

AIMS AND OBJECTIVES OF THE FORUM

To provide professional and technical competence
in all aspects of subsidence practice.

	HOW WILL THIS BE ACHIEVED?	BY WHEN
	CUSTOMER	
1.	<p>Improving the general awareness of the public to the issue of subsidence.</p> <ul style="list-style-type: none"> ▪ Use of PR and media opportunities ▪ Publicly accessed web provision, including 'help', contacts and general advice ▪ Exploration of the use of 'help desk' support (where financially/commercially viable) <p>Pro-active issuing of press briefings, publicity and homeowner support documentation providing relevant advice etc</p>	2005 and ongoing
	COMMUNICATION	
2.	<p>To represent the industry across all levels</p> <ul style="list-style-type: none"> ▪ Creation of a 'single voice' for the subsidence industry, on key industry matters ▪ Executive 'lobbying' of key government agencies and other relevant bodies ▪ Nomination and training of key spokesmen in specific industry areas ▪ Promotion of an 'inclusive' Forum, which represents the interests of <u>all</u> subsidence practitioners 	2005 and ongoing
3.	<p>Improved lines of communication between all parties involved in subsidence.</p> <ul style="list-style-type: none"> ▪ Increased visibility of key subsidence industry stakeholders , and provision of appropriate industry wide networking opportunities ▪ Cross-functional workshops ▪ Use of Internet based bulletin boards 	2005 and ongoing
4.	<p>A better understanding of the subsidence insurance market by all parties</p> <ul style="list-style-type: none"> ▪ Sharing of industry wide learning , through knowledge transfer between different subsidence stakeholder areas ▪ Low cost training, regular newsletters and industry updates ▪ Liaison with consumer groups ▪ Improvement of training for individuals providing broader based understanding of the industry 	2005 and ongoing
5.	<p>Improving communications with external parties involved in the process such as Local Authorities in respect of trees, planning and building regulations; Water Authorities in respect of drains and water mains</p> <ul style="list-style-type: none"> ▪ Development of industry protocols on trees and drains ▪ Provide industry guidance on liability issues ▪ Liaison with FOS on disputes 	2005/2006

	PROCESS	
6.1	<p>Improving standards throughout the claims process</p> <ul style="list-style-type: none"> ▪ Provide a framework/code of practice for subsidence claim handling in the UK ▪ Improvement of the core skills of individuals working within the claims process ▪ Using suitably experienced/vetted contractors ▪ Using suitably experienced/vetted Site Investigation/Arb/Drainage specialists ▪ Develop relationships/protocols with Local Authorities 	2006
6.2	<p>Improving quality in the diagnosis and engineering of the causes of subsidence</p> <ul style="list-style-type: none"> ▪ Ensure suitably competent individuals deal with this stage of the claim ▪ Partnering with suitably experienced/vetted SI specialists ▪ Consideration of alternative forms of investigation to assist with diagnosis ie aerial photos, historical record ,dynamic probes etc 	
6.3	<p>Improving awareness of the benefits and limitations of elements of the process such as site investigations, soil testing, drain repairs, arboricultural issues ,monitoring etc.</p> <ul style="list-style-type: none"> ▪ Prepare and make freely available to stakeholders a document listing alternative methods available and provide guidance regarding usage. This to be published via website or BRE 	
6.4	<p>Improving the quality of the remedial works elements of the claims, in terms of specification, design and build quality</p> <ul style="list-style-type: none"> ▪ Partnering with suitably experienced/vetted contractors ▪ Liaison with repair contractors at early stage in the claims process. ▪ Suitable SI information is provided to ensure the most appropriate repair solution is arrived at ▪ Prepare and make freely available to stakeholders a document listing alternative methods of repair and innovative techniques providing guidance re use and limitations of the product. this to be published via website or BRE 	
6.5	<p>Matching customer expectations against the correct technical solution</p> <ul style="list-style-type: none"> ▪ Produce information guidance sheets, made available to policyholders advising what they can expect at each stage of the process. ▪ Produce information guidance sheets made available to the policyholder giving details of the various repair techniques 	
7.	<p>To represent the interest of all parties including customers in the process to be able to manage the variable workload volumes including the payment process.</p>	2005 and ongoing

8.	<p>Encourage the use of properly trained and audited specialist in all suppliers</p> <ul style="list-style-type: none"> ▪ To act as an industry focal point for the promotion of training and development of core competencies provided by subsidence experts and to liaise with existing industry bodies in this specialist area. ▪ Increasing industry awareness of the benefits in using competent staff in the complex area of subsidence claims handling. ▪ Career development support at an individual level through key competence enhancement programmes 	2006
9.	<p>To ensure that appropriate use of warranties and guarantees apply to all aspects of subsidence</p> <ul style="list-style-type: none"> ▪ The most appropriate scheme ▪ Ensure appropriate investigations have been undertaken to undertakedesign ▪ Encourage more contractors to join ASUC or similar approved associations ▪ Ensure adequate training ▪ Ensure a consistent approach to dealing to dealing with subsidence claims and generating accountability with insurers and loss adjusters to raise standards 	2006
	RISK	
10.	<p>To improve the awareness and practice through the greater understanding of the causes and management of the subsidence risk. Establish common base of shared knowledge and where practicable data resources</p>	2006/2007
10.1	<p>Establish workshops and contact sharing around key topics e.g.</p> <ul style="list-style-type: none"> ▪ Satellite Ground Movement ▪ Sources and uses of Tree / Weather/ Soils data ▪ Current assessments of impact of climate change ▪ Practical applications of electronic mapping and other tools ▪ Sharing of underwriting/risk modelling and claims understanding 	
10.2	<p>Exploration of co-operative initiatives to bring new databases to the market – either from established commercial suppliers or as new initiatives: where the investment, effort and risk would be shared, and the resulting data held as a commonly accessible database. e.g.</p> <ul style="list-style-type: none"> ▪ Soils/Soil Surveys ▪ Trees ▪ Building Stock ▪ Underpinned properties 	
10.3	<p>Ensure maximum awareness and common understanding across directly involved professionals e.g. underwriting, claims, modelling and data suppliers, industry and research bodies – providing a common focus, and facilitating contact and interaction.</p>	
10.4	<p>Ensure understanding and potential is shared across other groups within the forum and wherever possible contribute to their understanding and progress e.g. in informing practice and process etc.</p>	