

Building control performance standards

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Message from Nick Raynsford and Peter Law

The Building Regulations exist to secure the health and safety of building users, promote energy efficiency and make access easier for disabled people. These are all highly important objectives. The role of building control is to help ensure that all relevant building work accords with those objectives. Building control services must be effective, in the interests of building users. Building control must also be efficient, to minimise cost and delay for those carrying out building work. This document is about how building control providers can work to achieve effective and efficient levels of service.

Building control is unusual in offering builders and developers a choice of service provider - the local building control authority or a private sector approved inspector. This factor has helped to improve service quality. The Building Control Performance Standards and Guidance in this document build on past improvements. We are grateful to the members of the Building Control Services Steering Group for their hard work in producing this document.

A starting point for this document is that the building control function is the same whether it is carried out by a local authority or by an approved inspector. This document acknowledges the importance of consistent application of the regulations by all building control bodies, and the need for appropriate liaison machinery to promote this consistency. This document recognises that service quality does not only relate to factors such as response times - important as those are. A more fundamental test is success in preventing and rectifying non-compliance.

This document performs a valuable function in codifying existing best practice. It places a welcome emphasis on self-review and continuous improvement. We hope that all building control bodies will commit themselves to adopt and apply these Standards, and we commend the Guidance section to their attention.

Nick Raynsford

Minister for Construction

Department of the Environment, Transport and the Regions

July 1999

Peter Law

Assembly Secretary for the Environment, Housing and Local Government

National Assembly for Wales

July 1999

Foreword

Prior to 1997 there were only two players in the Building Control arena: Local Authorities, consisting of approximately 400 Councils, and NHBC Building Control Services Ltd., the first and only body to be appointed as an Approved Inspector back in 1985.

In the face of this early competition the associations representing Local Authorities developed a model policy and level of service document which was adopted by most Councils. The operations of NHBC Building Control Ltd. were governed by policy guidelines for inspection endorsed by Ministers of the day at the time the company was approved.

Since January 1997, however, choice has widened considerably. Many more Approved Inspectors, both companies and individuals, have been appointed. Various changes are taking place in the organisation of Local Government and, from April 1999, Councils are able to set their own fees for carrying out the Building Regulation function. In the light of these and related developments it was considered that the time was right to develop a mutually agreed set of Performance Standards under which Building Control Bodies ("BCBs"), public and private sector, could offer competing services and against which all could be measured.

With encouragement and support from Nick Raynsford MP, Minister for Construction, we set up a Steering Group and a working party to develop the Standards and Guidance and this document is the result. The Document, whilst recognising the differences which exist in the legislation, sets out Standards believed to represent best operational practice at this time.

It is our wish to see these Performance Standards adopted by all BCBs so that a common basis for their performance is established. However, the Guidance is not intended to constrain the ability of any BCB to offer innovative services, provided the Performance Standards and statutory obligations will be met. The Guidance supporting the Performance Standards should be read in that light.

The Steering Group envisage that a successor body will be established to advise on processes for monitoring BCBs against the Performance Standards, to keep the Standards and Guidance under review and to revise them as necessary. In the meantime, we commend this document to the attention of all BCBs, and hope to see the Standards universally adopted.

The Construction Industry Council
The Local Government Association
The Association of Corporate Approved Inspectors

Introduction

Competition between local authorities and approved inspectors in the provision of building control services provides a stimulus to greater efficiency and higher standards of service to the customer. However, it has been recognised that these same market forces also have the potential to drive down building control standards, thereby threatening the health and safety of building users. It is to avoid this possibility that these Performance Standards have been formulated.

In March 1998, the Minister for Construction welcomed the setting up by the Construction Industry Council (CIC), the Local Government Association (LGA) and the Association of Corporate Approved Inspectors (ACAI) of a Building Control Services Steering Group to prepare standards, which, taken with suitable monitoring arrangements, would help to ensure that a satisfactory level of building control is achieved by inspectors across the public and private sectors of the profession.

This document is issued jointly by the CIC^[1], the LGA and the ACAI, and is based on the work of the Steering Group and of the Performance Standards Working Group which it set up^[2]. It sets out recommended Standards for the performance of building control which, in the view of the CIC, the LGA and the ACAI, all BCBs - local authorities and approved inspectors - should adopt.

These Performance Standards are supported by Guidance on how they might be achieved. These Standards and supporting Guidance are analogous to the functional requirements of the Building Regulations and the approved documents supporting them. They could also form the basis of any service agreements between BCBs and their clients.

This document will be kept under review in the light of experience and further editions will be produced as necessary. This document relates to the area of building control work where local authorities are in competition with approved inspectors: the assessment of plans and the inspection of building work in progress and the giving of certificates at completion of work. This document also deals with the keeping of adequate records in respect of plans assessment and site inspection. However, service details such as price, customer service charters and non-statutory type approvals are marketing issues which determine a BCBs success in attracting custom, and lie outside the scope of this document.

This document is written against the background of the current provisions of the Building Act and the regulations made under it. There are different procedural frameworks applicable to building control by local authorities and by approved inspectors. However, the essential tasks of assessing plans and inspecting work are the same. The Standards and Guidance which follow establish the level of performance considered essential as a minimum in carrying out those tasks in such a way that a BCBs duties and liabilities under the Building Act are adequately discharged.

To help ensure that the construction industry complies with the Building Regulations, the law provides for independent design appraisals and inspections on an informed and frequent enough basis to stand a reasonable chance of preventing and detecting contraventions, except where specific exemption has been provided or a self-certification alternative approved. BCBs independence and professional integrity must be beyond doubt.

The acid test of effective building control is its success in achieving conformity with the Building Regulations, so that reasonable standards of health and safety are secured for building users. Good enforcement also has a role to play in achieving sustainability e.g. by ensuring the proper installation of appropriate insulation and other energy efficiency measures, although the building control process in itself cannot guarantee 100% compliant buildings. 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 may be difficult to measure in precise terms the success of building control in helping the industry achieve compliance. However, all BCBs should undertake some form of qualitative analysis, as a basis for continuous improvement.

[1] With effect from 1 March 1999, the CIC is the body designated by the Secretary of State for the purposes of conferring approved inspector status both on companies and on individuals.

[2] Appendix 1 lists the terms of reference of the Steering Group and the membership of the Steering Group and the Working Group.

Standards for Building Control

1. Policy

Every BCB shall 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 BCB shall 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 must be allocated by the BCB to enable it to discharge its duties with reasonable skill and care and to comply with these Standards. A formal review of resources and staffing shall be regularly undertaken, to address fluctuations in workload.

Project acceptance: formal procedures shall be in place to review the capability and/or capacity of the BCB 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 shall be undertaken to ensure existing projects are adequately resourced.

3. Consultation

The BCB shall undertake all statutory consultations in a timely manner. It shall consider the possible desirability of undertaking additional consultations. It shall where appropriate co-operate as far as possible in a one stop shop approach to development consents.

4. Assessment of Plans

Where 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.

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

5. Site Inspection

Site inspection regime: the BCB shall 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 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: records of each inspection shall 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 mechanisms for appealing against or disputing a decision of the BCB shall be clearly made known to the responsible person.

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

6. Certificates at Completion

Upon satisfactory completion of the relevant work the BCB shall give an appropriate certificate to the direct client and any other appropriate person(s).

7. Archiving of Records

All records relating to the building control service provided to individual projects shall be retained by the BCB for an appropriate period. Arrangements shall be made for their transfer into safe keeping in the event of a BCB ceasing trading.

8. Continuing Professional Development

The BCB shall put in place suitable arrangements for Continuing Professional Development and in-service training.

9. Review of Performance

A BCB 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 BCBs in recognising general areas of difficulty (or failure) in achieving compliance.

10. Quality Management

Every BCB shall incorporate quality management principles into its service, which can demonstrate that the above Standards are being addressed.

11. Business Ethics

Every BCB shall observe the normal professional standards and business ethics expected of service providers. A BCB shall 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 shall not be compromised.

12. Complaints procedure

If a person is dissatisfied with the Building Control service they receive they should be able to complain to the provider in a manner that can be independently audited.

Guidance

The following gives general guidance as well as practical guidance about some of the ways of meeting the requirements set out in the preceding Building Control Performance Standards.

1. Policy

It is essential for a BCB to adopt and publish, or make available on request, a policy for the provision of its service. (Under the Best Value system, local authorities will also, in any case, be required to publish annually local performance plans for all their services. In addition, the March 1998 Enforcement Concordat already calls on local authorities to publish clear standards setting out the level of service and performance that the public and business people can expect to receive.)

Compliance with the Standards in this document should be an express object of the policy.

2. Resources

Sufficient resources must be allocated to carry out that policy. This is to enable reasonable skill and care to be exercised in discharging a BCBs legal duties, and to meet the requirements of the Performance Standards.

The level and complexity of work is highly variable and, therefore, it is not possible to specify the level of resource within this document for individual projects. However, the principles of risk assessment, and experience, coupled with the responsibilities placed by the Standards, will help the BCB to determine the level of expertise and input into individual projects and/or the overall operation. Systems should be capable of demonstrating that this assessment and decision making has occurred.

Project acceptance: for an effective building control service to be provided, the BCB must review and be able to demonstrate its capability or capacity to provide an effective level of resources to either individual or collective projects. The term resources does not necessarily imply permanently retained staff. It also includes flexible staffing arrangements such as the use of suitably experienced and qualified consultants.

A review or assessment could find expression in a service plan, which could be applied either to individual or collective projects. It could take the form of a formal contract review or periodic assessment of the current and forecast workload.

An approved inspector must not accept a project if it is unlikely to be adequately resourced. A local authority, by virtue of its statutory position, cannot turn work away. Therefore, where a local authority finds itself regularly under-resourced in respect of its building control function, it must take, and be able to demonstrate that it has taken, all reasonable steps to rectify the situation.

Resources for existing projects: individual or collective projects should be reviewed on a continuous basis to ensure that resources are being adequately deployed and that an effective level of control is being provided.

3. Consultation

Throughout a project, the BCB shall undertake all the statutory consultations, observing any prescribed time periods. The possible desirability of undertaking consultations beyond the scope of those required by legislation shall be borne in mind. The views of the consultees shall be taken into account by the BCB and any observations or advice beyond the scope of the Building Regulations passed on as information to the client.

In the event of significant departures from plans during construction, the BCB shall, where appropriate, inform relevant statutory consultees, and shall take into account their views. This is in addition to carrying out any statutory consultation prior to issuing any notices or certificates.

One stop shop: the principle of minimising the difficulties inherent in developers having to gain a series of consents is recognised, and BCBs, whether in the public or in the private sector, should support a one stop shop approach, so far as they can. The DETRs report *The One Stop Shop Approach to Development Consents* (DETR April 1998) is relevant here. It recommends that where approved inspectors are to be engaged, local authorities should invite them to participate in any pre-application discussions where this is likely to be helpful to the client; and that where a development team is set up by a local authority, this may include members of external agencies and, where engaged, approved inspectors.

Pre-application discussion should normally establish the degree to which a one stop shop approach may be practicable. Achieving this approach will be dependent, to a large extent, on the availability (and willingness) of those involved to devote their time to it, particularly if the personnel involved are dispersed or in far flung locations.

Nevertheless, as part of the Performance Standard of the building control service, every effort shall be made both 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.

4. Assessment of Plans

The purpose of plan assessment and design appraisal is to assist the process of achieving compliance of building work with the Building Regulations. Accordingly contraventions of Building Regulations inherent in drawings must be identified and communicated to the designer. However, there is little to be gained from being unduly pedantic, and in determining the level of plan examination necessary, consideration must be given to the expected frequency and detail of subsequent site inspection.

Where appropriate, a BCB should inform the person intending to carry out work of the availability of the procedure for referring questions of compliance to the Secretary of State (for England) or the National Assembly (for Wales) for determination.

A BCB should alert the client to provisions of legislation outside the Building Regulations which it believes are likely to be relevant to the building work in question.

If plans are passed, or informally approved, subject to conditions or in stages, a schedule should be compiled of the modifications specified by the BCB and/or of the further plans or information required to demonstrate compliance. The information communicated to the client should be clear and unambiguous.

Records of the plans assessment process: to ensure effective and continuing control over the design and executed work certain features should be recorded as appropriate to the work, e.g.:

- a. identification of any exempt buildings and work;
- b. identification of the type of building work;
- c. the intended use of the building, floor area, cubic capacity and number of storeys;
- d. in respect of extensions, material alterations or a material change of use to an existing building, data in respect of the original building;
- e. the fire resistance requirements, particulars of compartmentation and flame spread classification. Where appropriate the rationale behind the fire safety design check will need recording;
- f. the permitted occupancy factor and anticipated maximum occupancy of floors/zones/areas;

- g.the accepted floor loading provided for by the designers;
- h.details of local hazards, contamination, sewers and services beneath or immediately adjoining the site and confirmation that the site was not subject to flooding;
- i.details of consultation with the fire authority;
- j.details of consultation with any other departments or bodies.

Records should be made of any special or unusual circumstances affecting the construction of the building. In particular, a note should be made of any dispensations from or relaxations of the Building Regulations which were granted or refused, or where significant but none the less acceptable departures are made from the guidance in an Approved Document.

A written opinion should be issued on all proposals submitted for assessment.

5.Site Inspection

The building control process, in order to be effective, requires an inspection regime of appropriate intensity and frequency. However, it is not practicable for every item of work to which the Building Regulations relate to be examined.

Building control staff should use professional skill and judgement in their selection of priorities for inspection within the BCBs stated policy. Work not subject to prior plans appraisal must be inspected in more detail than would otherwise be necessary under full plans procedures and, dependent on the complexity of the project, such inspections may need to be carried out by personnel with greater expertise.

The inspection regime considered necessary will thus be dependent on many factors including:

- the extent of prior assessment of plans
- how complicated or relatively straightforward the method of construction is
- whether recent experience indicates current problems in interpreting and/or achieving compliance with certain requirements
- whether the builder is in need of a greater degree of inspection, requested or otherwise
- how serious the consequences of a particular contravention might be
- the impracticability or impossibility of subsequent inspection of hidden work
- speed of build, or methods of fast track construction.

However, subject to the appropriate professional judgement or risk assessment, inspection should normally be made of :

- a.structural elements and components, the failure of which would, in the opinion of the BCB, be significant;
- b.all works which, in the opinion of the BCB, would constitute unusual designs or methods of construction;
- c.work relating to fire safety;
- d.any type of work, construction, equipment or material which could, if not verified, cause defects which would, in the opinion of the BCB, be seriously detrimental to the fundamental purposes of the Building Regulations;
- e.any additional areas of work necessary for the subsequent issue of a certificate at completion.

Inspection frequency: the scope and frequency of inspection should be determined, and incorporated in a formal written **inspection plan**. This plan should be kept under review as the project proceeds. It should take into account the build programme and type of construction.

The most important thing is to have an appropriate plan. As regards frequency of inspection, the following examples illustrate the sort of arrangement the plan might include:

- not less than 1 visit per 400 hours of relevant work on site, i.e. approximately once per 3 weeks at 3 men, once per 2 weeks at 5 men, once per week at 10 men and daily at 50 men or over [Note: builder to be asked for this information, or otherwise to be judged by observation. Either way, perceived "build rate" (in working hours per week) to be recorded and reviewed whenever the site is visited];
- a minimum of 1 visit every 21 days for all live and reasonably active sites.

Even non-active sites should be inspected sufficiently often to ensure that legal control is maintained.

Inspection notification framework (INF): under Regulation 14 of the Building Regulations, a person carrying out work must notify the local authority at certain stages in a project. Without prejudice to those requirements, every BCB should, as part of the inspection plan and before the commencement of work on site, decide and communicate to the client an INF, taking account of the complexity of the project and other factors. The INF should identify generally the stages or items of work the BCB wishes to be notified of as and when they are ready for inspection.

BCBs should then respond as appropriate to all notifications identified in the INF, to the extent that not to inspect these stages of work should be the exception, not the norm and the reason for non-inspection should be recorded.

NB: it should be made clear to the builder that the BCB would normally expect to carry out unannounced inspections between the stages identified in the INF.

In order to ensure effective communication and building control involvement, requests for inspection should be responded to **within one working day**.

Remote inspection techniques such as the use of photographs, video tapes or live camera transmission should not be relied upon as a complete alternative method of ascertaining the compliance of work on site.

Effective follow up procedures are essential to ensure that previously noted errors have been corrected.

Tests at completion: at completion, certain tests might need to be carried out under building control supervision, as necessary, in order to demonstrate compliance e.g. drainage, plumbing, flue spillage tests. The BCB should consider the need for such tests at the earliest possible stage, include them in the inspection plan, and inform the client of its requirements as far in advance as possible.

Site inspection records: although there is no legislative requirement to retain records, it is considered that in order to effect continuity of control and to evidence building control input into the build process, adequate records should be maintained to show what works were inspected, the results of the inspection and any remedial action considered necessary.

Records should be as specific as circumstances require but should normally include the date, time (where relevant) and location of the work.

Contraventions of Building Regulations should be clearly and promptly communicated in writing, identifying the problem and the measures which may need to be taken to achieve compliance. Decisions regarding Building Regulations compliance, especially formal notices, shall be clearly communicated to the responsible person, observing any statutory time periods.

The BCB should provide the recipient(s) of the decision with details of any remedies available to them in the event of disagreement with interpretation or procedure.

In the event of a Building Regulation dispute, the BCB shall observe any statutory procedures and shall furnish the client with any information regarding available avenues for resolution of the dispute.

6.Certificates at Completion

Certificates should always be issued upon satisfactory completion of the work. Approved inspectors must, in any case, give final certificates if satisfied that the work complies with the relevant requirements of the Building Regulations. Local authorities should give completion certificates under Regulation 15 of the Building Regulations, even if they have not been requested to do so, if, in the words of the Regulation, they have been able to ascertain, after taking all reasonable steps, that the relevant requirements of the Building Regulations have been satisfied.

A BCB should include in, or send with, the certificate given at completion a statement that on request it can provide to the client a list of all inspections carried out.

7.Archiving of Records

Records should be retained for an appropriate length of time having regard to the statutory time limits on legal action. This might be considered to be 15 years, but it should be noted that under the Limitation Acts, there is provision for extending the 15 year limit for negligence actions not involving personal injury, where the plaintiff becomes subject to a disability and in cases of fraud, concealment or mistake. Records should if necessary be stored electronically or on microfiche, and be available, subject to any copyright or data protection restrictions.

8.Continuing Professional Development (CPD)

This may form part of the building control policy statement in 1.

Properly planned and recorded continuing professional/technical training and development is considered essential both to keep abreast of new technology and to instruct and refresh on legislative requirements and their practical interpretation. Where staff are members of professional bodies, their CPD requirements must be adhered to.

9.Review of Performance

The contribution made by the building control service to achieving compliance is difficult to isolate and identify. It cannot be readily assessed from an examination of the finished product. Outcome indicators for measuring a BCBs performance may be difficult to devise, but the attempt to do so should still be made.

Input measures indicating the degree of activity of a BCB, and thus the likelihood of achieving a reasonable degree of compliance in the finished building, would be easier to devise. Site inspections have a vital part to play in assisting compliance through guidance and education during the course of the project. Therefore the degree and effectiveness of BCBs inspection of work on site will be an important indicator of performance. However, there should also be indicators covering resourcing, the assessment of plans, and the record keeping function.

Performance reviews: apart from any independent monitoring of performance, each BCB should, e.g. as part of its quality management system, carry out a regular formal review of Performance, and records should be kept of information received and considered at each review, and of the action subsequently taken.

Reviews with other agencies: BCBs should also undertake reviews with other appropriate agencies and bodies, e.g. Fire and Planning Authorities, to help ensure that liaison and consultation procedures are optimised in the best interests of building control clients and building users.

Sharing of information: as the number of BCBs increases, procedures must be developed and followed for the sharing of BCBs information and experience. There is an important potential role here for the Forum proposed in the May 1998 Memorandum of Understanding between the District Surveyors Association and the Association of Corporate Approved Inspectors.

10. Quality Management

Each BCB must have a properly documented quality management system to ensure that the Performance Standards in this document, and any others contained within the BCBs Policy, are consistently being met.

Recognised systems for corporate bodies include registration under ISO 9000, the Business Excellence model of the European Foundation for Quality Management, and Total Quality Management. However, a BCB may prefer to adopt a bespoke quality management system.

Whatever system is chosen, it should result in an auditing capability which will serve external scrutiny to establish the extent of achievement of the performance levels as per the Standards in this document, and the steps needed to improve the effectiveness of the BCBs service.

11. Business Ethics

Once a client has engaged a BCB for a project or preliminary negotiations are in progress, the professionalism with which that project is handled will be guided by the codes of conduct of the appropriate professional bodies.

It is also very important to the reputation of the building control profession and to the best interests of the construction industry and building users, that competition within the private sector of building control, and between approved inspectors and local authorities, should be conducted in a fair and proper manner.

The CICs Code of Conduct for Approved Inspectors; and the Code of Practice for Members of the ACAI address this aspect, as well as dealing with the proper conduct of building control projects.

A guiding principle in the CICs Code of Conduct is that an approved inspector should not attempt to injure the professional reputation of another approved inspector, or attempt to supplant another approved inspector who has already been engaged by a client. The same principle should apply to relations between approved inspectors and local authorities.

The ability of local authorities to offer a client a one stop shop for development consents should not be misused e.g. by making use of privileged information from planning sources to attempt to undertake building control. Similar considerations apply where a BCB can offer additional services.

As local authorities have a wide range of regulatory functions, they should be careful not to do anything that might make prospective clients feel under pressure to use their building control services.

Appendix 1

Building Control Services Steering Group

Terms of Reference

To help achieve compliance with the regulations of the work supervised, the Steering Group shall:

1. draw up proposals for a common Building Control Performance Standard for compliance with the requirements of the Building Regulations;
2. draw up proposals for monitoring the compliance of both local authorities and approved inspectors with the Building Control Performance Standard;
3. draw up proposals and a time scale for implementing (1) and (2);
4. consider other relevant issues; and
5. submit proposals to the DETR for approval.

Membership

Michael Ashley - LGA
Kenneth Blount - ACAI
Paul Everall - DETR (Observer)
Michael Finn - CIC (Chairman)
Stuart Holt - CIC
Christopher Mills - ACAI
Julien Parrott - CIC (Secretary)
Adrian Prest - LGA
John Thompson - DETR (Observer)
Graham Watts - CIC
Kelvin Williams - LGA

Performance Standards Working Group Membership:

Paul Allen - Independent
Neil Cooper - ACAI
Paul Everall - DETR (Chairman)
Ian Featherstone - CIC
John Hill - LGA
David Lush - CIC
Simon Polley - ACAI
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Terry Westwood - CIC
Kelvin Williams - LGA

Appendix 2

Bibliography

- Enforcement Concordat: Cabinet Office, Welsh Office, Scottish Office, COSLA, LGA, March 1998
- The One Stop Shop Approach to Development Consents: DETR, April 1998, £12, ISBN 1 85112 081 5
- Memorandum of Understanding between the District Surveyors Association and the Association of Corporate Approved Inspectors, May 1998
- Code of Conduct for Approved Inspectors and Disciplinary Procedures of the Construction Industry Council Approved Inspectors Register: CIC
- A Code of Practice for Members: Association of Corporate Approved Inspectors, February 1998

Appendix 3

Useful Addresses

- Association of Corporate Approved Inspectors (ACAI)
www.acai.org.uk
- Construction Industry Council (CIC)
www.cic.org.uk
- Department for Transport, Local Government and the Regions
www.dtlr.gov.uk
- Local Government Association (LGA)
www.lga.gov.uk
- National Assembly for Wales (NAW)
www.wales.gov.uk