

Building Standards Argyll & Bute

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Performance framework for verifiers

- Scottish Ministers re-appointed local authorities last year as verifiers for a further 6 years until 2017, on the basis of an improved performance agenda

Aims

- Support sustainable economic development
- Improve compliance of completed buildings
- Improve performance and the customer experience
- Improve predictability and consistency

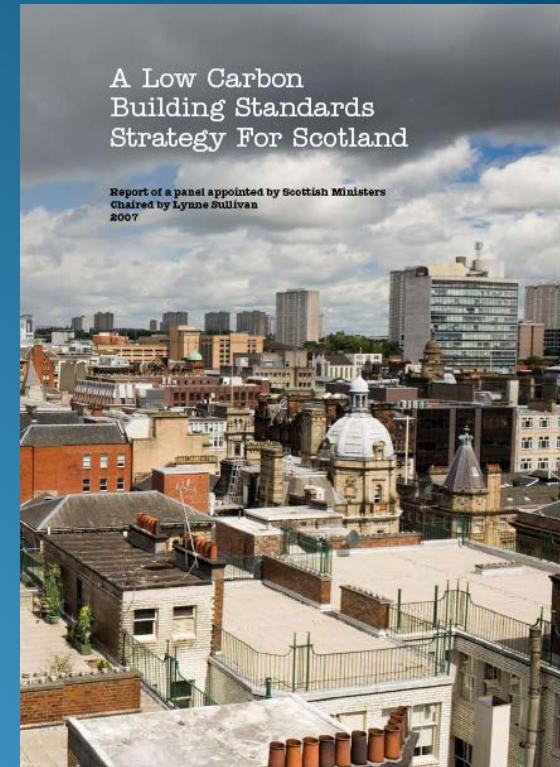
Performance framework for verifiers

- Two main aspects
- Introduction of a national risk assessed reasonable inquiry methodology (covers the construction phase)
- Introduction of key performance outcomes with quarterly/annually reporting

Reasonable Inquiry

The "Sullivan Report" stressed the importance of compliance with building regulations and the need for robust mechanisms to ensure that buildings standards are met in completed buildings

- Research carried out last year published on BSD website



Reasonable Inquiry - Research Conclusions

Scope for Development of a Model

- 'Standard' model of reasonable inquiry is not only desirable but also practical
- Appropriate to develop a Scottish Model
- Key stages are important
- Areas that stand out as being important to policy makers, verifiers, customers and stakeholders
- Foundations / Drainage / Safety (especially fire) / Accessibility / Energy Performance

Basic Stages of Reasonable Inquiry Model

Stage 0 Warrant (Pre-RI)

- Pre-warrant process, especially for new clients and more complex works
- Warrant application, design assessment and approval
- Establish from applicant building timescale, identity of contractor and on site supervision arrangements

Stage 1 RA & RI Plan

- Undertake a risk assessment to determine range of risks associated with the project
- Develop risk based RI plan, send the plan to the client including it within the warrant pack

Stage 2 Site Inspections & other RI actions

- Review the risk assessment
- Early stage; intermediate stage; near completion stage (per building)
- Number of planned inspections in line with risk assessment
- Set out alternative means (as opposed to site inspection) where appropriate

Stage 3 Completion

- Undertake completion inspection(s); at or near to point of completion
- Further checks and evidence gathering for final compliance check
- Use compliance check

Reasonable inquiry - proposals

- Inspection regime will be risk-based considering value and complexity
- Minimum levels to promote consistency, enhanced for project complexity
- Domestic building methodology developed for Oct 2012 (non-domestic to follow based on building types)
- New house - inspection at early/intermediate/ late stages
- Housing/flatted developments - inspection regime adjusted to cover project specifics and sampling of units
- Handbook of Good Practice in Site Inspection will be developed

1.1 Reasonable Inquiry Plan Template

| Reasonable Inquiry Plan | | | |
|--------------------------|----------------------------------|--|--|
| Type of Project | | | |
| Project Reference | | | |
| Project/Building Address | | | |
| Risk Assessment Rating | May need to be withheld | | |
| Construction Stage | SI required at stage (yes or no) | Number of visits expected, items to be inspected | Alternative RI, to be between the person and the ver |
| Early | | | |
| Intermediate | | | |
| Near Completion | | | |
| Completion | | | |

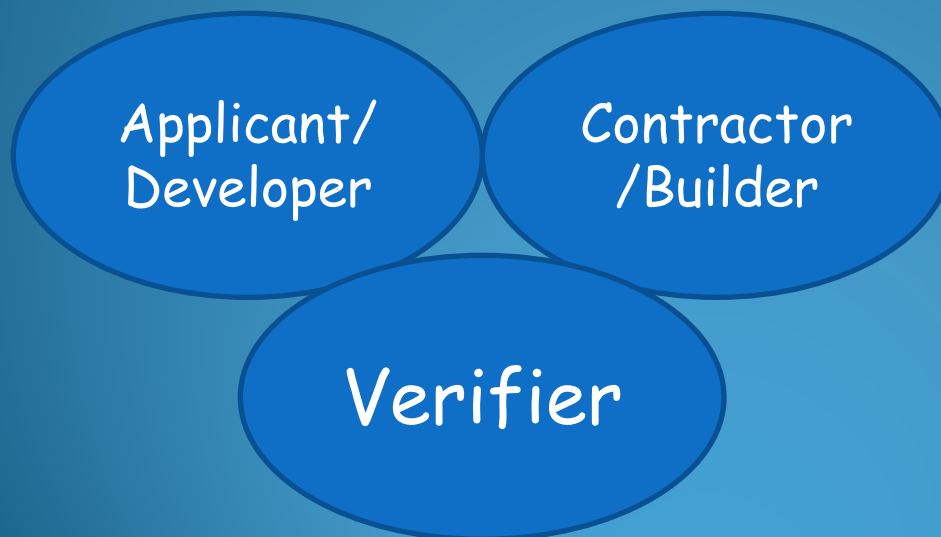


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erifier may choose to undertake further unannounced site visits as their discretion.
 an for RI may be adapted and changed depending on the circumstances of the
 t as it develops.
 plicant or contractor may request further site inspections or visits over the course of
 oject.

Reasonable inquiry - proposals

- Construction Compliance Plan is issued with building warrant, setting out -
- When notification is required by owner/developer
- Stages/aspects that verifier intends to inspect
- Partnership approach and effective communication needed
- The successful delivery of Plan will be measured



Key performance outcomes

- Balanced scorecard approach based on 3 main perspectives
 - Professional expertise and technical processes
 - Quality customer experience
 - Operational & financial efficiency
- Supported by 2 cross-cutting themes
 - Public interest
 - Continuous improvement

Key performance outcomes

- Yearly reduction in time to get a warrant
- Quality of compliance during construction
- Meeting customer experience (targets for 1st report and trigger for 'escape route')
- National customer charter, and National customer survey
- Financial governance
- Partnership working through National Construction Forum
- Balanced scorecard and continuous improvement plan

- Quarterly/annual reporting to BSD
- Targeted auditing where necessary

Fees Research

- Phase 1 published March 2012, based on annual returns, consultation with LAs and case studies
- Cross subsidy exists between high/low value projects
- Recommendations for areas for review eg cross-subsidy, amendments to warrant, certification discounts
- Wide variation in fee income / expenditure between some local authorities
- Phase 2 looking in more detail at the reasons for the variances

Future Collaboration

- Development of 'Buy With Confidence' Scheme / Registered Tradesman Scheme in conjunction with Trading Standards



The End

Questions ?