

## We are celebrating!

Auckland Council was formed in November 2010; the Building Control Department had less than 12 months from the date of formation to become accredited as a Building Consent Authority (BCA). This meant we had to pull the seven legacy Council building control functions into one cohesive team operating under one quality assurance system.

Accreditation of BCAs is a requirement of the Building Act 2004 (the Act). It is a process of formal assessment and recognition that a BCA meets certain business and performance standards regarding their building control functions.

Accreditation is about helping ensure BCAs have well-documented and effective business systems and processes and quality assurance practices in place, and that BCA staff (building officials), and/or their external contractors, have the competency to undertake building control functions.

Accreditation helps ensure that BCAs continue to improve the delivery of their building control services, become more consistent, and achieve better quality outcomes more efficiently. It is an ongoing programme that involves BCAs first achieving standards, and then reviewing and altering their approach over time to ensure continuous improvement.

The accreditation assessment is performed by International Accreditation New Zealand or IANZ as they are more commonly known.

In September 2011 we achieved accreditation for the first time following an initial assessment which saw 24 corrective actions requiring our attention before accreditation could be offered.

At this time, IANZ felt that we did not have enough evidence (history) behind us and therefore decided that they would come back one year later (September 2012) to ensure that policies and processes were being implemented. At this assessment a further four corrective actions were raised and subsequently resolved confirming our quality assurance system had been effectively implemented.

In September 2014, we were once again assessed by IANZ. A team of 13 Assessors and Technical Experts from across the country descended upon us and performed an audit.

We were absolutely delighted with the result of this audit which found that **no corrective actions** were necessary. IANZ stated that "Auckland Councils Building Control department had made a phenomenal improvement in implementing its quality assurance system".

This is a magnificent result, another indicator of the huge steps we have made as a team over the past 2 years on our journey towards delivering consistent best practice services.