

## **Appendix A**

### **South Derbyshire District Council Performance Standards for Building Control**

#### **1. Policy**

The Council will *adopt and publish, or make available on request a formal policy for the provision of its Building Control Service* in a manner that meets its legal duties and is effective in helping to achieve the compliance of building work with the Building Regulations.

#### **2. Resources**

The Council will deploy sufficient experienced and qualified staff, appropriate to the type of building control work undertaken.

In the light of current and forecast workloads, sufficient resources will be allocated by the Council to enable it to discharge its duties with reasonable skill and care and to comply with these Standards. A review of resources and staffing will be undertaken to address fluctuations in workload.

#### **Project acceptance**

Formal procedures shall be in place to review the capability and/or capacity of the Council's Building Control Service to process projects. These procedures will extend to the consideration of the possible need to engage additional support, either generally or in relation to individual projects when workload demands.

#### **Resources for existing projects**

A process of continuous review will be undertaken to ensure existing projects are adequately resourced.

#### **3. Consultation**

All statutory consultations will be undertaken in a timely manner. Consideration will be given to the desirability of undertaking additional consultations. Where appropriate a 'development team approach' will be operated.

#### **4. Assessment of Plans**

Where an assessment of plans is undertaken, clear information shall be communicated to the client regarding:

- Non-compliance with the Building Regulations
- Views of statutory consultees
- Conditions pertaining to the approval or passing of plans
- Remedies available in the event of a dispute over compliance.

#### **5. Records of the plans assessment process**

Records will be kept of the design assessment philosophy, and any statutory and/or discretionary consultations, for future reference and continuity of control.

## **6. Site inspection regime**

The Council's Building Control Service will adopt an appropriate site inspection regime which takes full account of relevant factors such as:

- The degree of detail in the design assessment process
- The nature of the work
- Experience of the builder
- Complexity and rate of build
- Unusual or high risk features
- Notification arrangements
- Key construction stages.

Relevant factors will be assessed at the outset and regularly reviewed so that effective control is maintained for the duration of each project, with adequate recording, sufficient to demonstrate the application of reasonable skill and care.

## **7. Site inspection records**

Records of each inspection will be maintained, which identify the work inspected and any non-compliance. Where plans are not available for the work, these records may well be more detailed.

## **8. Contraventions**

Non-compliant work (contraventions) will be communicated promptly and clearly to the responsible person, identifying the contravention(s) and indicating any measure(s) believed to be necessary to remedy the situation. Any mechanisms for appealing against or disputing a decision of the Council will be clearly made known to the responsible person.

## **9. Certificates at Completion**

On satisfactory completion of the relevant work the Council will provide an appropriate certificate to the direct client and any other appropriate person(s).

## **10. Archiving of Records**

Council will retain all records relating to the Building Control Service provided to individual projects for an appropriate period.

## **11. Continuing Professional Development**

The Council will put in place suitable arrangements for Continuing Professional Development and in-service training for staff.

## **12. Review of Performance**

The Council shall have methods of collecting and monitoring evidence of its performance, in terms of service delivery and compliance or non-compliance of building work with the Building Regulations. It shall have procedures in place to learn from its findings as a part of a process of continuous improvement. It shall also facilitate the sharing of any information, which would be of benefit to building control in the broader context in recognising general areas of difficulty (or failure) in achieving compliance.

### **13. Quality Management**

The Council's Building Control Service will incorporate quality management principles, which can demonstrate that the above Standards are being addressed.

### **14. Business Ethics**

The Council's Building Control Service will observe the normal professional standards and business ethics expected of service providers. The Council will not attempt to supplant a competitor, or win work, on the basis of interpretation of the regulations. The principle of the building control function being independent will not be compromised.

### **15. Complaints procedure**

*If a person is dissatisfied with the Building Control Service they receive they are able to discuss matters with service managers. If the issue remains unresolved they may complain using the Council's official complaints procedure.*

