



## **Active Building Control Business Policy**

### **Performance Standards**

Active Building Control have committed by way of our Performance Standard Policy indicated below to support the recommended Standards for the performance of building control. Active Building Control as a Corporate Approved Inspector will undertake a qualitative analysis of our building control service as a basis for our continuous improvement, which will follow the standards and guidance for Building Control, and benchmarked against the performance Indicators designed to assist the process.

Note: Although the building control process in itself does not guarantee 100% compliant buildings the test of effective building control is its success in helping to achieve reasonable standards of health, safety, energy efficiency, accessibility and sustainability for building users.

Building control does not remove the obligation of the person carrying out the work to achieve compliance with the Building Regulations, so the construction industry has an enormous part to play. It is difficult to measure in precise terms the success of building control in helping the industry achieve compliance.

The role of building control is to manage risks and compliance. It is not the role of building control to:

- Provide quality control of the Works
- Provide a 'clerk of works' service monitoring every stage of the construction process
- Provide a service to address issues such as the finish and aesthetics of the Works where these are not building regulations matters
- Provide a service to offer contractual protection between the person carrying out the work and their builder
- Provide a 100% guarantee of compliance with the building regulations. Building control does not remove the obligation of the person carrying out the work to achieve compliance

### **1. Policy, performance and management systems**

#### **Standard**

Active Building Control have created and published this business policy to facilitate a building control service that will:

- Support our customers
- Meet legal obligations in achieving compliance
- Comply with respective codes of conduct set out in the guidance
- Comply with the current Building Control Performance Standards for England and Wales

To enable maximum effectiveness in achieving compliance of the building work Active Building Control has a formal documented Quality Management System, which, inter alia, provides for:

- Collection of evidence related to its performance in terms of service delivery;

- Measurement and monitoring of compliance or non-compliance of building work with the Building Regulations;
- Demonstration that Standards are being addressed and form an integral part of such management system;
- Annual review and analysis of performance to inform programmes for continuous improvement in service delivery and compliance with Building Regulations;
- The sharing of information and lessons learned which would be of benefit to other Building Control Bodies in recognising general areas of difficulty (or failure) in achieving compliance; and
- Annual reporting in accordance with the current Building Control Performance Indicators system.

Active Building Control has committed to achieving approval of its quality systems, policies and procedures in accordance with ISO 9001. Approval was obtained in July 2017 and renewed annually.

## **2. Resources**

### **Standard**

Active Building Control deploys sufficient experienced and qualified staff, with competencies appropriate to the type of building control work undertaken and shall ensure that suitable arrangements exist for Continuing Professional Development and in-service training of its technical staff.

Active Building Control allocate sufficient resources to discharge its duties, having regard to its current and future workload, complexity and location of work, and changes in Building Regulations, Approved Documents and other recognised guidance.

## **3. Consultation**

### **Standard**

Active Building Control will undertake all statutory consultations in a timely manner and the observations of consultees will be communicated to clients. We will also consider the benefit of undertaking additional consultation.

## **4. Pre-application contact and provision of advice**

### **Standard**

Active Building Control have arrangements in place for contact with those proposing or carrying out building work before a formal application is received (free of charge) where this is requested or would be beneficial to the functioning of the building control process.

Active Building Control will establish a single point of contact to deal with both procedural and technical building control enquiries on individual projects. This shall be supported by team working within the Active Building Control to ensure continuity throughout the construction project.

## **5. Assessment of plans**

### **Standard**

Where assessment of plans is undertaken, clear information will be communicated to the client or their agent in writing regarding:

- Compliance and 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

Records of the plans assessment process: appropriate records shall be kept of the design assessment philosophy, and/or discretionary consultations, for future reference and continuity of control.

## **6. Site inspection**

### **Standard**

Site inspection regime: Active Building Control undertakes site inspections matched to project needs.

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

Contraventions: details of 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. Where more formal contravention action is taken (e.g. a contravention notice) any mechanisms for appealing against or disputing a decision will be clearly made known to the responsible person.

Notification of consultees: During the inspection phase, Active Building Control will ensure that all statutory consultees are notified of any significant departures from plans.

## **7. Communications and records**

### **Standard**

Active Building Control will communicate with clients, consultees and others in writing by email or post.

Where the client is not the building owner the Building Control Body should take reasonable steps to ensure that the building owner is aware of whether the local authority or an Approved Inspector is carrying out the Building Control function for the building work to their property.

Building Control Bodies are required to provide site inspection records to the building owner on request for all building work that has been issued with a final/completion certificate or where an initial notice has been cancelled. The request must be in writing and made within 15 years of the final/completion certificate being issued.

All records relating to the building control service provided to individual projects is stored in a retrievable format electronically for a minimum period of 15 years. Arrangements shall be made for their transfer into safe keeping in the event of a Building Control Body ceasing trading.

## **8. Business and professional ethics**

### **Standard**

Active Building Control and its professional consultant used in support shall observe the requirements of the CIC Code of Conduct and adopt best practice professional standards and business ethics

expected of Approved Inspectors. Active Building Control will not attempt to supplant a competitor, or win work, on the basis of interpretation of the Building Regulations.

The principle of the building control function being clearly independent shall not be compromised when delivering any design and/or support services.

Training will be provided to all staff and consultants to ensure they understand the requirements of the Code of Conduct and how it applies to their role. Any amendments to the Code will be circulated to staff and consultants, procedures amended where necessary and training given.

## **9. Complaints procedure**

### **Standard**

Active Building Control publishes and maintains an appropriate complaints procedure. If a person is dissatisfied with the Building Control service they receive they can complain to the provider in a manner that can be independently audited.

We will record 'Expressions of dissatisfaction' that fall short of a complaint, but may help to identify trends or areas for improvement. Records will be assessed at least annually as part of the Management Review process.

### Amendment Record

Issue Number	Amendment Made	Date of Issue
1	Document issued (Stage 1)	Feb-2017
2	Formal issue released (Stage 2)	04-12-2018