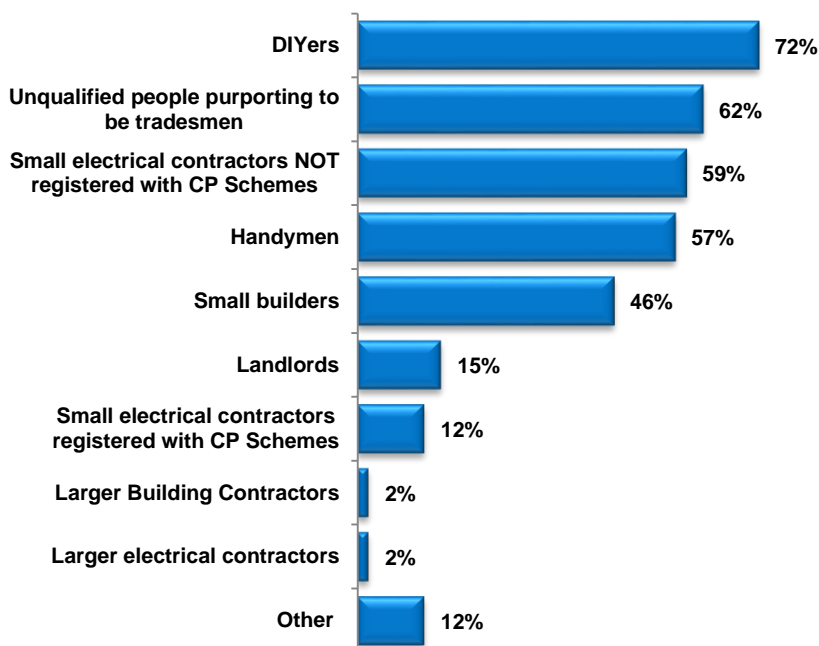


Bases in brackets, self-fill survey

4.6 Groups responsible for non-compliant work

- The majority of Building Control respondents do not feel that people registered with Competent Persons' Schemes are responsible for most of the non-compliant Part P work.
- There are several groups thought to be responsible, with DIYers mentioned the most, followed by unqualified people purporting to be electricians, also handymen and small electrical contractors who are not registered with the Competent Persons Schemes.

Which group or groups do you feel is mainly responsible for non-compliant electrical work? Prompted



Base 82, phone survey

In order of answers, not order in which asked

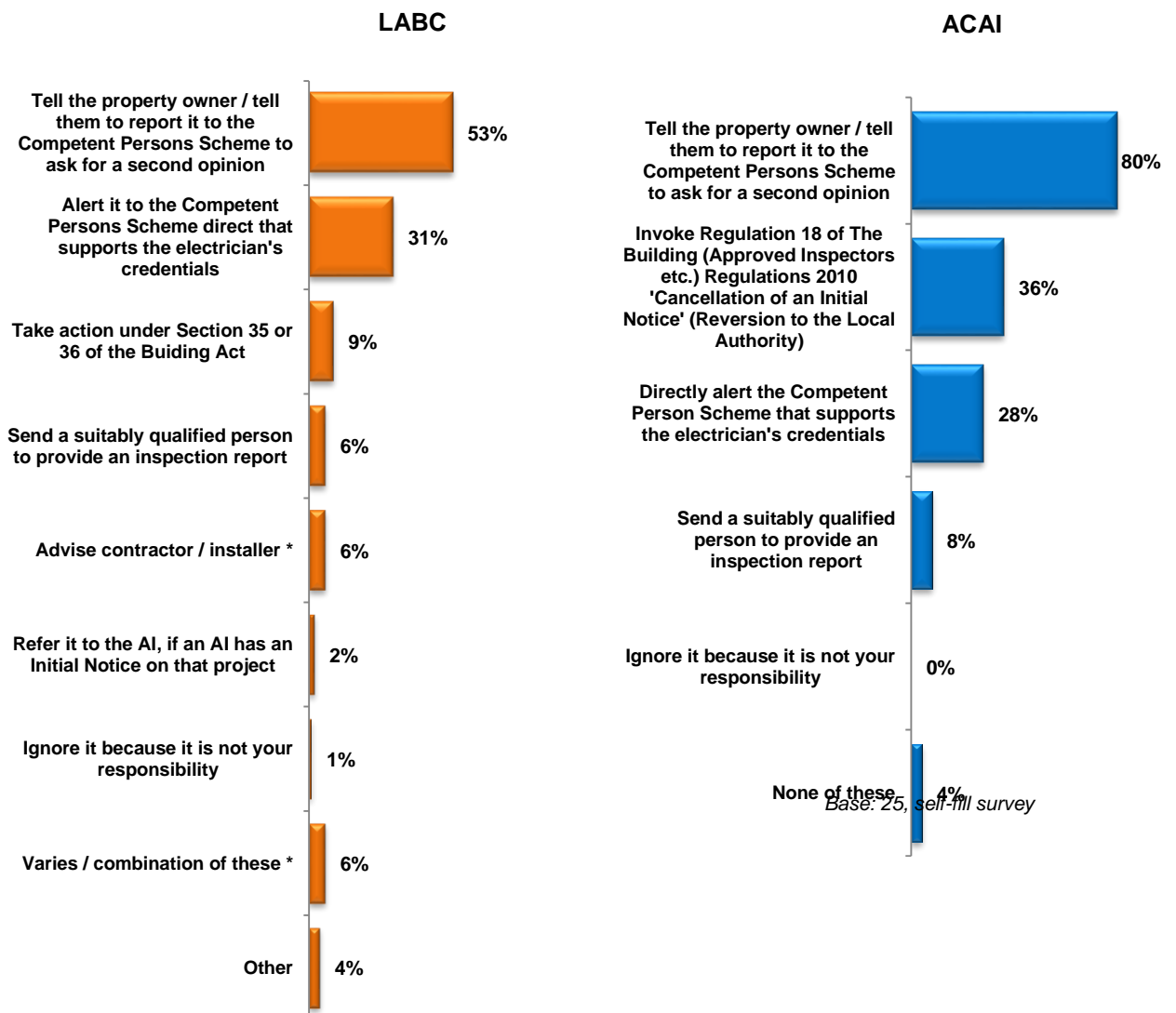
Other includes builders' mates, people working for friends at the weekend, Competent Persons with expired certification, registered contractors' or builders sub-contracting, and people working for a company registered with a CPS who go off independently to do work, possibly in the company van.

4.7 Dealing with work of doubtful quality undertaken by a person registered with Competent Persons' Scheme

- If work of doubtful quality by someone registered with a Competent Persons' Scheme is identified or reported, the majority of Building Control teams advise the Homeowner to report it to the Competent Persons Scheme, and about 30% would alert the Competent Persons Scheme themselves.

LABC - Although most electrical work is self-certified by members of Competent Persons Schemes and may not be considered the responsibility of LABC, if you or your team came across (or had reported to you) work of doubtful quality would you:

ACAI - Although most electrical work is self-certified by members of Competent Persons Schemes and may not be considered the responsibility of an Approved Inspector, if you or your team came across (or had reported to you) work of doubtful quality would you:



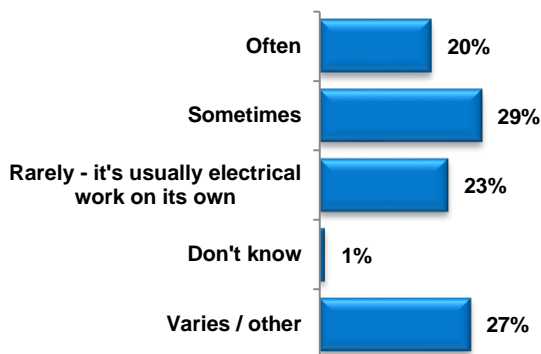
Base: 198, self-fill survey

* not given as an option, answer given unprompted

4.8 Part of a generally sub-standard larger job or stand-alone work

- Opinions are divided on whether electrical work which is sub-standard is part of a larger job which is non-compliant in other aspects covered by Building Regulations, or a standalone electrical job, with evidence of experience of both.
- In the Suburbs the view is that it is more likely to be part of a larger generally non-compliant project than found by those in Urban and Rural areas.

How often do you feel non-compliance on Part P is part of a bigger job where other work is sub-standard?



Base 82, phone survey

How often do you feel non-compliance on Part P is part of a bigger job where other work is sub-standard? By type of area of Building Control respondents				
	All (82)	Suburban (27)	Urban (24)	Rural (31)
Often	20%	33%	17%	10%
Sometimes	29%	15%	38%	35%
Rarely – it's usually electrical work on its own	23%	19%	17%	32%
Don't know	1%	4%	0%	0%
Varies / other	27%	30%	29%	22%

Phone survey

Adds to over 100% as more than one answer given by many

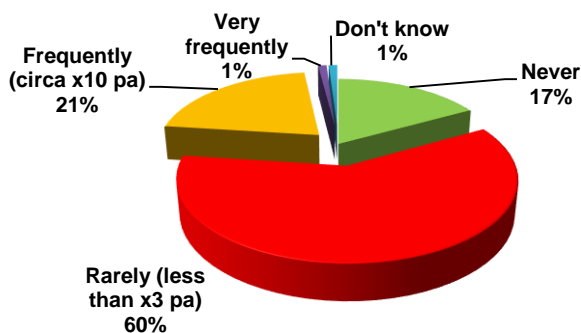
4.9 Reversions from Competent Persons Schemes and AIs

- 95% of LABC Members have not had any reversions from an electrical Competent Persons Scheme in the financial year 2013 / 2014. 6 members had a total of 27 reversions.
- 87% of LABC Members have not had any reversions from AIs in the same period. 25 members had reversions, the average number per member was 2 and the total number of reversion from Approved Inspectors was 52.

4.10 Extent of unreported work and fraudulent certificates

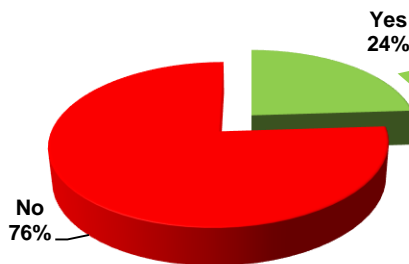
- The extent of unreported work is typically less than 3 cases per year. However about one in 5 LABC Members frequently encounter unreported electrical work, about 10 times a year.
- One-quarter have encountered fraudulent certificates in the financial year 2013 / 2014

LABC - Have you ever come across unreported electrical work completed without CPS certification in the period April 2013 – March 2014?



Base: 198, self-fill survey

LABC - Have you come across fraudulent certificates of electrical work or false notifications in the period April 2013 – March 2014?



Base: 198, self-fill survey

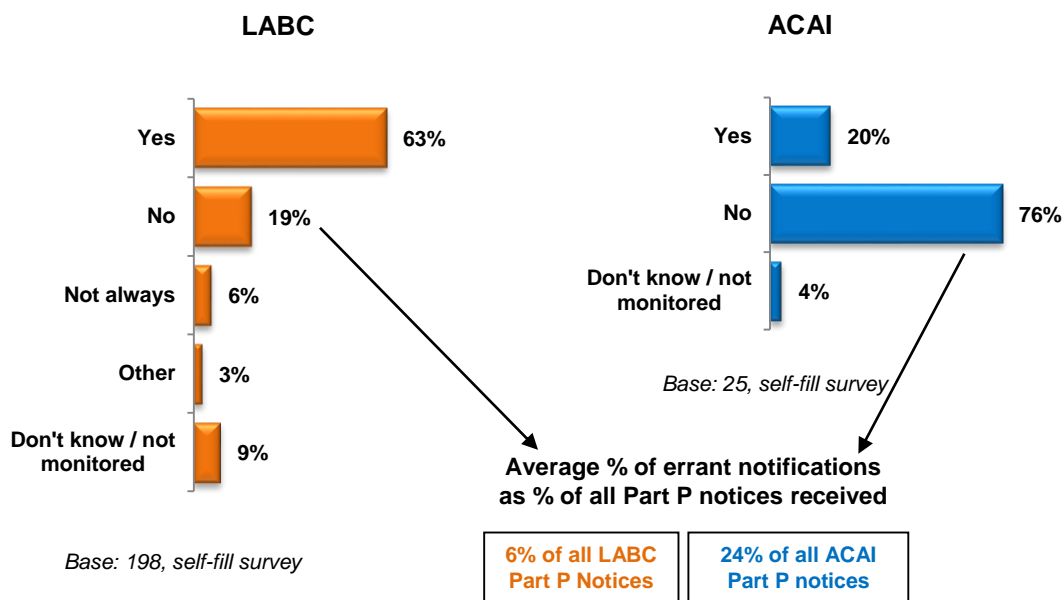
Number of fraudulent certificates in sample

Mean: 3
 Median: 2
 Total certificates: 32 (unweighted)

4.11 Receipt of CPS notifications within timescales

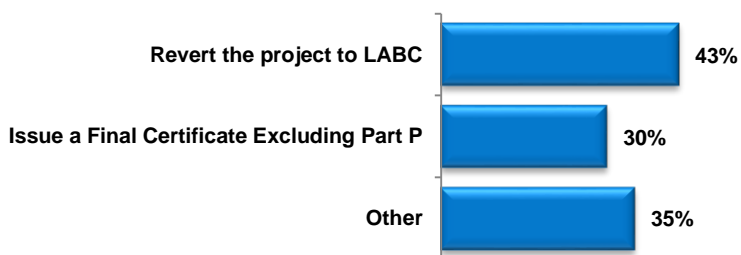
- Most LABC teams receive CPS notifications within the required timescales whereas most ACAI organisations do not. As many as one-quarter of ACAI Members' CPS notifications are not received in the timescales compared with 6% of LABC ones.

Do you receive CPS notifications for Part P within the timescales required?



- If ACAI Members do not receive the certificate within the prescribed timescales they may revert the project to LABC, alternatively they may issue a final certificate excluding Part P, or take other actions such as refusing to issue the final certificate.

ACAI - If you do not receive a BS6761 electrical installation certificate within the prescribed timescale or agreed extension of time, do you:

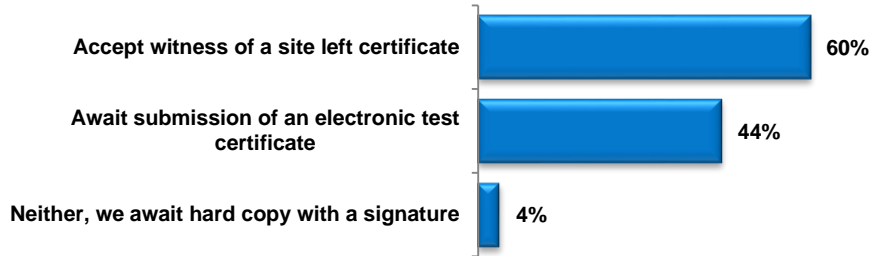


Base: 23 (2 did not answer), self-fill survey
 Adds to over 100% as some take more than one action under different circumstances
 Other – refuse to issue final certificate, chase until received, most are received in time

4.12 Acceptance of site certificates

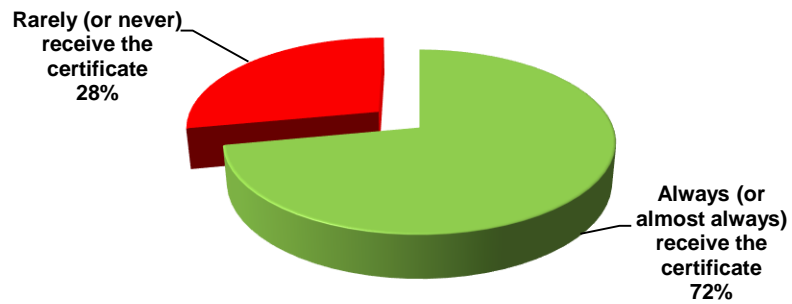
- Most ACAI Members accept a copy of the Competent Persons’ test certificate left on site, although 44% await the electronic submission.

ACAI - Do you accept a copy of the Competent Person’s test certificate left on site (and seen by the Approved Inspector) as fulfilling the requirements of Part P1? Or do you await submission of the electronic copy before deeming compliance with Part P1?



*Base: 25, self-fill survey
 Adds to more than 100% as 2 respondents sometimes accept witness of a site left certificate but mostly await submission of an electronic test certificate*

ACAI - Do you receive all electronic copies of the Competent Persons certificate or, in your experience, are they generally sent through to the LABC department in which the site falls?

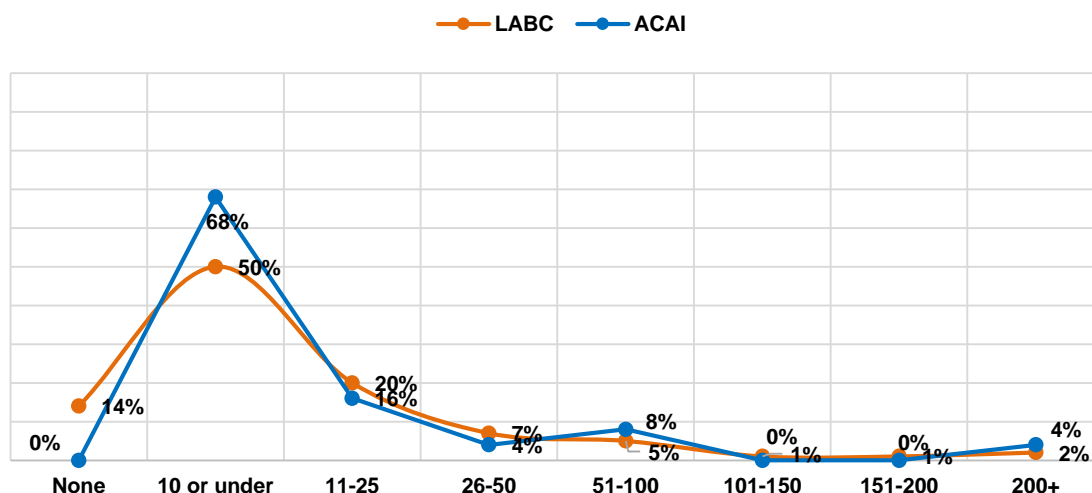


Base: 25, self-fill survey

4.13 Extent of Part P interventions, escalations and warnings

- In the financial year 2013/2014, half of LABC Members and some two-thirds of ACAI Members had between 1 and 10 Part P interventions. Around 20% overall had between 11 and 25 and 16% more than 25.

Number of interventions (defined as any challenge or action in relation to doubtful electrical work) made on Part P during the period April 2013 to March 2014



Base: 198 LABC, 25 ACAI, self-fill survey

- 90% of these interventions relate to domestic alterations, extensions or improvement and 10% to residential new build.
- Examining differences in the number of interventions by type of area (phone survey – area type not recorded in self-fill survey) shows that there are more interventions per Authority / ACAI Member in Suburban areas than Urban.

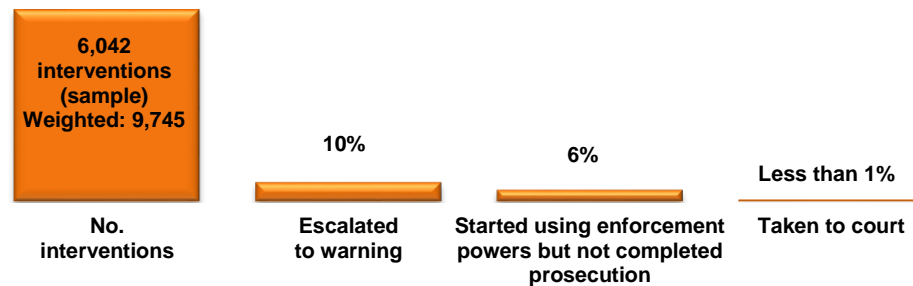
Roughly how many interventions did your team make in the last calendar or financial year regarding Part P issues?				
	All (82)	Suburban (27)	Urban (24)	Rural (31)
None	21%	7%	21%	32%
1-10	40%	37%	54%	32%
11-25	18%	33%	0%	19%
26-50	10%	4%	21%	6%
51-100	9%	11%	4%	10%
101-150	1%	4%	0%	0%
151-200	1%	4%	0%	0%
200+	0%	0%	0%	0%
None up to 10 interventions	61%	44%	75%	64%
More than 10	39%	56%	25%	36%

- The total number of Part P interventions amongst the sample, based on answers to the self-fill questionnaire, is 6,937 (weighted = 12,100 interventions, see assumptions below title in next graph) of which 11% were escalated to a warning. In 6% of Local Authority interventions the Authority started to use enforcement powers and less than 1% went to court.
- 6 LABC Members participating in the self-fill survey have taken enforcements of Part P to court. 5 of these had one case each and these have ended now. The 6th had two cases taken to court which are both on-going.
- All cases which went to court were for domestic alterations, extensions or improvements.

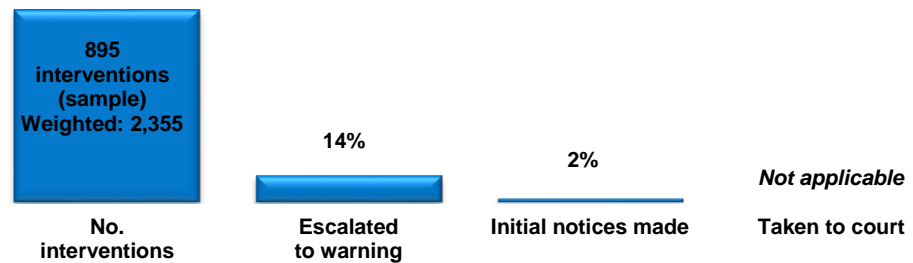
**Part P interventions, escalations and prosecutions - number of actions
2013/2014 financial year**

Based on results from 62% of LABC and 38% of ACAI Members (self-fill survey)
Assuming answers represent each team’s experience we have weighted results to total 100% universe

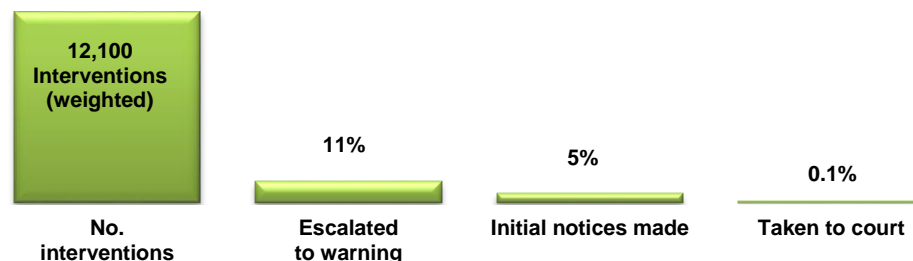
LABC



ACAI



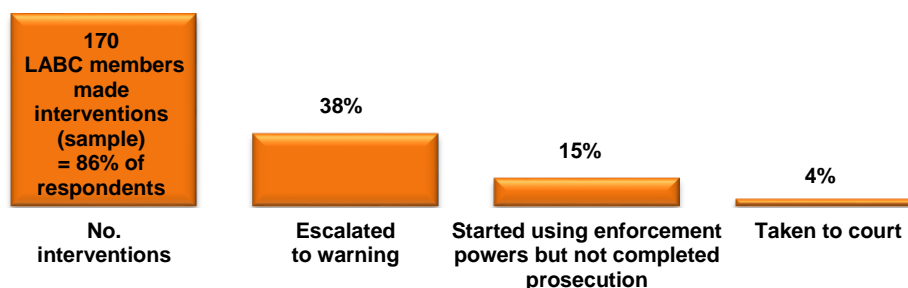
All



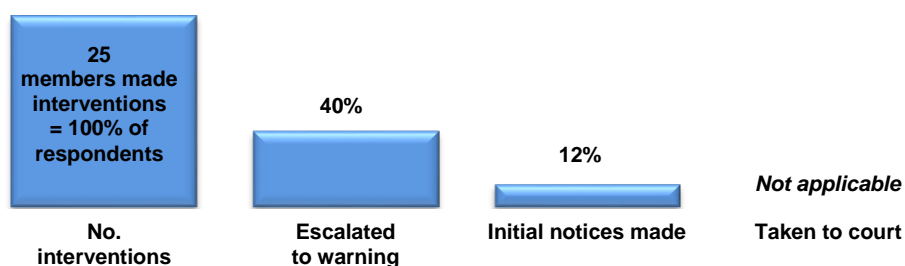
*Self-fill survey
All % based on original number of interventions (first bar)
Mid-point taken in offered scale for number of interventions*

Part P interventions, escalations and prosecutions – number of members taking action 2013/2014 financial year

LABC



ACAI



Self-fill survey

All % based on number of Members making interventions

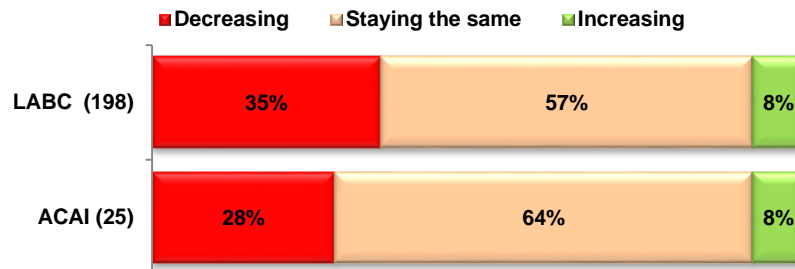
- In the phone interviews, 34 Members issued warnings (41%, ie similar to the figures in the graphs above). Of these 5 Authorities prosecuted; with 12 cases in total. All but one of these cases involved small domestic work.
- 52% of LABC Members who have taken action have used their enforcement powers under Section 35 / 36 of the Building Act.

Footnote: A separate piece of research was conducted into pre-contravention interventions within LABC and ACAI for one month in November 2011 and published in the Spring of 2012. The methodology and scope of that research differed to this study in that the scope of "interventions" also covered pre-planning and pre-building regulations applications advice. That study therefore included all low level, advisory and other interactions to steer customers as well as formal follow-ups. It covered 'step 1' advisory help. In this research "interventions" has been used in the sense of directions given to customers once work has begun (or has been finished) and is therefore 'step 2' intervention as defined in the original study, ie official formal direction and clarification. This is an important distinction, since 'step 2' interventions are only required in around 10% of work (original study estimate) and are a pre-cursor to escalated action.

4.14 Trends in interventions related to Part P installations

- Just over one-third of LABC Members but a slightly lower proportion of ACAI Members have found that Part P interventions are decreasing. 8% find they are increasing.
- Over 90% of both organisations’ Members agree that Part P complaints or interventions are remaining constant or decreasing.

Do you think complaints / interventions referencing electrical installations covered by Part P are:

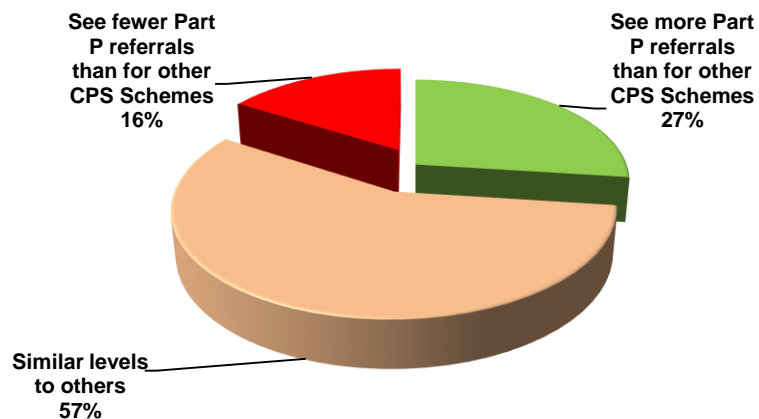


Self-fill survey

4.15 Extent of complaints compared to other Competent Persons’ Schemes

- The majority of LABC Members are of the view that referrals from other Competent Persons Schemes are at a similar level to Part P referrals.

Compared to referrals from other Competent Persons Schemes do you:



LABC, base: 198, self-fill survey

4.16 Policies for Part P interventions and escalation

- Many do not have an issue with Part P interventions where required, and see it as part of their process to check the work is being done by a competent person. Other attitudes vary between preferring not to be involved due to lack of expertise, and others who regard it as important and buy-in external expertise.

How would you describe your appetite for Part P interventions? Unprompted - summary	
	Base 82
No issues / not normally an issue / part of the process / check the right people are doing the work	40%
We prefer not to get involved / no appetite for it / no expertise / we don't inspect	19%
We have to get specialists in to inspect (in-house / external)	15%
Take it seriously / it's a life issue	10%
Rely on Competent Persons Scheme / certificates	7%
Inform the Homeowner of their responsibility	6%
An increasing issue / causes the most delays	6%
Takes time and resource	4%
Try to help / rectify issues	4%
Not a priority	2%
Important to public safety, it's a priority	2%
We are proactive and have prosecuted	2%
Would prefer it to be under Building Control / we get blamed for poor work	2%

Adds to over 100% as more than one answer was given by some.
Phone survey

Policy on Part P interventions Unprompted - summary	
	Base 82
If we have concerns, we inspect / call in Contractor / Consultant to inspect works	29%
To obtain Part P certificate at end of project, we advise up-front it will be needed	15%
Make Homeowner aware certificate will be needed / involve them where there is an issue / provide advice	15%
Find out whether the electrician undertaking the work is registered / competent	13%
Withhold the completion certificate or make it clear it does not cover the electrical work if there is an issue	10%
If it is a serious breach we will prosecute	5%
Inform Competent Persons' Scheme if work is poor and electrician is registered	4%
Try to resolve it rather than going to court	4%
Intervene as necessary	4%
Refer it to Trading Standards	2%
Don't get involved	2%
Get involved only if there is a complaint	2%
It's not an issue / no policy	5%

Adds to over 100% as more than one answer was given by some.
Phone survey

How would you describe your appetite for Part P interventions?

- *We do like to try and help but often get the blame and it is demoralising when it is blamed on us. It is happening more and more. (ACAI)*
- *It's one of the things that causes more delays in issuing the final certificate of small domestic work than anything else. We deal with it the same as we do with any other building regulations. (ACAI)*
- *More straightforward now due to streamlining of notifiable work. (LABC)*
- *We believe it is important as if it is the wrong work it can kill people. (LABC)*
- *It is part of the Building Control process. (LABC)*
- *We will take action, we don't mess about, if it is a Part P issue and they are clearly in breach, then we will take action, they will get one of our formal letters to tell them they need to get compliant. (LABC)*
- *I would say there isn't a great appetite if I am honest. A lot of people would have preferred Part P to be kept within the professional bodies, rather than self-certification. We have electrical contractors on board if someone isn't Part P registered, who can do it. They are a list of approved installers. (LABC)*
- *We have a huge problem, a lot of electricians here basically don't register their work with the CP scheme. They don't like to notify their scheme because they are concerned the Inland Revenue are getting information from the body they belong to, so they are not recording all their work, they only do some of it. Some electricians ask for additional money if the homeowner asks for a certificate, can be very difficult to get a certificate out of an electrician. Some of them get other electricians to sign off their work for them. (LABC, rural South-east)*
- *We hate them, because we are not electricians, we are not 100% certain sometimes. We can follow what is in Part P, but then we think 'what about this?' The electrician is saying it's fine but it's not 100% clear in Part P. (LABC)*
- *We are 100% behind it and are very proactive. We have prosecuted twice in the last 3 years and are about to do so again. (LABC)*

What is your policy with regard to Part P interventions?

- *We have a residential section here, if someone is dragging their feet in terms of giving us a certificate for any electrical installation then we would say we are not in a position to issue a final certificate. If we found the electricians were grossly incorrect or wrong, then we would consider rescinding the initial notice and send the project back to the local authority. If it is a DIY project and he does not have the appropriate certification then we start to ask questions, but we ask questions early on, on site. So people are well aware of our requirements at the beginning of the project, that electricians need to be installed by a competent person and I will require certification at the end, no bullying, just professional statements to make sure we get what we need. (ACAI)*
- *The public are responsible for providing the Part P certificate and often fail to get this off the electrician. This can cause a lot of problems when the electrician disappears or they are unable to get hold of him to get the certificate. In this case we have to sign the job off "excluding the electrical work. (ACAI)*
- *My surveyors go on site and ask who is doing the electrical work. 8 or 9 times out of 10 it is a Competent Person. We inspect and give a cursory look at the electrical work. We require a copy of their Part P Certificate. We will not sign the job off until we have a copy. (LABC)*
- *The only times we intervene, is if someone hasn't got a Part P Certificate from someone reputable, we wouldn't issue them a certificate; or we will intervene if we raise an objection and say the electricians are dangerous. (LABC)*
- *In the first instance, if we have any concerns about work carried out, we refer it back to the Competent Scheme, if they are a member. If it is someone who isn't registered to self-certify, we would get our electrical contractor to appraise the work. (LABC)*
- *We don't have a formal system, we take the negotiated route and may use subcontractor electricians for electrical inspections. If we don't get a satisfactory outcome we will escalate to a formal warning and will prosecute if the work is unauthorised and it is in the public interest. A lot depends on the contractor's attitude. (LABC)*
- *We withhold the completion certificate if we do not get a copy of the commissioning certificate from a competent person, a positive policy. (LABC)*

4.17 Policy on prosecutions

- Most Local Authority Building Control teams aim to have the problem rectified and take steps to achieve this, with prosecution used only as a last resort.

Do you have a policy with regard to taking non-compliance as far as prosecution? Unprompted - summary	
	Base 74 (LABC)
We try to avoid it and resolve it by other means / we inform we could prosecute, this is usually enough to get it put right / prosecute only in extreme cases / as a last resort	61%
We have an enforcement process, this is part of it	23%
No policy, it's on a case by case basis	14%
It depends on the cost and whether we feel it is winnable	3%

Phone survey

Do you have a policy with regard to taking non-compliance as far as prosecution?

- *We would do and have done so over a year ago. We regard it as contravention of building regulations.*
- *We do, but most people roll over as soon as they get one of my letters telling them to put it right, they tend to correct it, before it gets to prosecution.*
- *We will do in extreme circumstances yes. The first thing is to try to look to get the work to comply, to speak to whoever is doing the work to get it to comply. That is our first choice.*
- *We do have a policy. Put in place some years ago, it was based on the LABC model. Depending on seriousness, a minor infringement or non-completion might incur advice (oral); then if deemed more important or not acted on, it would be a written warning with finite date of completion. The most serious where Health and Safety is involved goes to Section 36.*
- *We are fair with people, it depends on the attitude of the person who has committed the contravention, we give them a chance to put it right. If there is a severe risk we have had to shut down a property because it was too dangerous, then we would do this, our policy is to see it through until that work gets sorted out.*

- The reasons given for the policy of avoiding prosecution where possible are mainly that this is the approach used to achieve compliance across all parts of the Building Regulations – the aim is to achieve compliance and to get the problem rectified. The threat of action is normally sufficient to achieve this.
- The threat of prosecution is thought to send out a message to prevent poor workmanship.
- Prosecution was described as counter-productive, consuming time and money. Achieving compliance by other means wherever possible is the goal of the Local Authorities interviewed.

Why is this your policy?

- *It doesn't cost us time and money as the resources aren't available for that. The benefit is that you achieve compliance through less costly methods. You have to use that power appropriately and proportionately, you have to be selective. The whole emphasis of Building Regulations is the opposite of prosecution.*
- *It gives us the flexibility because not all cases warrant court action. Some may be minor and some genuine mistakes.*
- *It is a proven policy used on all other aspects of non-compliance and it works.*
- *It is our policy on all Building Regulation contraventions that it is a health risk. If somebody is going to be harmed, we will do everything in our power to put it right.*
- *This is how we do it, it is common sense. The regulations are written to sort it out without the need to prosecute. We are in a rural location with no cities and no seaside towns and we just don't encounter the problems of bigger cities. We just have one bad guy and we are trying to get him sorted through Trading Standards.*

- Steps taken to avoid prosecution were mainly described as an informal process initially to inform, educate and get the problem put right. A procedure involving letters and warning notices may follow if the problem is not rectified. Usually problems are put right early on, particularly if the Homeowner is made aware of the consequences.

What steps do you take, if any, to avoid prosecution? Unprompted - summary	
	Base 74 (LABC)
Letters, then cautions or warnings – this is usually enough	34%
Highlight issues, informal discussion first, aim to get the problem put right	27%
Inform people at the project start, try to educate, soft enforcement	12%
Withhold final certificates, advise homeowner of problems when sell	9%
Provide expertise, advice and services to put it right	9%
Refer to Trading Standards if necessary	4%
We pester them to sort it out, shake a big stick	3%
Threaten Homeowner with prosecution	1%
Carry out tests if necessary	1%
Get it rectified by a Competent Person	1%

Phone survey

What steps do you take, if any, to avoid prosecution?

- *We will use informal enforcement eg a chat to hopefully stop the thing going formal. This always seems to work.*
- *We always go for the soft enforcement option. Give advice. Also allow an opportunity to correct the work. It is only if they disappear or refuse that we will have to pursue them.*
- *Our first step is to send a letter to say they are in non-compliance, and give them a chance and set time to correct it. We would, as the next stage, serve a notice requiring non-compliant work to be corrected and made compliant. We would address the issue on the ground as it were, rather than pursuing it through the courts, that is a better use of our time.*
- *Issuing warnings, trying to look at individual situations as they arise. For example, an elderly person who might have fallen prey to a conman will be assisted to rectify or have rectified the situation with our help.*

4.18 Examples of interventions

- Some examples were given of interventions, with positive and not so positive outcomes. A selection of typical examples is given below, of varying degrees of severity:

Examples of interventions

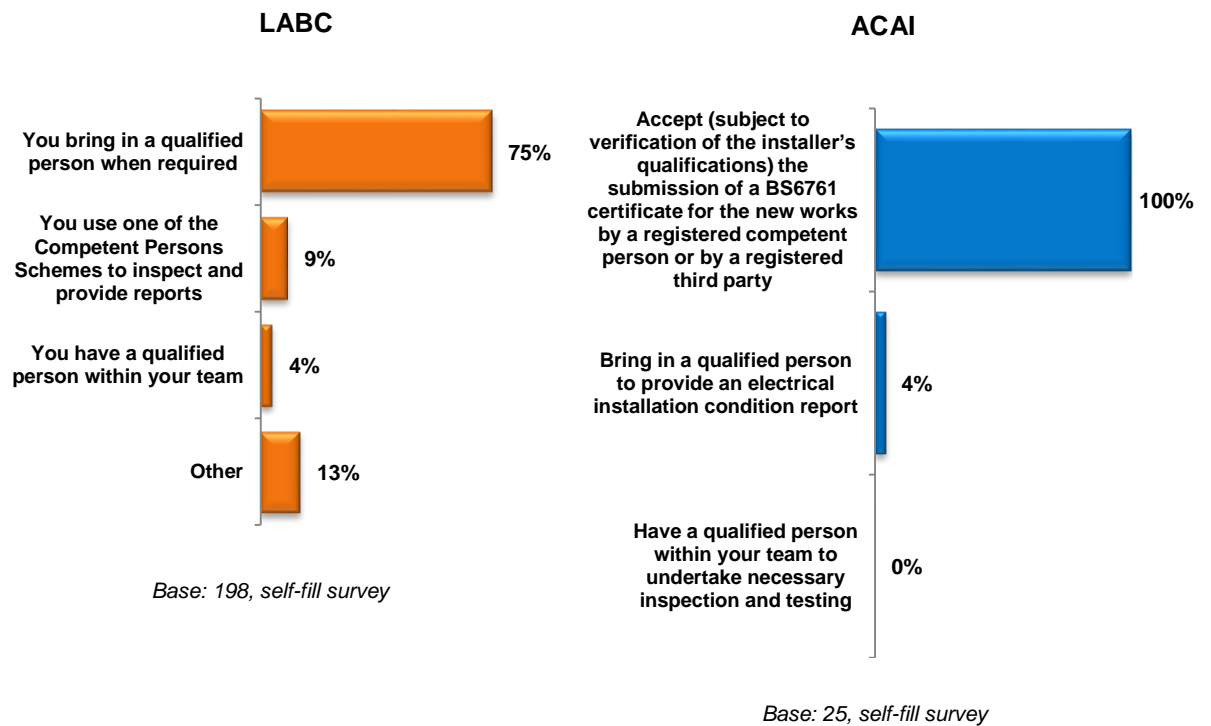
- *An owner tipped us off that in their kitchen extension the tradesperson had used an extension lead behind the kitchen cabinets instead of a proper socket. They had left a trailing wire, we intervened by letter and it was resolved quickly.*
- *We have had an unregistered electrician who had been issuing certificates that were fraudulent (on small domestic work). We worked with the police, fraud, Trading Standards and the Health & Safety executive, we weren't leading the prosecution, Trading Standards were. He was found guilty in absentia, he had left the country. He was fined £5,000 and there is a warrant out.*
- *Small domestic issues within the routing of cables and the insulation itself. We intervened by examining works which didn't comply. The outcome was the work was addressed by different contractors and replaced and certified accordingly.*
- *We had a problem a couple of years ago when a local developer built 7 new homes, there were 200 contraventions, it was a disaster! One of the issues was the electrical work was put in by a contractor with no qualifications. We used informal, low level early intervention, but the developer ended up going bankrupt and the development was sold to another developer who used his own team who rectified the work and the work has now been signed off as complete.*
- *A small builder was taken to court, he claimed he hadn't done the work that was condemned by us and shut down, we took him to court and he got a fine, it was that bad, but in the last few years this has trailed off as people do tend to know what they are doing.*
- *We had an example relatively recently where the homeowner and builder fell out, we supported the homeowner with letters to identify the issues so they could appoint another contractor. The works were rectified and the homeowner was able to claim cash back from the original builder.*
- *I was involved with one about 3 years ago, there was clearly a lack of knowledge with the electrical contractor. We very nearly got to prosecution but after several letters, the homeowner did see there were serious errors in installation and got it rectified. That was the closest we had.*
- *Quite common instances of wiring incorrectly placed in domestic extensions which is subsequently rectified after advice.*
- *A lady had concerns about her electrician; when she asked him to sign off his work he wasn't able to give any details and it turned out he wasn't actually registered although he was purporting to be. NICEIC struck him off their list and he was kicked off the job. The lady employed another electrician and he effectively had to start the job again as he wasn't able to sign off what the first guy had done, but the work was completed and signed off by the second guy with no problems.*
- *An owner notified us of shoddy workmanship, but, as we couldn't pursue the contractor, we had to pursue the homeowner. We decided not to as it would have caused her more stress and sent one of our people in.*
- *About 18 months ago someone rang me up and said he was thinking of putting a porch on his house. I explained the exemptions. As I was passing I went up to the site and went in. It was ex local authority housing and everything had been stripped out and he was re-wiring it. I asked him what he was doing, he was a professor with an engineering degree. I explained Part P and that he needed a Building Regulations application or a Competent Person to do it. I explained the cost. He got an electrician in and we got the certificate. I wouldn't have known that, he was an intelligent guy refurbishing it for his young family and the only reason I went in was because of the porch.*
- *A situation where we took someone to court and the judge was very much on his side, we were the Big Bad Council preying on the Small Trader and we couldn't prove it was him, you don't always get the legal support you need and that can put you off taking action in the future.*

4.19 Available resources and expertise for Part P interventions

- The majority do not have sufficient resources and expertise for Part P interventions. 75% of Local Authority Building Control departments bring in qualified expertise as needed.
- ACAI Members do not tend to bring in other people.

How do you handle matters under Part P?

How do you handle matters to which Requirement P1 applies and an application is made to the BCB by virtue of the work falling under Regulation 12(6)?



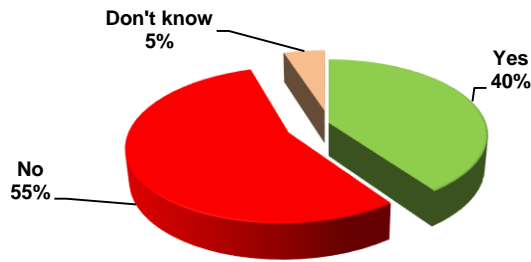
- Confirming the lack of internal resources, a question included in the phone survey shows that almost 60% do not have any internal resources and expertise for Part interventions.

Do you have the resources and expertise to deal with Part P interventions Unprompted - summary	
	Base 82
No expertise / we buy-in expertise / resources	58%
Yes have internal expertise	28%
Yes have internal expertise and also buy-in if needed	12%
No instances / issues	1%

Phone survey

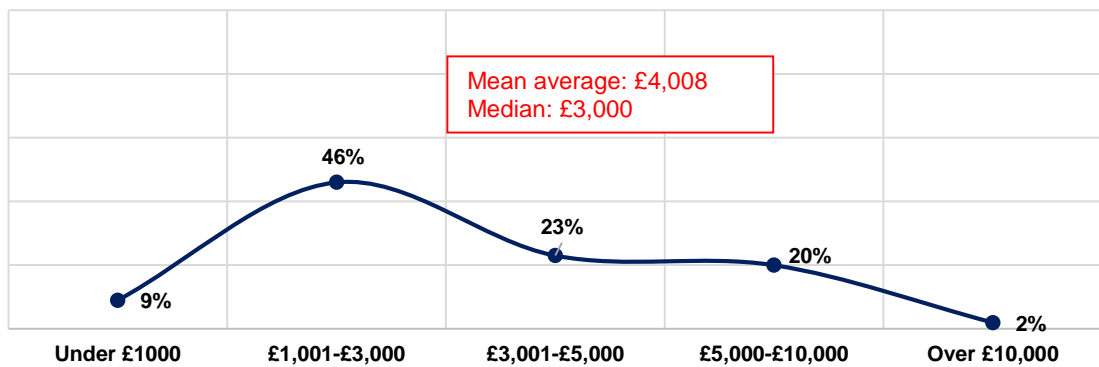
- 40% allocate resources to sorting data requiring manual input, at an estimated average cost for these of £4,000 in the last financial year.

Do you allocate any resources to ‘sorting data’ that requires manual input?



Base: LABC, 196, self-fill survey

Please estimate the cost for the period April 2013 – March 2014



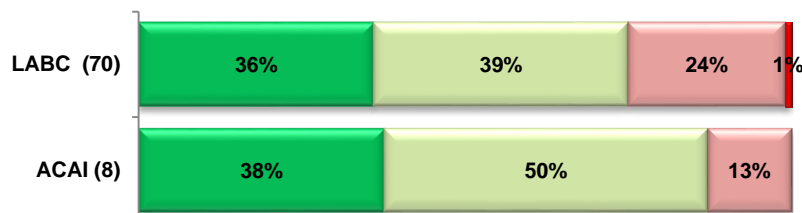
Base: 56 allocating resources, self-fill survey

4.20 Views on the Competent Persons' Scheme

- 75% of LABC Members and 88% of ACAI Members feel the Scheme is working very well or well in some types of project.
- Results are similar by area, although slightly more Building Control teams in rural areas say the scheme is not working well.

How do you feel that the Competent Persons' Scheme is working with regard to Part P and regulating work to ensure it complies?

■ Very well ■ Well in some types of projects / varies ■ Not particularly well ■ Not at all well



Phone survey

How do you feel that the Competent Persons' Scheme is working with regard to Part P and regulating work to ensure it complies?				
	All (82)	Suburban (27)	Urban (24)	Rural (31)
Very well	36%	41%	41%	28%
Well in some types of project / varies	40%	41%	36%	41%
Not particularly well	23%	19%	23%	28%
Not at all well	1%	0%	0%	3%

- Those who do not think it is working well gave various reasons, including a lack of control or checking of CPS Members' work, the cost of joining, that there is more than one organisation involved, not all work is certified, and a lack of knowledge of the Scheme amongst homeowners.
- Those who find it is working well have had fewer problems than others and some feel it has raised quality of work.

Those who feel the Competent Persons Scheme is working – why?

- *We don't have a lot of come back.*
- *There are enough bodies out there so now all the electricians are a member of one. We have very few enquiries from non- members wanting to do work.*
- *A lot of contractors moaned about it at the start but I think people are getting used to it now and it is working very well.*
- *The issue is to do with information getting from the contractor to the CPS and then from the CPS to us. It's fantastic, they are totally responsible and they are compliant.*
- *There isn't any comeback that we have experienced, the public have become more aware of the need and this legislation.*
- *As far as we are not inspecting it could be working well but also it could be it is not working well. It is a question of, who is checking the checkers?*
- *It's a lot easier for us, we have had no problems with the registered Part P electricians. If a Part P certified electrician has certified then we accept that. We haven't had a case where there has been a fault.*
- *I feel it's quite a rigorous regime in terms of getting on the register, it's not just a case of paying to join, so I am confident they really are competent people who can do the job well.*
- *We haven't got the high number of interventions now so this speaks for itself.*

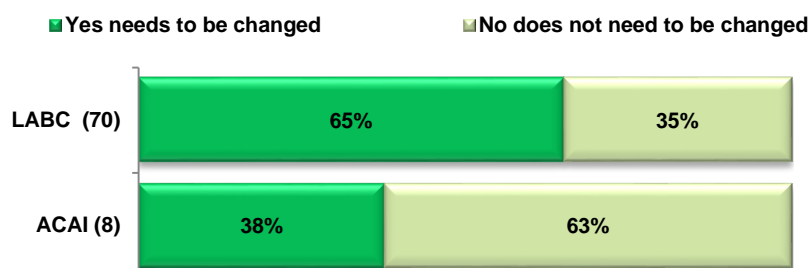
Those who do not feel the Competent Persons Scheme is working – why not?

- *I personally think the Competent Persons Schemes could do more to follow up on their members, to ensure the standard of work being carried out is to the correct level. They could also be more responsive when we contact them, if we refer cases on to them of their members not doing a good job, they can take a while to come back to us.*
- *I think they are just money making schemes. I think the schemes want to get a lot of electricians signed up, and get a lot of money, but they are not helpful when there is a problem, they are not interested, so that is a big failure of the Competent Persons Scheme, they will put it onto us to resolve, but they should take responsibility for their members' work.*
- *Not all electricians are effectively regulated as competent persons, an electrician may only provide works which are signed off on every two out of six jobs completed. There is a lot of improvement to be made before it becomes effective.*
- *It needs a review. We can check if a person is registered and they can give us a certificate, Building Regulations say this is fine. But the system is flawed because CPS says registered people can't issue a certificate, they have to go through the CPS. This is where we come into issues when we are getting the certification from the person, not through the scheme.*
- *Lack of education of homeowners who don't understand the scheme at all.*
- *I don't know why they didn't make it the same as Gas Safe so the electrics could only be touched by a suitably qualified/registered electrician. I think the Competent Persons Scheme is a money grabbing exercise, it costs a fortune to join.*
- *When you take someone on within the Competent Persons Scheme that's fine, our problem is with people who say they are members, but when you ask for evidence, it turns out they are not. If all electricians had to be registered with them it would work well.*
- *There are a number of good Electricians who are not registered to the scheme. They don't want to do the paperwork or training and certainly do not pay the fees. I understand the numbers have gone down since it started. There is more than one body which makes it difficult because the organisations can't agree on the best way forward.*

4.21 Building Control's view on whether the current system needs to be changed

- 65% of LABC Members but a lower 38% of ACAI Members feel the current system of compliance for Part P through Competent Persons' Schemes needs to be changed.

Do you feel that the current system of compliance through Competent Persons Schemes with referrals for any problems needs to be changed or not?



Phone survey

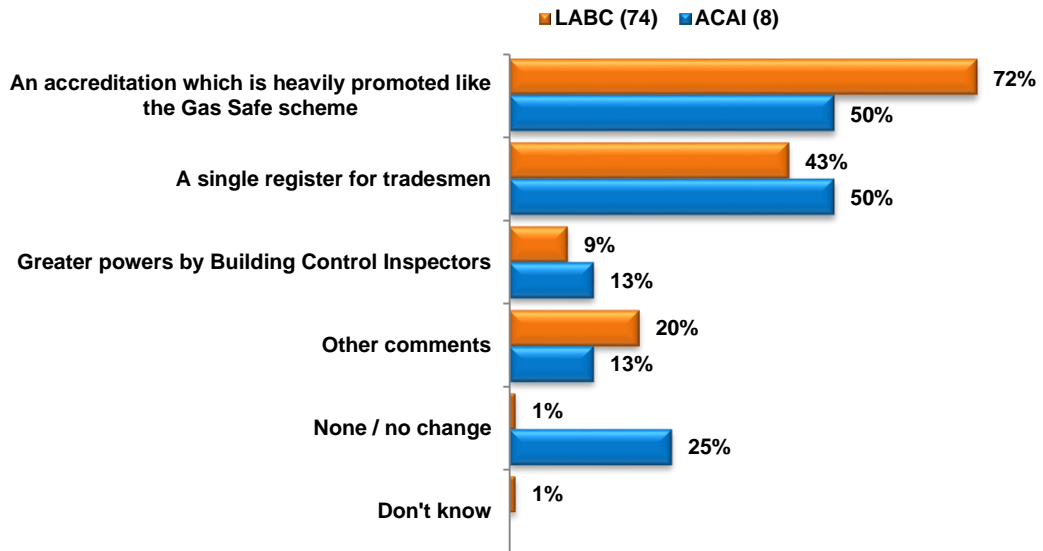
- There were several unprompted suggestions for change, summarised below:
 - CPS need to inspect more frequently/take more action for faulty work/get more involved in enforcement (20 people, 24%)
 - All work needs to be done under CPS / everyone has to join (5 people, 6%)
 - Make it more like Gas Safe (4 people, 5%)
 - Better / faster system for notification (4 people, 5%)
 - More accurate data and addresses (4 people, 5%)
 - There is confusion about what needs notifying, and responsibilities (3 people, 4%)
- Other comments made by 1-2 people:
 - Better description of the work
 - Raise public awareness
 - Ability to work and operate without being a member
 - Take Part P out of the Regulations – it needs experts to police it
 - A separate body to look at complaints and referrals
 - Provide us with a fee for administering the certification scheme
 - We are responsible for dealing with non-compliance but we are not responsible for the work in the first place.

Suggestions for change

- *I would like to see either 1. Part P taken out of Building Regs, it takes years to be a qualified electrician and you should have appropriately qualified people policing the work, or 2. The Part P scheme should be mandatory, i.e. all work must be undertaken by a Part P qualified electrician.*
- *I would like to see the Competent Persons Scheme providers carry out more audits of their members and then publish the sanctions taken against those people. There is a lot more publicity that could be used on non-compliance and raising the standards.*
- *More evidence that the schemes are being robustly policed by the Competent Persons Scheme, I don't see much of it. I have seen faked certificates. They need to make sure the system isn't being abused.*
- *Important to try and keep raising people's levels of awareness, the public particularly and also with professionals.*
- *We need clarity around which things get referred back to the Local Authority to enforce. Roles and responsibilities, when can the Local Authority step in.*

- When prompted with a list of suggestions for improvement to reduce no-compliance, the most popular was an accreditation scheme similar to Gas Safe followed by a single register.

Which of these would be an improvement in terms of potentially reducing non-compliance?



Phone survey

In order of LABC answers, not order in which asked

Adds to over 100% where more than one answer given.

Other includes, it shouldn't be in Building Regulations, more checking by CPS, system still allows DIYers to carry out the work, better education of the public, more prosecutions.

4.22 End of interview comments

- Almost one-third of respondents to the phone survey went on to make further comments at the end of the interview. These largely reinforced points they had previously made. A selection of these comments:

Suggestions for change

- *An accreditation scheme would make people sit up and take notice, they would see it on Watchdog on TV. Also there are lots of people who don't want the local authority involved, a reticence to use us.*
- *Certainly better than it was before, when the Building Regulations changed to include electrical work, Part P. Better control now, absolutely.*
- *I am afraid I think it's just another money making scheme like FENSA etc, it's just another expense for contractors.*
- *I am experiencing that it has helped and improved standards. There are not so many DIYers rewiring the whole house.*
- *I don't think so, it's just hard work, we have a lot of people living in deprived areas and there is a lot of pressure on cost and price. You can have an extension built in Bradford for £20,000 that would cost you £80,000 elsewhere. That driving down of cost and quality is our biggest bugbear and is reflected in the Part P work.*
- *I feel it's poorly regulated, local authorities don't enforce the rules, approved inspections are not addressing regulations. If they are approved late it does not mean that installation are faulty but in effect, it does mean that building control system is becoming over burdened by perfectly adequate work remaining uncertified. A scheme similar to Gas Safe would be an ideal solution.*
- *I just wonder if local authorities are qualified to enforce it, shouldn't it be an electrical body?*
- *If there was better clarification of the requirements other than just through Part P, sometimes it feels like we are the only ones who are aware of it. Homeowners had difficulty coming to terms with it when it was introduced. Really it's a question of greater clarity about whether Part P applies for homeowners, more information and awareness for homeowners.*
- *If you had a system like Gas Safe scheme, there would be no requirement for Part P and we would welcome that.*
- *In Building Control we are not finding issues and it should be taken out of our hands. In our area (Blackpool) people are employing Electricians who are Part P qualified and we are not getting feedback of faulty work, the same applies for the whole of Lancashire as I understand it.*
- *It's fine as far as it goes, however there are lots of issues with it. Most people are trying to get around it, going down the road of registration including tradespeople. They think relatively small works will get passed and there is a huge amount of electrical work being carried out which may not be registered. Someone who is completing electrical work needs to be registered, there is a wide variation in control between the authorities.*

Appendix: Homeowner survey, further analysis

Online survey

Note bases given are weighted. Unweighted base is 778 (sample size)

Questions given in order in which asked

Results presented in order of highest first

Q1. How much risk do you feel each of these types of work have to your safety or the general public's safety:

% stating each is high risk

	All (788)	Sex		Social grade		Working in following trades		
		Male (388)	Female (399)	ABC1 (498)	C2DE (290)	In building industry (38)	In electrical trade (26)	Neither (396)
Work which requires connection to or work involving the gas supply	74%	74%	75%	75%	73%	63%	45%	76%
Work which requires connections to or alterations to the electricity supply	61%	56%	67%	61%	62%	51%	28%	64%
Adding a new electrical circuit in an existing property	56%	49%	63%	56%	57%	45%	39%	57%
Replacing an electrical socket with a new one	21%	16%	26%	23%	18%	23%	27%	21%
Installing an electric shower	39%	39%	39%	41%	36%	38%	53%	36%

	Age					
	16-24 (97)	25-34 (103)	35-44 (111)	45-54 (139)	55-64 (127)	65+ (210)
Work which requires connection to or work involving the gas supply	46%	67%	78%	76%	83%	82%
Work which requires connections to or alterations to the electricity supply	45%	50%	61%	66%	69%	67%
Adding a new electrical circuit in an existing property	36%	49%	54%	62%	61%	63%
Replacing an electrical socket with a new one	19%	21%	22%	25%	17%	21%
Installing an electric shower	21%	35%	36%	42%	40%	48%

Q1. How much risk do you feel each of these types of work have to your safety or the general public's safety:

% stating each is high risk

	Region						
	Scotland (67)	NE / Yorks / Humber (97)	North West (93)	East & W Mids (132)	SE / East (196)	Greater London (88)	Wales & West (116)
Work which requires connection to or work involving the gas supply	86%	73%	73%	67%	76%	74%	76%
Work which requires connections to or alterations to the electricity supply	68%	55%	58%	56%	68%	55%	65%
Adding a new electrical circuit in an existing property	67%	61%	51%	54%	52%	63%	53%
Replacing an electrical socket with a new one	33%	23%	23%	17%	18%	31%	14%
Installing an electric shower	46%	43%	39%	36%	36%	43%	37%

Q2. If you were having these types of work carried out on your home, which of these do you think requires the tradesmen who undertake it to be registered with a recognised relevant trade body?

	All (788)	Sex		Social grade		Working in following trades		
		Male (388)	Female (399)	ABC1 (498)	C2DE (290)	In building industry (38)	In electrical trade (26)	Neither (396)
Work involving a gas boiler	89%	88%	91%	92%	85%	75%	48%	92%
Work which requires connection to the gas supply	88%	84%	92%	91%	83%	58%	43%	91%
Rewiring a dwelling	83%	80%	86%	85%	78%	62%	37%	86%
Adding a new electric circuit	78%	73%	82%	80%	74%	34%	50%	81%
Installing an electric shower	69%	69%	70%	72%	65%	49%	53%	68%
Extending a circuit by adding cable and sockets	69%	66%	71%	70%	66%	45%	44%	69%
Providing a power source to a shed or greenhouse from the dwelling	62%	60%	63%	65%	55%	36%	35%	61%
Fitting a new electric socket or new light fitting	51%	47%	54%	54%	45%	36%	30%	51%
Don't know / not sure	6%	5%	6%	4%	8%	2%	3%	7%

	Age					
	16-24 (97)	25-34 (103)	35-44 (111)	45-54 (139)	55-64 (127)	65+ (210)
Work involving a gas boiler	69%	76%	92%	94%	97%	96%
Work which requires connection to the gas supply	62%	71%	93%	90%	96%	100%
Rewiring a dwelling	50%	61%	87%	90%	94%	95%
Adding a new electric circuit	54%	60%	77%	85%	88%	87%
Installing an electric shower	42%	54%	65%	73%	81%	83%
Extending a circuit by adding cable and sockets	53%	50%	62%	77%	75%	80%
Providing a power source to a shed or greenhouse from the dwelling	38%	47%	60%	60%	68%	77%
Fitting a new electric socket or new light fitting	40%	43%	47%	52%	56%	57%
Don't know / not sure	18%	12%	5%	4%	1%	*

Q2. If you were having these types of work carried out on your home, which of these do you think requires the tradesmen who undertake it to be registered with a recognised relevant trade body?

	Region						
	Scotland (67)	NE / Yorks / Humber (97)	North West (93)	East & W Mids (132)	SE / East (196)	Greater London (88)	Wales & West (116)
Work involving a gas boiler	93%	95%	92%	84%	92%	85%	86%
Work which requires connection to the gas supply	92%	90%	92%	85%	88%	79%	90%
Rewiring a dwelling	88%	87%	84%	77%	84%	81%	83%
Adding a new electric circuit	83%	79%	76%	73%	80%	76%	78%
Installing an electric shower	73%	73%	70%	69%	70%	65%	68%
Extending a circuit by adding cable and sockets	68%	74%	73%	60%	70%	64%	72%
Providing a power source to a shed or greenhouse from the dwelling	62%	64%	65%	57%	63%	60%	60%
Fitting a new electric socket or new light fitting	53%	53%	54%	44%	49%	59%	49%
Don't know / not sure	-	2%	3%	11%	6%	7%	5%

Q3. Do you think any of the following are covered by Building Regulations?**% stating 'Yes'**

	All (788)	Sex		Social grade		Working in following trades		
		Male (388)	Female (399)	ABC1 (498)	C2DE (290)	In building industry (38)	In electrical trade (26)	Neither (396)
Work which requires connection to or work involving the gas supply	56%	62%	50%	53%	59%	58%	48%	58%
Work involving a gas boiler	47%	54%	41%	44%	53%	77%	58%	51%
Extending a circuit by adding cable and sockets	32%	36%	27%	31%	33%	49%	34%	30%
Adding a new electric circuit	45%	51%	40%	42%	50%	58%	46%	45%
Fitting a new electrical socket or new light fitting	22%	28%	16%	22%	22%	51%	38%	22%
Rewiring a dwelling	58%	63%	54%	57%	60%	64%	36%	59%
Providing a power source to a shed or from the dwelling	30%	36%	25%	29%	32%	54%	46%	28%
Installing an electric shower	27%	32%	21%	24%	32%	39%	39%	27%

	Age					
	16-24 (97)	25-34 (103)	35-44 (111)	45-54 (139)	55-64 (127)	65+ (210)
Work which requires connection to or work involving the gas supply	45%	43%	54%	60%	66%	59%
Work involving a gas boiler	44%	45%	50%	54%	47%	44%
Extending a circuit by adding cable and sockets	28%	29%	35%	36%	30%	31%
Adding a new electric circuit	34%	43%	44%	47%	52%	48%
Fitting a new electrical socket or new light fitting	25%	31%	21%	23%	16%	18%
Rewiring a dwelling	38%	44%	61%	63%	68%	64%
Providing a power source to a shed or from the dwelling	32%	29%	32%	29%	27%	32%
Installing an electric shower	23%	26%	24%	31%	26%	26%

Q3. Do you think any of the following are covered by Building Regulations?**% stating 'Yes'**

	Region						
	Scotland (67)	NE / Yorks / Humber (97)	North West (93)	East & W Mids (132)	SE / East (196)	Greater London (88)	Wales & West (116)
Work which requires connection to or work involving the gas supply	61%	62%	66%	55%	49%	52%	54%
Work involving a gas boiler	60%	52%	53%	45%	38%	54%	46%
Extending a circuit by adding cable and sockets	37%	35%	29%	36%	26%	35%	30%
Adding a new electric circuit	48%	44%	54%	46%	37%	48%	49%
Fitting a new electrical socket or new light fitting	27%	24%	23%	26%	15%	29%	15%
Rewiring a dwelling	62%	66%	66%	59%	52%	52%	57%
Providing a power source to a shed or from the dwelling	33%	35%	30%	30%	27%	37%	26%
Installing an electric shower	39%	27%	36%	28%	21%	25%	21%

Q4. If you get someone in to work on your home who do you feel is responsible for ensuring completed work is safe?

	All (788)	Sex		Social grade		Working in following trades		
		Male (388)	Female (399)	ABC1 (498)	C2DE (290)	In building industry (38)	In electrical trade (26)	Neither (396)
Your electrician	80%	77%	83%	80%	81%	72%	81%	79%
You / the property owner	23%	24%	23%	27%	17%	32%	17%	26%
Your builder	11%	15%	8%	12%	9%	46%	9%	12%
Don't know / not sure	7%	8%	7%	6%	9%	-	3%	7%

	Age					
	16-24 (97)	25-34 (103)	35-44 (111)	45-54 (139)	55-64 (127)	65+ (210)
Your electrician	66%	74%	77%	79%	87%	88%
You / the property owner	23%	23%	28%	28%	21%	20%
Your builder	18%	18%	16%	10%	7%	7%
Don't know / not sure	19%	12%	7%	3%	5%	4%

	Region						
	Scotland (67)	NE / Yorks / Humber (97)	North West (93)	East & W Mids (132)	SE / East (196)	Greater London (88)	Wales & West (116)
Your electrician	77%	81%	83%	83%	78%	79%	81%
You / the property owner	29%	18%	18%	17%	24%	34%	27%
Your builder	7%	14%	4%	12%	13%	19%	8%
Don't know / not sure	3%	9%	5%	11%	8%	9%	5%

Q5. How would you judge the ability of the Gas Engineer / Heating Engineer to carry out work safely and in compliance with any relevant Regulations?

	All (788)	Sex		Social grade		Working in following trades		
		Male (388)	Female (399)	ABC1 (498)	C2DE (290)	In building industry (38)	In electrical trade (26)	Neither (396)
They were recommended	35%	35%	35%	32%	40%	56%	42%	34%
By asking for proof of registration or scheme membership	66%	63%	69%	69%	61%	44%	58%	64%
They display membership of a registration or other branded scheme on their letters and vans etc.	40%	37%	42%	38%	42%	24%	18%	37%
They are on a site like Trusted Trader, Trustmark or Checkatrade	35%	31%	39%	33%	38%	9%	18%	33%
Judge their ability mainly by talking to them and / or seeing previous work or references	16%	12%	20%	16%	17%	17%	17%	15%

	Age					
	16-24 (97)	25-34 (103)	35-44 (111)	45-54 (139)	55-64 (127)	65+ (210)
They were recommended	52%	57%	35%	30%	24%	27%
By asking for proof of registration or scheme membership	45%	46%	64%	71%	75%	76%
They display membership of a registration or other branded scheme on their letters and vans etc.	42%	24%	29%	39%	40%	52%
They are on a site like Trusted Trader, Trustmark or Checkatrade	41%	25%	37%	34%	39%	33%
Judge their ability mainly by talking to them and / or seeing previous work or references	15%	17%	16%	11%	15%	19%

Q5. How would you judge the ability of the Gas Engineer / Heating Engineer to carry out work safely and in compliance with any relevant Regulations?

	Region						
	Scotland (67)	NE / Yorks / Humber (97)	North West (93)	East & W Mids (132)	SE / East (196)	Greater London (88)	Wales & West (116)
They were recommended	34%	34%	40%	42%	31%	38%	31%
By asking for proof of registration or scheme membership	65%	75%	62%	60%	65%	64%	71%
They display membership of a registration or other branded scheme on their letters and vans etc.	30%	46%	46%	38%	43%	25%	43%
They are on a site like Trusted Trader, Trustmark or Checkatrade	34%	34%	22%	37%	43%	32%	32%
Judge their ability mainly by talking to them and / or seeing previous work or references	20%	13%	15%	21%	12%	20%	14%

Q5. How would you judge the ability of the Electrician to carry out work safely and in compliance with any relevant Regulations?

	All (788)	Sex		Social grade		Working in following trades		
		Male (388)	Female (399)	ABC1 (498)	C2DE (290)	In building industry (38)	In electrical trade (26)	Neither (396)
They were recommended	35%	33%	36%	32%	39%	32%	21%	34%
By asking for proof of registration or scheme membership	66%	65%	67%	68%	62%	70%	71%	64%
They display membership of a registration or other branded scheme on their letters and vans etc.	38%	36%	40%	36%	41%	24%	8%	35%
They are on a site like Trusted Trader, Trustmark or Checkatrade	36%	32%	40%	34%	38%	14%	16%	34%
Judge their ability mainly by talking to them and / or seeing previous work or references	16%	12%	21%	15%	18%	9%	13%	14%

	Age					
	16-24 (97)	25-34 (103)	35-44 (111)	45-54 (139)	55-64 (127)	65+ (210)
They were recommended	53%	46%	35%	30%	24%	30%
By asking for proof of registration or scheme membership	48%	57%	64%	69%	75%	73%
They display membership of a registration or other branded scheme on their letters and vans etc.	37%	25%	29%	38%	40%	47%
They are on a site like Trusted Trader, Trustmark or Checkatrade	45%	23%	39%	35%	39%	35%
Judge their ability mainly by talking to them and / or seeing previous work or references	15%	18%	15%	11%	15%	21%

Q5. How would you judge the ability of the Electrician to carry out work safely and in compliance with any relevant Regulations?

	Region						
	Scotland (67)	NE / Yorks / Humber (97)	North West (93)	East & W Mids (132)	SE / East (196)	Greater London (88)	Wales & West (116)
They were recommended	29%	34%	41%	40%	31%	38%	31%
By asking for proof of registration or scheme membership	65%	74%	59%	63%	66%	63%	74%
They display membership of a registration or other branded scheme on their letters and vans etc.	29%	45%	41%	36%	39%	28%	41%
They are on a site like Trusted Trader, Trustmark or Checkatrade	36%	35%	24%	38%	43%	36%	32%
Judge their ability mainly by talking to them and / or seeing previous work or references	20%	13%	14%	21%	16%	18%	13%

Q6. If you were to have electrical work done to your home such as new cabling and additional sockets added, which of these do you feel is relevant:

	Sex			Social grade		Working in following trades		
	All (788)	Male (388)	Female (399)	ABC1 (498)	C2DE (290)	In building industry (38)	In electrical trade (26)	Neither (396)
I would expect to be given a certificate demonstrating the work has been done correctly and in accordance with any regulations	63%	60%	66%	63%	63%	51%	58%	60%
I would expect the work to be done correctly and in accordance with any regulations, I don't expect to receive certification to demonstrate this	19%	23%	15%	18%	20%	39%	29%	21%
Depends on the work	12%	12%	13%	14%	9%	8%	-	14%
Don't know	6%	5%	7%	5%	8%	2%	13%	6%

	Age					
	16-24 (97)	25-34 (103)	35-44 (111)	45-54 (139)	55-64 (127)	65+ (210)
I would expect to be given a certificate demonstrating the work has been done correctly and in accordance with any regulations	37%	55%	64%	57%	76%	74%
I would expect the work to be done correctly and in accordance with any regulations, I don't expect to receive certification to demonstrate this	35%	23%	17%	28%	11%	9%
Depends on the work	7%	10%	16%	11%	11%	15%
Don't know	21%	12%	4%	3%	1%	2%

	Region						
	Scotland (67)	NE / Yorks / Humber (97)	North West (93)	East & W Mids (132)	SE / East (196)	Greater London (88)	Wales & West (116)
I would expect to be given a certificate demonstrating the work has been done correctly and in accordance with any regulations	55%	64%	68%	63%	61%	65%	64%
I would expect the work to be done correctly and in accordance with any regulations, I don't expect to receive certification to demonstrate this	25%	22%	17%	16%	16%	22%	19%
Depends on the work	17%	9%	11%	13%	16%	6%	9%
Don't know	3%	5%	3%	8%	7%	7%	7%

Q7. Which of these types of work would you feel able to do yourself:

	Sex		Social grade		Working in following trades			
	All (788)	Male (388)	Female (399)	ABC1 (498)	C2DE (290)	In building industry (38)	In electrical trade (26)	Neither (396)
Replacing an electric socket	39%	55%	23%	35%	44%	65%	44%	38%
Installing a new light fitting	36%	50%	22%	33%	40%	53%	40%	38%
Fitting a new electrical socket or new light fitting	29%	43%	16%	27%	33%	41%	43%	30%
Providing a power source to a shed or greenhouse from your home supply	17%	25%	9%	15%	20%	37%	28%	16%
Extending a circuit by adding new cable and sockets	12%	20%	5%	11%	14%	32%	40%	10%
Installing an electric shower	12%	19%	6%	10%	16%	36%	33%	10%
Rewiring a dwelling	5%	8%	2%	3%	8%	28%	28%	3%
Work which requires connection to or work involving the gas supply	2%	4%	1%	2%	2%	22%	8%	1%
None of the above	50%	31%	69%	53%	46%	8%	5%	53%

	Age					
	16-24 (97)	25-34 (103)	35-44 (111)	45-54 (139)	55-64 (127)	65+ (210)
Replacing an electric socket	23%	38%	41%	41%	46%	39%
Installing a new light fitting	27%	34%	40%	37%	38%	36%
Fitting a new electrical socket or new light fitting	19%	27%	33%	34%	36%	27%
Providing a power source to a shed or greenhouse from your home supply	13%	15%	15%	20%	24%	15%
Extending a circuit by adding new cable and sockets	12%	12%	13%	11%	14%	12%
Installing an electric shower	19%	12%	13%	11%	16%	7%
Rewiring a dwelling	5%	9%	4%	5%	5%	3%
Work which requires connection to or work involving the gas supply	3%	5%	1%	3%	2%	*
None of the above	53%	47%	44%	49%	49%	56%

Q7. Which of these types of work would you feel able to do yourself:

	Region						
	Scotland (67)	NE / Yorks / Humber (97)	North West (93)	East & W Mids (132)	SE / East (196)	Greater London (88)	Wales & West (116)
Replacing an electric socket	46%	41%	39%	39%	38%	36%	35%
Installing a new light fitting	38%	36%	43%	41%	28%	35%	34%
Fitting a new electrical socket or new light fitting	36%	28%	32%	34%	26%	24%	29%
Providing a power source to a shed or greenhouse from your home supply	21%	18%	15%	16%	13%	22%	20%
Extending a circuit by adding new cable and sockets	8%	15%	19%	12%	8%	18%	11%
Installing an electric shower	8%	15%	15%	11%	11%	7%	16%
Rewiring a dwelling	5%	6%	8%	5%	2%	7%	7%
Work which requires connection to or work involving the gas supply	-	1%	1%	3%	3%	4%	2%
None of the above	48%	48%	52%	50%	52%	46%	53%

Q8. If you would undertake some or all of the jobs listed in the previous question, would you expect to get your work checked by someone?

	All (392)	Sex		Social grade		Working in following trades		
		Male (268)	Female (124)	ABC1 (236)	C2DE (156)	In building industry (35)	In electrical trade (25)	Neither (187)
Yes for some / all of these jobs	39%	42%	34%	38%	42%	76%	59%	34%
No – not necessary	55%	55%	55%	56%	52%	24%	38%	58%
Don't know	6%	4%	11%	6%	6%	-	3%	7%

	Age					
	16-24 (46)	25-34 (55)	35-44 (62)	45-54 (71)	55-64 (65)	65+ (93)
Yes for some / all of these jobs	55%	57%	38%	39%	35%	26%
No – not necessary	41%	39%	51%	60%	57%	67%
Don't know	4%	5%	11%	1%	8%	7%

	Region						
	Scotland (35)	NE / Yorks / Humber (51)	North West (45)	East & W Mids (67)	SE / East (94)	Greater London (48)	Wales & West (54)
Yes for some / all of these jobs	29%	43%	38%	42%	46%	45%	25%
No – not necessary	64%	54%	52%	50%	50%	54%	67%
Don't know	7%	4%	10%	8%	5%	2%	8%

Q9. Which, if any, of these have you heard of?

	All (788)	Sex		Social grade		Working in following trades		
		Male (388)	Female (399)	ABC1 (498)	C2DE (290)	In building industry (38)	In electrical trade (26)	Neither (396)
Building Regulations	70%	69%	71%	73%	66%	45%	56%	68%
Gas Safe	62%	66%	57%	64%	58%	67%	56%	62%
Local Authority Building Control	43%	50%	36%	44%	40%	58%	31%	39%
FENSA	41%	42%	40%	45%	35%	54%	27%	42%
NICEIC	19%	26%	12%	20%	16%	37%	31%	18%
Part P	12%	17%	7%	13%	10%	28%	25%	11%
Competent Persons Schemes	8%	12%	5%	9%	7%	29%	16%	7%
ECA	7%	11%	3%	6%	7%	42%	22%	3%
NAPIT	5%	7%	2%	5%	4%	27%	5%	3%
Certsure	4%	6%	3%	5%	4%	23%	3%	3%
Ascertiva	3%	5%	1%	4%	2%	26%	4%	2%
None of these / not heard of any	13%	11%	15%	11%	17%	-	2%	16%

	Age					
	16-24 (97)	25-34 (103)	35-44 (111)	45-54 (139)	55-64 (127)	65+ (210)
Building Regulations	37%	57%	62%	70%	82%	89%
Gas Safe	31%	57%	66%	63%	71%	69%
Local Authority Building Control	22%	26%	36%	48%	51%	56%
FENSA	13%	35%	48%	43%	47%	49%
NICEIC	11%	17%	19%	21%	22%	19%
Part P	6%	17%	13%	13%	15%	10%
Competent Persons Schemes	6%	12%	8%	10%	7%	8%
ECA	9%	14%	5%	5%	3%	7%
NAPIT	7%	8%	7%	5%	2%	2%
Certsure	5%	12%	4%	4%	1%	3%
Ascertiva	7%	8%	3%	4%	-	*
None of these / not heard of any	37%	16%	13%	14%	7%	3%

Q9. Which, if any, of these have you heard of?

	Region						
	Scotland (67)	NE / Yorks / Humber (97)	North West (93)	East & W Mids (132)	SE / East (196)	Greater London (88)	Wales & West (116)
Building Regulations	67%	77%	73%	67%	66%	69%	76%
Gas Safe	54%	61%	62%	64%	61%	68%	60%
Local Authority Building Control	55%	41%	33%	44%	43%	43%	43%
FENSA	5%	47%	43%	50%	46%	35%	42%
NICEIC	10%	17%	21%	18%	19%	28%	16%
Part P	12%	13%	12%	11%	15%	10%	11%
Competent Persons Schemes	4%	13%	4%	8%	7%	15%	9%
ECA	1%	10%	11%	5%	6%	11%	5%
NAPIT	2%	6%	1%	6%	2%	10%	7%
Certsure	5%	3%	3%	4%	4%	10%	4%
Ascertiva	1%	1%	3%	3%	1%	12%	3%
None of these / not heard of any	11%	12%	14%	16%	16%	10%	8%