

MIDLANDS BUILDING CONTROL CONSULTANCY BUSINESS POLICY

Building Control Performance Standards

Midlands Building Control Consultancy Ltd – adopt the Building Control Performance Standards and submit KPI data to the Building Control Performance Standards Advisory Group. Policy reviewed every 12 months.

- **Resources** – Work load is reviewed by director by assessing the plan vet sheet, site inspection sheet to ensure that the Building Surveyors are suitably qualified and have the required knowledge of that complexity of work. Team meetings are held on a monthly basis.
- **Acceptance of applications** – Projects are only taken with the instruction from the client. The local authority and clients are kept informed in accordance with our initial notice protocol.
- **Consultation process** -The fire officer is consulted asap and the water authority on registration. The Client is also informed and sent all relevant correspondence.
- **Plan examination** – Plans are aimed to be checked for Building Regulation compliance within a 7-day period. The plan vet sheet organises and monitors plan examination performance. Amendment letters and conditional approval are sent out indicating non-compliances and conditions listed. All letters are retained in file folders.
- **Site inspections** – Written site inspection sheets are provided on every site inspection indicating all none compliances. Our site inspection matrix is on the website under site inspections - excavation, floor, roof, drains, final. The Director manages the complexity of projects. The relevant commissioning certs will be required on projects. Live projects will be contacted once a month and inactive jobs every 3 months. Site inspection records can be provided to the building owner on request, for all building work that has been issued with a final certificate or where an initial notice has been cancelled. All records will be kept for 15 years.
- **Contraventions** – written on the site inspection sheet, outstanding defects letters are sent out chased in accordance with our written procedures, 8 weeks for domestic applications and 4 weeks for commercial projects. If there is a dispute with the building project, we will work with the client to help them resolve the issues. If any defects or contraventions are not resolved and after several outstanding letters in accordance with our written procedures the IN will be cancelled, and all records sent to LA to take legal action under Building Act 1984. Section 35 offence and fines, 36 removal of work.
- **Revised plans** – Revised plans are sent to fire officer if there are any changes on site to the original drawings.
- **Final certs** – Final certificates are sent to the client, LA and fire officer and retained for 15 years

- **Staff CPD** – Staff are all given a minimum of 10 hours CPD a year. All staff are monitored on a monthly basis by the aid of staff performance sheets. All staff have appraisals every 6 months. All staff have a training plan and training log.
- **QA** – internal audits are carried out by our QA consultant every 3 months, based on continued service delivery improvements, files picked out at random, consultations, check lists before completion cert, site sheets, plans in file folder, check IN final cert. Midlands Building Control Consultancy Ltd have also achieved BSEN ISO 9001 from BSI.

Building Control Performance Indicators

- 1. Process Management of Building Control Compliance Operations**
- 2. Complaints Handling Processes**
- 3. Breakdown of Building Control Work**
- 4. Building Control staff**
 - **People and skills**
 - **Experience of staff**
 - **Specialist Knowledge**
 - **Age and Gender Profile**
 - **Staff Retention and Training**

CIC code of conduct

- 1. Honesty and integrity**
 - 1.1 Always act with honesty and integrity
 - 1.2 Always comply with all relevant laws and regulations
 - 1.3 Act impartially and not allow bias, incentives, professional or financial conflicts of interest or induce influence of others to override professional judgments
 - 1.4 Avoid any actions or situations that are inconsistent with their professional obligations
 - 1.5 Act in the best interest of the profession when dealing with all other Building Control Bodies

- 2. Competency**
 - 2.1 an appropriate stand of service
 - 2.2 Act with professional skill, care and/or diligence
 - 2.3 Recognise and work within the limits of available competence and/or resources
 - 2.4 Keep professional knowledge and skills up to date and to the expected level set out in the CICAIR Knowledge Base

- 2.5 Always comply with the Building Control Performance Standards
- 2.6 Pay due regard to industry best practice, technical and professional standards and to the CICAIR Code of Conduct Guidance Notes

3. Accountability

- 3.1 Be accountable for their decisions and for duties and tasks they delegate to others
- 3.2 Not delegate work, unless it is to another Approved Inspector or a named Professional Consultant, and not allow that work to be further delegated
- 3.3 Procure work in an appropriate manner
- 3.4 Provide, on request, their complaints procedure and investigate complaints in accordance with the procedure
- 3.5 Maintain adequate insurance and advise their insurers of a potential claim in accordance with the insurers requirements
- 3.6 Uphold the reputation of the profession and of CICAIR at all times
- 3.7 Act in accordance with the information provided to CICAIR during the Approved Inspector approval, audit and annual monitoring process
- 3.8 Exercise full disclosure and co-operate in a timely manner with all investigations, and with audits, by CICAIR, the Secretary of State or Welsh Ministers