



BOSTON BOROUGH COUNCIL

BS EN ISO 9001:2015

QUALITY MANUAL

FOR

BUILDING CONTROL SERVICES

BUILDING CONTROL SECTION
MUNICIPAL BUILDINGS
WEST STREET
BOSTON
LINCOLNSHIRE
PE21 8QR

Issue 6 – June 2018

Quality policy

The Principal Building Control Surveyor is committed to the concept of:

- Sustaining and improving the high quality of building control services provided to customers based on:
 - Professionalism
 - Care
 - Attention
 - Impartiality
 - Public accountability
- Seeking to continually improve the effectiveness of the quality management system.
- Providing documentation assurance to Council members and customers that the service is being provided in a consistent, professional, effective and efficient manner.
- We will therefore undertake to:
 - Be approachable, helpful, courteous, prompt and efficient in our responses to Clients.
 - Make the process of applying for, and obtaining the relevant approval as easy and as straightforward as possible.
 - Treat all customers fairly and equally.
 - Provide a service having officers with local knowledge, professional and technical expertise, with the benefits of the support of a large organisation.

In order to ensure that the aims of this quality policy are met, the section has developed and implemented the Quality Management system outlined in this manual.

The Quality Management System has been developed in accordance with the requirements of BS EN ISO 9001:2015.

Conformance with the requirements of the Quality Manual system is mandatory for all members of staff engaged in the provision of building control services.

The quality policy will be reviewed in the Annual Management Review to verify its continuing suitability.

Quality Objectives

In order to ensure that the aims of the quality policy are achieved, the following measurable quality objectives have been established:

- Maintain a high and healthy market share.
- 65% of all Full Plans applications to be checked within 20 working days of receipt.
- 100% of Full Plans applications to be determined within the statutory period.
- 100% of all site inspection requests to be completed within 24 hours of receipt.
- Maintain a high level of customer satisfaction (customers to rate the service as good/very good).
- Maintain ISO 9001:2015 Quality Standard.
- Break even financially on an annual basis.

The Section's performance in meeting these quality objectives is measured and reported on a quarterly basis to the Corporate Management Team and results of customer feedback are published on the Council's website.

The quality objectives will be reviewed at the annual management review and adjusted to reflect any improvements that can be made to the levels of service delivery.

Authorised:



Principal Building Control Surveyor

Context of the Service

The service has an overall goal to achieve its quality objectives.

Internal issues that are relevant include the employees; the Principal Building Control Surveyor recognises they are significant assets that assist in achieving our goal.

External issues that are relevant to the service meeting its goals include:-

- The customer base – both new and existing.
- Suppliers – building relationships for mutual benefit and to support the service in achieving its goal.
- Government, Accreditation Bodies – monitoring and reviewing their requirements.

The service monitors and reviews information relating to employees, customers, suppliers and other external bodies via the management review process. A Risk and Opportunities Register has been created to address the internal and external issues and this is shown in Appendix 5 and this will be reviewed as required and at the Annual Management Review.

Understanding the Needs and Expectations of Interested Parties

The service has determined the interested parties that may impact upon performance. Any requirements of the interested parties identified as relevant to the quality management system are included within the Risk Register along with the requirements relevant to the interested party, as shown in Appendix 4.

Scope of the quality management system

The Quality Management System is defined within the following key documents:

- Quality Manual
- Procedures Manual
- Service Plan
- Building Control Performance Standards

The Quality Management System has been developed to address the requirements of BS EN ISO 9001:2015 as applicable to the provision of building control services.

A Compliance Schedule, which describes how and where the requirements of BS EN ISO 9001:2015 have been addressed by the Quality Management System, is provided at Appendix 1.

The requirements of clause number 7.1.5.2 (Measurement Traceability) and 8.3 (Design and development of products and services) cannot be applied to the provision of building control services. Therefore, in accordance with the provisions of Clause A5 (Applicability) of Annex A, the requirements of these clauses of the International Standard have been excluded from the scope of the Section's Quality Management System.

Management Representative

The Principal Building Control Surveyor is the Section's Quality System Manager.

Irrespective of any other duties, the Quality System Manager is assigned the responsibility and authority that includes:

- Ensuring that the processes needed for the quality management system are established, implemented and maintained.
- Reporting on the performance of the quality management system and any need for improvement, and
- Ensuring the promotion of awareness of customer requirements throughout the Section.

A summary of the duties assigned to the management representative is detailed in Part 3 of the Procedures Manual.

Documented Information

A schedule of the procedures that have been established under the Quality Management System is provided at Appendix 2.

The procedures are issued as controlled documents and are retained in the Procedures Manual.

Interaction of the processes of the quality system

The Council has a duty under section 91 of the Building Act to provide a building control service.

In order to discharge this duty the Council established the Building Control Section which has been assigned with delegated powers.

Based upon the recommendations issued by the DCLG and BRAC, which are detailed in the publication "Building Control Performance Standards", the Quality System Manager has developed a Service Plan.

The performance of the Section is monitored by the Principal Building Control Surveyor. The performance of the Section and the Quality Management System is also reviewed at the monthly Building Control Team meetings which provide a conduit for the flow of information.

The Section has established a series of service realisation processes, which are detailed in the Procedures Manual and reflected in the Flow Charts provided at Appendix 3.

In order to provide an efficient and effective service, a number of support services, both internal and external, are utilised by the section. The performance of the support services is monitored by the Principal Building Control Surveyor and reviewed at the Annual Management Review.

A management review is conducted prior to the preparation of the Service Plan.

APPENDIX 1

BS EN ISO 9001:2015 COMPLIANCE SCHEDULE

BS EN ISO 9001:2015

COMPLIANCE SCHEDULE

| Clause | Title | Notes |
|---------------|--|--|
| 4 | Context of the Organisation | |
| 4.1 | Understanding the organisation and its context | See Quality Manual |
| 4.2 | Understanding the needs and expectations of interested parties | See Quality Manual |
| 4.3 | Determining the scope of the quality management system | See the Quality Manual |
| 4.4 | Quality management system and its processes | Refer to the specific clause requirements detailed below |

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COMPLIANCE SCHEDULE

| Clause | Title | Notes |
|----------|--|--|
| 5 | Leadership | |
| 5.1 | Leadership and commitment | |
| 5.1.1 | General | Monthly management forum meetings and monthly one to one meetings with the Head of Service, Quality Manual, Policy & Performance Standards & Service Plan |
| 5.1.2 | Customer Focus | The Council has a duty under Section 91 of the Building Act to provide a building control service. See also Customer Questionnaires, LABC Marketing Initiatives, Quality Manual |
| 5.2 | Policy | |
| 5.2.1 | Developing the quality policy | See the Quality Manual and the Building Control Performance Standards |
| 5.2.2 | Communicating the quality policy | Website, Local Server |
| 5.3 | Organisational roles, responsibilities and authorities | Addressed by Full Council Delegations to Principal Building Control Surveyor and Surveyor Job Descriptions, Internal and External Audits, Customer Feedback, Annual Management Review, Quality Policy and Procedures |

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COMPLIANCE SCHEDULE

| Clause | Title | Notes |
|----------|---|--|
| 6 | Planning for the quality management system | |
| 6.1 | Actions to address risks and opportunities | See the Quality Manual and the Service Plan, QP02-Corrective and Preventative Action |
| 6.2 | Quality objectives and planning to achieve them | See the Quality Manual and Building Control Performance Standards, Performance Monitoring and Annual Management Review |
| 6.3 | Planning of changes | See the Quality Manual and the Service Plan |

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COMPLIANCE SCHEDULE

| Clause | Title | Notes |
|----------|--|---|
| 7 | SUPPORT | |
| 7.1 | Resources | |
| 7.1.1 | General | Building (Local Authority Charges) Regulations, W/E Ratio Calculation, County Wide Support Agreement, Service Plan |
| 7.1.2 | People | Quality Manual Structure Chart |
| 7.1.3 | Infrastructure | Office based in west Street, Boston. APAS computer software, Internal Support Services – Customer Services, People Services, Business Support, Finance, IT |
| 7.1.4 | Environment for the operation of processes | Shared air conditioned work space, break-out rooms, shared file storage |
| 7.1.5 | Monitoring and Measuring Resources | |
| 7.1.5.1 | General | OP02 & OP03, QP04 |
| 7.1.5.2 | Measurement Traceability | Not applicable |
| 7.1.6 | Organisational Knowledge | Job descriptions, on the job training, peer mentoring (experience), Quality Procedures, Team Meetings, Conferences, CPD courses – on-line/face to face |
| 7.2 | Competence | See Procedure QP05- Training. Individual Training Needs Analysis. Training Budget. CPD Files |
| 7.3 | Awareness | Quality Manual and Annual Management Review |
| 7.4 | Communication | Principal Building Control Surveyor(see Quality Manual), Monthly management forum meetings and one to one meetings with Head of Service, Building Control Team meetings, Quarterly performance reporting (internal), bi-yearly customer surveys (website) |
| 7.5 | Documented information | |
| 7.5.1 | General | Addressed in the Quality Manual |

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|-------|-----------------------------------|---|
| 7.5.2 | Creating and updating | See Procedure QP01- Preparation and Control of Quality Documents, and Procedure QP07- Quality System Records |
| 7.5.3 | Control of documented information | Hard copy in office (superseded versions in file store), electronic version on shared server, in pdf format to prevent unintended alterations, with short cuts on all desk tops |

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COMPLIANCE SCHEDULE

| Clause No | Title | Notes |
|-----------|---|---|
| 8 | Operation | |
| 8.1 | Operational planning and control | See Quality Manual, Procedures Manual and Service Plan |
| 8.2 | Requirements for products and services | |
| 8.2.1 | Customer communication | Marketing initiatives, seminars, Web Site, Administrative and Operational Procedures, Customer Surveys, LABC Communications, See Procedure QP03-Corrective and Preventative Action for customer input |
| 8.2.2 | Determination of requirements related to products and services | Performance Standards, Building Act, Building Regulations, Service Plan, Customer Feedback |
| 8.2.3 | Review of requirements related to products and services | See Procedures AP01, OP01 and OP02, Plan check sheets, amendment letters |
| 8.2.4 | Changes to requirements for products and services | Annual Management Review, Team Meetings |
| 8.3 | Design and development of products and services | Not applicable |
| 8.3.1 | General | Not applicable |
| 8.3.2 | Design and development planning | Not applicable |
| 8.3.3 | Design and development inputs | Not applicable |
| 8.3.4 | Design and development controls | Not applicable |
| 8.3.5 | Design and development outputs | Not applicable |
| 8.3.6 | Design and development changes | Not applicable |
| 8.4 | Control of externally provided processes, products and services | |
| 8.4.1 | General | See Procedure QP06-Selection and Appointment of Consultants |
| 8.4.2 | Type and extent of control | QP06, Annual Management Review |
| 8.4.3 | Information for external providers | QP06 |
| 8.5 | Production and service provision | |
| 8.5.1 | Control of production and service provision | See Procedures Manual, Administration & Operational Procedures |

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|-------|---|---|
| 8.5.2 | Identification and traceability | See Procedure AP01- Receipt of Building Regulation Applications and Notices |
| 8.5.3 | Property belonging to customers or external providers | See Procedure AP01 and AP04 |
| 8.5.4 | Preservation | See Procedure AP04- Filing and Archiving |
| 8.5.5 | Post-delivery activities | AP04 and QP08, Customer/Agents' Feedback |
| 8.5.6 | Control of changes | QP01 |
| 8.6 | Release of products and services | AP01, OP01, OP02, OP03, AP05, QP08 |
| 8.7 | Control of nonconforming outputs | QP08-Control of Nonconforming Service |

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COMPLIANCE SCHEDULE

| Clause | Title | Notes |
|----------|--|--|
| 9 | Performance Evaluation | |
| 9.1 | Monitoring, measurement, analysis and evaluation | |
| 9.1.1 | General | Service Plan, Corporate Performance, AP05, Customer Feedback |
| 9.1.2 | Customer satisfaction | Customer Feedback |
| 9.1.3 | Analysis and evaluation | AP05, Service Plan, Annual Management Review |
| 9.2 | Internal audit | |
| 9.2.1 | Internal audit | QP03-Internal Quality Audit |
| 9.2.2 | Internal audit | QP03-Internal Quality Audit |
| 9.3 | Management Review | |
| 9.3.1 | General | QP09 Annual Management Review and Meeting Minutes |
| 9.3.2 | Management review outputs | QP09 Annual Management Review and Meeting Minutes |

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COMPLIANCE SCHEDULE

| Clause | Title | Notes |
|---------------|-------------------------------------|---|
| 10 | Improvement | |
| 10.1 | General | Annual Management Review Minutes, Service Plan |
| 10.2 | Nonconformity and corrective action | QP02 |
| 10.3 | Continual improvement | Annual Management Review |

APPENDIX 2

SCHEDULE OF PROCEDURES

Procedures Manual

Part 1 – Administrative Procedures

| Ref | Title |
|------------|--|
| AP01 | Registration and Invoicing of Applications |
| AP02 | Incoming Post and Distribution & Recording Inspection Requests |
| AP03 | Word Processing and Outgoing Post |
| AP04 | Filing and Archiving |
| AP05 | Monitoring the Section |
| AP06 | Technical Library |

Part 2 – Operational Procedures

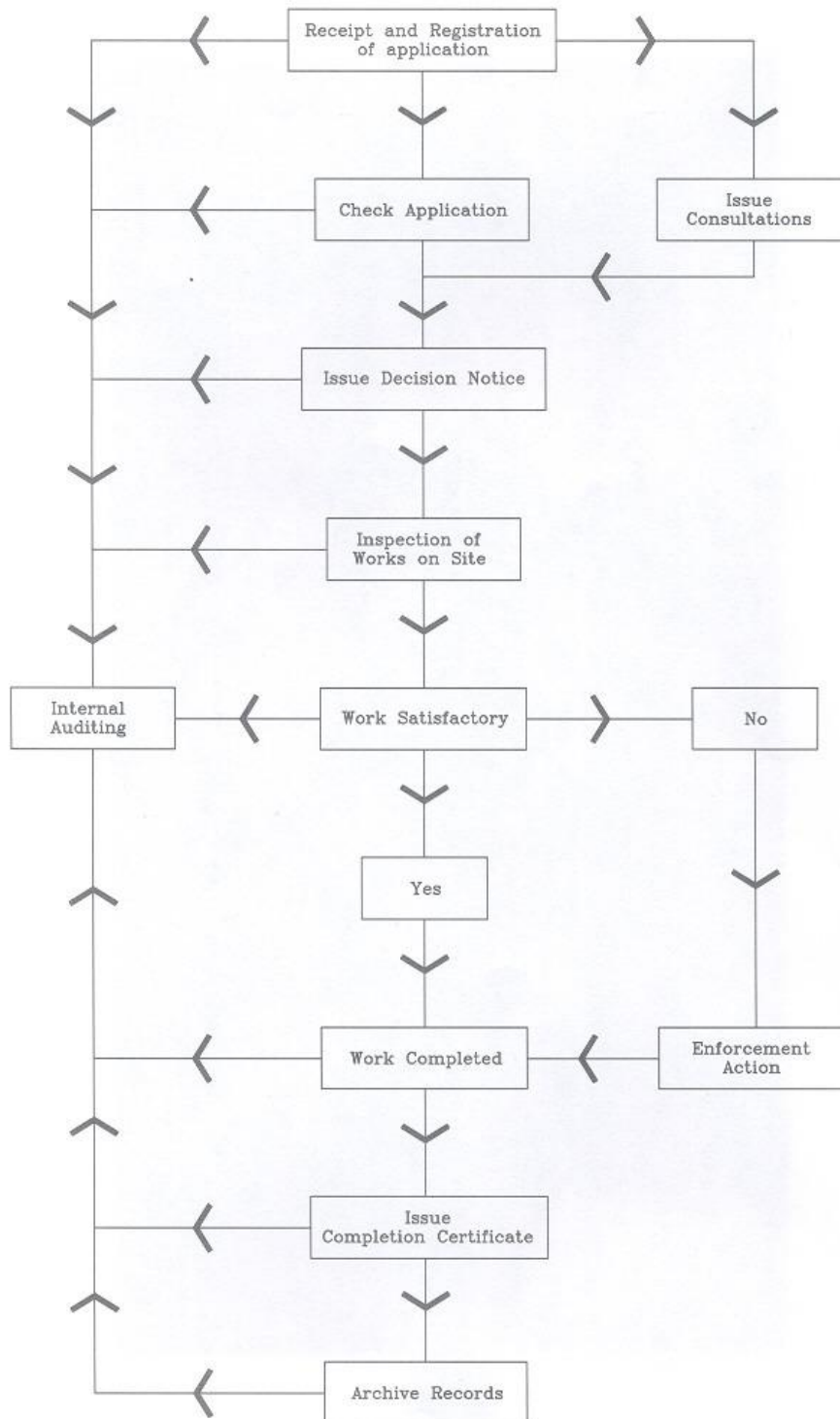
| Ref | Title |
|------------|--|
| OP01 | Validation of Building Notices and Initial Notices |
| OP02 | Checking of Full Plans Applications |
| OP03 | Inspection of Works on Site |
| OP04 | Enforcement Action and Regularisation Certificates |
| OP05 | Demolitions |
| OP06 | Dangerous Structures |

Part 3 – Quality System Procedures

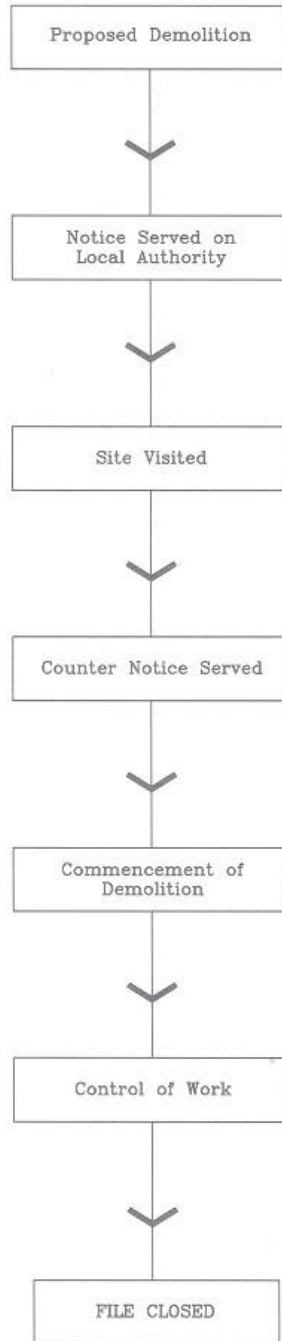
| Ref | Title |
|------------|--|
| QP01 | Preparation and Control of Quality Documents |
| QP02 | Corrective and Preventative Action |
| QP03 | Internal Quality Audit |
| QP04 | Training |
| QP05 | Computer Software |
| QP06 | Selection and Appointment of Consultants |
| QP07 | Quality System Records |
| QP08 | Control of Non-conforming Product |
| QP09 | Annual Management Review |

APPENDIX 3 - FLOW CHARTS

INTERACTION OF THE PROCESSES
UNDER THE QUALITY MANAGEMENT SYSTEM



DEMOLITION



Appendix 4

Interested Parties Matrix

Appendix 5

Risks and Opportunities Register