



B U I L D I N G S T A N D A R D S & C O N T R O L

PERFORMANCE
STANDARDS



2006/2007

Blackpool Building Control

Believe in sound working relationships based on understanding and support

Blackpool is acknowledged as one of the country's leading building control services. It is committed to maintaining the highest standards and ensuring that the built environment in which we all live, work, and play is safe and healthy.

As building standards grow ever more complex, we will work with you to achieve quality construction that is regulatory compliant. Whether you are a building owner, developer, house builder, architect, professional advisor or Contractor you can rely on us.

We have unrivalled experience of assisting in the design process and inspecting work in Blackpool. We offer a combination of hands on experience, local knowledge and technical expertise that cannot be bettered. We also have the capacity to assist, support, and encourage innovation.

Working with us from the earliest stage will add value and increase commercial confidence in any building project.



Blackpool Building Control Service work continuously to improve all aspects of its service making it faster, simpler and more cost effective

Quick Reference to Service Section

All Building Control Bodies should satisfy the 11 Performance Standards outlined in the following pages. We can substantiate how we achieve the performance standards and deliver on our promises.

Performance	Heading	Worst Example	Best Practice
1	Policy	No Policy	Publicised and Open Policy
2	Resources	Incapable	Experienced staff and adequately resourced
3	Consultation	No Involvement with statutory authorities	Meaningful consultation with statutory authorities
4	Assessment of Plans	Plans not checked	Documented proof of plans assessment produced
5	Site Inspection	Limited or no visits to site	Clear and efficient inspection framework
6	Certificate of Completion	Not provided	Provided following satisfactory inspection of work
7	Archiving of Records	Records not maintained	Records maintained for future inspection
8	Continuing Professional Development	No ongoing training	Arrangements for training in place
9	Review of Performance	No independent review of performance	Published performance achievements
10	Quality Management	No Evidence of quality	Published favourable independent review of management carried out
11	Business Ethics	Lack of ethics	Proven track record

Performance Standard 1

How do you know what policy a Building Control Body has adopted to satisfy the Performance Standards?

Building Control Performance Standards state that it is essential for a Building Control Body to adopt and publish or make available on request a policy for the provision of the service.

A Formal policy has been adopted by Blackpool Council and compliance with the Building Control Performance Standards is an integral part of that policy.



The council openly publishes performance standards as part of Best Value legislation.

Details of levels of service are also given in a publication entitled: Level of Service Document for Local Authority Building Control - North West District Surveyors Association

Performance Standard 2

Resources

We can deploy experienced and qualified staff, appropriate to the type of building control work undertaken. In the light of current and forecast workloads, sufficient resources must be allocated by Blackpool BC to enable it to discharge its duties with reasonable skill and care. A formal review of resources and staffing have is regularly undertaken, to address fluctuations in workload.



Project Acceptance: formal procedures have been in place to review the capability and/or capacity of Blackpool BC to accept projects either individually or collectively. In the case of local authorities, which cannot refuse to undertake building control on a project if requested, these procedures must extend to consideration of the possible need to engage additional support, either generally or in relation to individual projects.

Resources for existing projects: a process of continuous review have be undertaken to ensure existing projects are adequately researched

Performance Standard 3

The One Stop Shop Development Approach

Building Control Bodies should have meaningful statutory consultations and co-operate with the one-stop shop approach to develop consents.

Blackpool Building Control has established working relationships with other Statutory Authorities.

- The Fire Authority (Licensing)
- The Football Licensing Authority
- The Health and Safety Authority

We work together keeping the required consultation periods to a minimum and ensuring a quality co-ordinated response to your development plans.

Our long established close relationships with other authority departments, helps us to help others in the design / construction process.

Where significant departures from plans arise during construction our relevant statutory consultees are informed and their views are taken into account.

Pre-consultation is also carried out with clients before applications are submitted. It is possible to co-ordinate applications for residential care

homes and crèches which are required to be registered by law before use, and approval to demolish buildings which is also obtained through the local authority.

As part of the Performance Standard building control will make every effort to minimise any hindrance to the developer and to maximise the degree of co-ordination and co-operation which may be achieved in obtaining the necessary consents



Performance Standard 4

Assessment of Plans

Where assessments of plans are undertaken clear information of the assessment should be communicated to the client and records of the design assessment kept for future reference and control.



Stage submission and approvals are common for complex work, and details can be submitted as and when necessary.

Assessment of plans from the earliest opportunity, with our confidential pre-submission consultation which:

- Avoids wasteful design time.
- Reduces project costs.
- Creates awareness of building constraints.
- Is impartial.
- Provides for flexible schemes for the payment of charges. (Including liaison with other Council Departments)
- Non compliance with the Building Regulations
- The views of consultees
- Any conditions pertaining to the approval or passing of plans
- The remedies available in the event of a dispute over compliance
- We will record any significant departures from the approved documents when they provide an alternative and suitable method of achieving compliance with Building Regulations

Performance Standard 5

Site inspection Regime

We have adopted 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 must 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.

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

Contraventions: Non-compliant work (contraventions) must 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 mechanism for appealing against or disputing a decision of Blackpool BC have be clearly made known to the responsible person.

Notification of consultees: During the inspection phase, Blackpool BC have ensure that all statutory consultees are notified of any significant departures from plans.



Performance Standard 6

Certificate of Completion

Upon satisfactory completion an appropriate certificate shall be given.

Certificates will always be issued upon satisfactory completion of the work.

Certificates are produced efficiently and accurately by our 'in-house' computerised system. We also issue a part completion certificate for complex schemes.

We will include in the certificate given at completion, a statement that on request we will provide to the client a list of all inspections carried out.

Fire Safety Certificates, should they be required, are issued by the Fire Service and regular consultations take place to ensure that this process can be completed as quickly as possible.



Performance Standard 7

Archiving of Records

Building Control Bodies are required to retain records for an appropriate period.

Blackpool Building Control has always maintained and archived records. Records are retained for at least fifteen years and this is achieved through our microfiche storage system.

Information is available, subject to any copyright or data protection restrictions.



Performance Standard 8

Continuing Professional Development

We have arrangements in place for continuing professional development and in house training.

Blackpool Building Control provide: Training opportunities and suitable arrangements for CPD, and in-service training for all staff. In addition we plan and record professional development.

Every employee has interviews with their manager which identifies training and development needs of staff on an individual basis.

We have a long and proud history of helping employees achieve and maintain high standards and our staff are regularly asked to impart their knowledge through seminars to other building.



Performance Standard 9



Review of Performance

Building Control Bodies should regularly monitor their performance. We review the performance of individuals and the whole service against local and national criteria.

With effect from 1st April 2000 all local authorities are statutorily required to continually review their performance under Best Value legislation.

We implement methods of collecting and monitoring evidence of performance in accordance with DSA Performance Indicators and benchmarking criteria.

Performance Standard 10

Quality Management

We have incorporate quality management principles into our service, which can demonstrate that the Standards below are being addressed.

The Quality Management System of Blackpool Council Building Control Section has been approved to the new ISO 9001:2000 Standard. It proves the service consistently achieves standards of quality and business excellence recognised and respected anywhere in the world.

ISO 9001:2000 provides a quality framework for delivering a Building Control Service, which satisfies the criteria of national performance standards. It demonstrates a commitment to continuous improvement in efficiency and promotes a quality capability, which meets the needs and expectations of clients.



Performance Standard 11

Business Ethics

We observe professional standards and business ethics expected of service providers. We do 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 has not been compromised.



Certificate number 2865/01