

industry by 2010, with average staff turnover in construction at approximately 30%.

For more information on the survey, call Jess Deacon on **01344 630746**.

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NIRCA launch at Englemere

The CBCs are delighted to strengthen their relationship with the Considerate Constructors Organisation. Interaction between the two organisations has never been greater, and we enthusiastically urge you, if you have not already, to register your sites.

On the 28th September, the National Insurance Recovery Contractors Association (NIRCA) held a launch event at the CIOB's Englemere headquarters in Ascot. This organisation includes a number of CBCs and is aimed at industry issues such as shortage of suppliers to work on flood-damaged properties as happened in the extreme rains of last summer.

Feedback from the 70-strong audience at the event highlighted how many contractors in the affected areas have the capacity, skills and equipment to handle flood claims, but their services are not required because they're not part of an approved panel.

NIRCA Chairman and Managing Director of the Withers Group, Rob Withers, comments: "The industry is voicing

concerns over contractor efficiency, capacity and equipment shortages yet in a lot of cases, these issues have arisen because of the restrictive processes in place. Those using their traditional supply-chain tactics in a surge situation must 'think outside the box' and look at the wider resources available to them.

"We all know we're dealing with an unprecedented level of claims and capacity issues have arisen because network managers often agree start dates without prior consultation with the contractor. Equipment shortages occur because of the huge level of demand from a network on one supplier, yet local contractors have had no problems sourcing equipment."

Jill MacLean, Technical Manager (Large Loss) at Lloyds TSB, outlined how LTSB paid cash into customers' accounts, empowering them to source their own contractors and goods locally. Whilst this may differ from the usual procurement ethos, it paid dividends for many claimants who were delighted with this approach.

Other speakers included Neil Foster, ex Loss Adjuster and now Managing Director of Assured Building Solutions, who discussed the need for networks to integrate in a surge, called for the introduction of standardised pricing schedules and urged for greater clarity on drying regimes and furniture clear-outs.

Over the coming months NIRCA will formalise training programmes to ensure prospective members can demonstrate competency in health and safety, training and technical areas and it is hoped that within six months, the trade body will gain approval from TrustMark, benefiting both members and those who appoint them.

Jess Deacon, CBC Manager, said, "We were delighted that NIRCA chose to launch their organisation at Englemere. With several CBCs already involved, we look forward to developing a close relationship for the future, to the benefit of all involved."

Interested CBCs should contact Jess Deacon on **01344 630746** for further information.