

Quality Common Scoring

Insight and visibility on quality

What is Quality Common Scoring?

This is the six-point scale our inspectors use to score Key Stage Inspections.



How are Quality Common Scoring marks calculated?

- If Reportable Items are found during an inspection, a score of 1, 2 or 3 is automatically recorded based on the cumulative total of the Damage Potential Rating of each Reportable Item in that inspection.
- If no Reportable Items are found, a score of at least 4 is given with a 5 or 6 being possible based on the criteria in the table below.

Score	Definition	Total DPR
1 Very poor	Many significant non-compliances of NHBC Standards and/or Building Regulations – danger to health and safety and almost inevitably resulting in a claim.	37+
2 Poor	Many minor non-compliances of NHBC Standards and/or Building Regulations and/or some significant non-compliance. Imminent danger to health and safety.	16–36
3 Requires improvement	Some minor non-compliance with NHBC Standards and/or Building Regulations.	1–15
4 Good	Meets NHBC Standards and Building Regulations.	No RIs recorded
5 Very good	In addition to a score of 4, some extra attention to detail over and above requirements.	No RIs recorded
6 Outstanding	In addition to a score of 4, much of the work seen cannot be improved upon.	No RIs recorded

How Quality Common Scoring helps you

- Scores are recorded in the NHBC Site Record Book giving site managers an immediate indication of site performance.
- All of the scoring data is available on the My Reports giving managing directors and construction directors great insight and visibility of quality across all their sites and by region or division.
- The scoring data shows, by key stage, which key stage inspections are compliant (right first time), which show good quality (beyond just compliance) and which show poor quality (of concern and need addressing), helping to manage consistency and identify areas of focus.

Quality Common Scoring

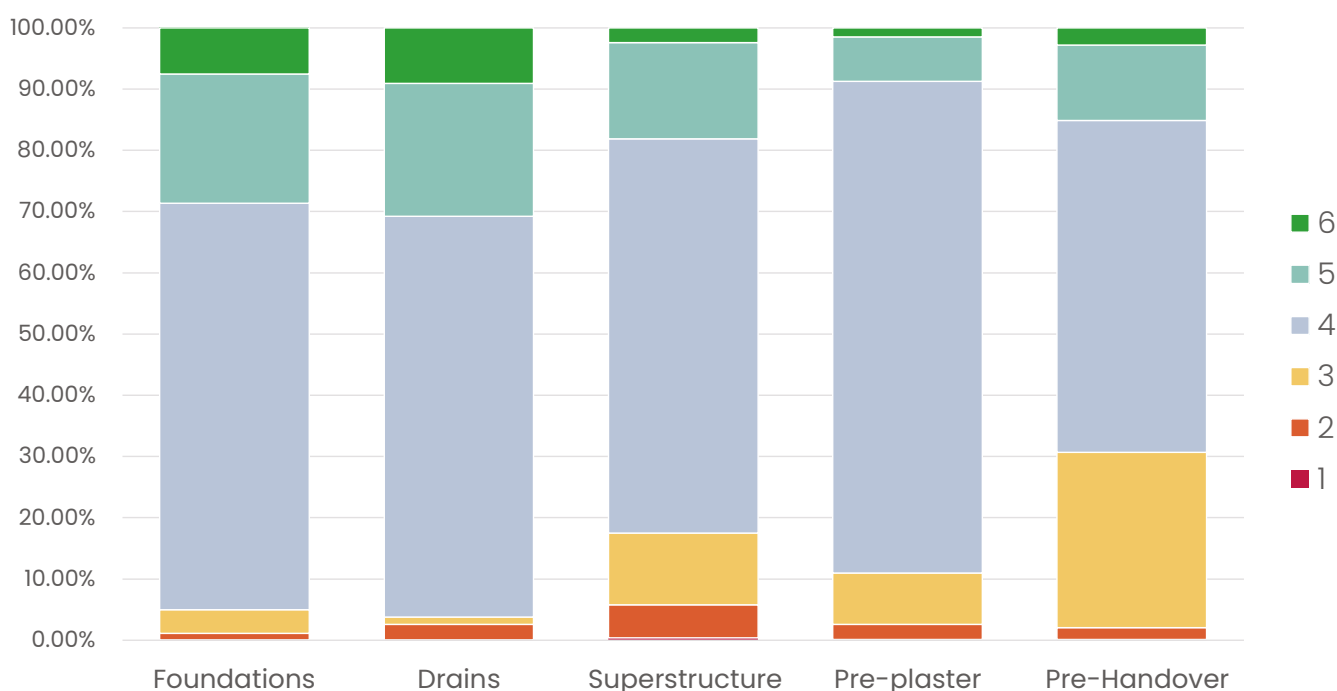
Insight and visibility on quality

Example of the scoring data available

The chart below is an example of how the range of scores can be reviewed for each of the Key Stage Inspections for houses:

- the shades of blue and green represent compliant inspections (eg pre-handovers are below 70% compliance)
- the shades of green represent quality that exceeds compliance
- the shades of red represent poor quality, where multiple or serious issues were identified.

Reviewing the data in this way helps to build a picture of the areas of strength and weakness.



NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP
0344 633 1000 nhbc.co.uk

National House-Building Council (NHBC) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in respect of carrying on its insurance business and its insurance distribution activities.

NHBC is registered in England and Wales under company number 00320784. NHBC's registered address is NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks, MK5 8FP. Note that only certain parts of NHBC's products and services are within the scope of UK financial services regulation. For more information on our products and services, please see our website [nhbc.co.uk](https://www.nhbc.co.uk) or your NHBC product documentation.