

# Single Construction Regulator Prospectus Consultation

## IWFM Response

### 1. Introduction

- 1.1. The Institute of Workplace and Facilities Management (IWFM) is the body for workplace and facilities professionals.
- 1.2. We exist because workplace and facilities management transforms organisations and enhances experience. We empower and enable workplace and facilities professionals to expand their potential and have rewarding, impactful careers.
- 1.3. Workplace and Facilities Management (WFM) activities account for 1.2 million jobs in the UK, about 4% of overall employment in 2023<sup>1</sup>.
- 1.4. Our profession is a business enabler and a key stakeholder throughout a building's occupancy. Uniquely workplace and facilities managers bring together the needs of owners, end users and the supply chain.
- 1.5. In responding to the Ministry for Communities, Housing and Local Government's Consultation on the Single Construction Regulator, we have been clear that WFMs should have a voice in how the construction process can be assured. Our sector's zone of control is ensuring that what is being and has already been delivered or occupied is fit for purpose for use and is maintained in line with best practice.
- 1.6. For further information, please contact [research@iwfm.org.uk](mailto:research@iwfm.org.uk).

### 2. Our Response

- 2.1. We set the professional standards for workplace and facilities management. These are embedded in safety, innovation and effective operation. As the key overseers of maintenance throughout the lifecycle of the building, our members are crucial in the safe and effective performance of buildings they manage.
- 2.2. As a Professional Body, we set enforce these standards, and competence of the workforce more generally, though.
  - A framework of governance approach
  - A code of conduct that regulates behaviour.
  - A tailored and monitored CPD for the profession they serve.
  - Specialist and directed (accredited) training programmes pertinent to the profession.

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<sup>1</sup> ONS, 2025 Business Registers and Employment Survey

It is our view that all Professional Bodies that undertake this framework to enforce their standards should be supported.

- 2.3. WFM's should have a voice in how the construction process can be assured. Their zone of control is ensuring that what is being and has already been delivered/occupied is fit for purpose for use and is maintained in line with best practice. We have a concern that the 'voice' of those deployed across the 'occupied' building sector (including both residential and commercial) is weakened by the preponderance of the Regulator, Policy makers and the 'construction' sector to use the title 'Construction' regulator, 'Construction' Leadership/Industry Council guidance in all communications. This can tend to facilitate those managing buildings throughout their lifecycle to determine such guidance/regulation does not apply to them. We would consider more accurately communicated information/titling of communication channels is of necessity.
- 2.4. We would welcome clarity on whether the Building Safety Regulator will evolve into the new regulator mentioned in the prospectus, or whether there will be a new agency will be created to take on these functions.
- 2.5. Best practice can be seen in other examples of single regulators, such as the Health and Safety Executive, who bring in specialists to act in the regulators best interest. The Regulator would fulfil its functions better if they were a single construction regulator with a stronger presence of industry specialists.
- 2.6. The issue of Building Safety and materials used will only become more relevant as work increases in net zero/zero carbon and the remediations/renovations necessary to achieve this. WFM's are key in planning and co-ordinating these renovation and remediation works across their estates. Similarly, the anticipated expectations for individual competence and organisational capability for both of building safety and net zero etc need to be aligned rather than risking the need to undertake due diligence assessments into two separate disciplines.
- 2.7. Data collection and information management remains an obstacle to aspirations of the Building Safety Act, data and compliance records, alongside response to safety snags are not where they need to be.
- 2.8. The new regulator should draw upon the experience and insight of IWFM members in information management and reporting. WFM's use a range of data from the building's design and construction and throughout its operation to provide up to date monitoring for their clients. This could be critical in analysis of common problems/barriers to safety/net carbon compliance etc.
- 2.9. This is essential in feeding into the design and retrofit process for future building lifecycles. Facilities Management competence and compliance are the foundation of excellent operations.

- 2.10. IWFM is leading in the adoption of digital tools, and our Information Management essentials programme is an entry point for all who are engaging in information management in a building safety context.
- 2.11. Rather than recommend specific tools, we have worked with Nima to produce a Five Layer Model to help organisations embed structured, trustworthy and outcome focused information into the built environment lifecycle. We recommend an information first approach, aligned to purpose and structured to be interoperable and remain adaptable.
- 2.12. For WFM professionals, structured handover documents, consistent governance and accountability are essential to ensure the golden thread of building information throughout a building's lifecycle.
- 2.13. IWFM are supporting the CLC Building Safety Group Portfolio 4 (Building Occupation) in seeking to refine the definition and resultant expectations of 'As Built Information' handed over at the end of a development by a developer project team and also from SME/Microbusinesses (including Competent Persons Schemes) at hand over of maintenance/repair/retrofit projects. The quality of As-Built Information will need to be a matter of review by those assessing completion of building/construction works before issue of any 'completion certification'. This will require a common approach by Regulators/RBIs/MDT etc.