

# Buildings Support for PCCs

Service Level Agreement  
for Parish Building Surveyors



*Our Church buildings are a gift to this and future generations. They offer a place where people can gather from across our communities for many purposes, including worship. Thus their care and development are vital to our mission together to be a Transforming Church and we recognize the effort and work that many people contribute to that end.*

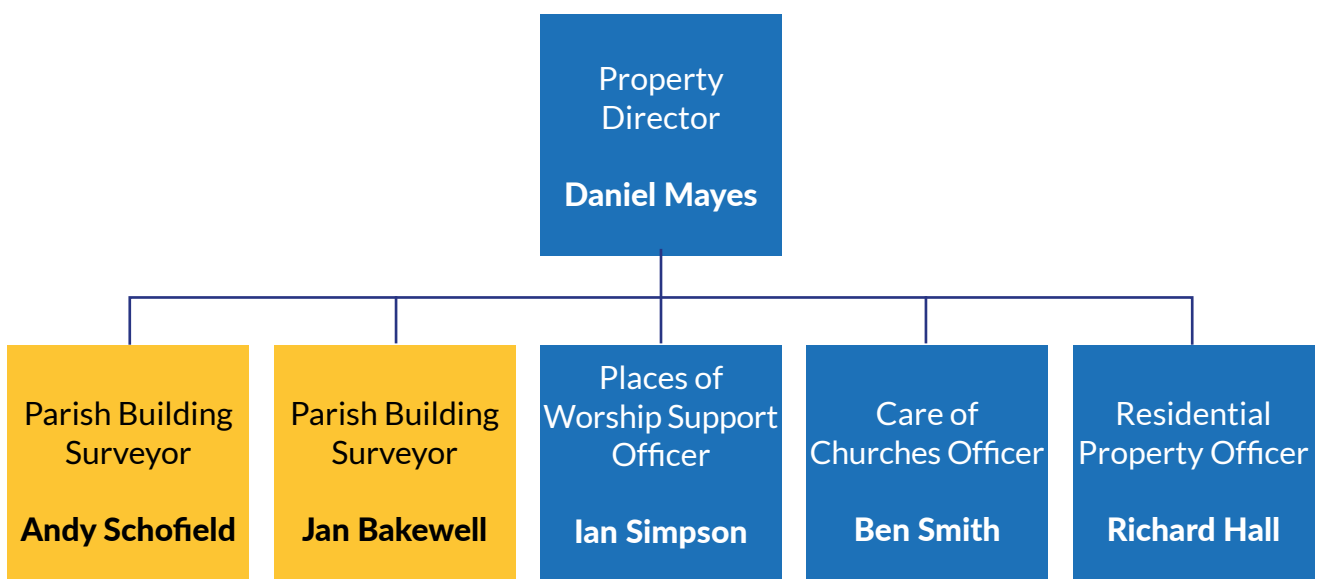
*Thank you for your part in that, this service level agreement will help parishes and property team to work together to have clear expectations and support their joint mission in God's service.*

## Background

**One of the key features of People & Places is to provide Parish Support Services which will assist with HR, Buildings & Bookkeeping in our newly formed deaneries. The Parish Building Surveyors are now available to newly formed deaneries within the Church of England Birmingham.**

To ensure church buildings remain well maintained and compliant puts a significant strain on local resources. Even day-to-day reactive maintenance issues take hours of people's time and require specific technical expertise. Having Parish Building Surveyors that will instruct and oversee contractors can help take away this burden. The church buildings in the Church of England Birmingham were assessed in both 2012 and 2017 through a desk-based survey of their five-yearly building inspection reports. During this period the number of buildings in a 'Poor' or 'Very Bad' state had increased to 30%. People & Places aims to support parishes with the fabric management processes for their churches, to ensure that annual planned preventative maintenance (PPM) for each building is carried out regularly and for the long term to reduce the cost liability.

Our Parish Buildings Services can help with organising Church property reactive repairs and maintenance on behalf of Parochial Church Councils (PCCs), which will involve managing a wide range of suppliers and building contractors. We can also assist with implementing various programmes of planned, cyclical and legislative maintenance for churches based upon their five-yearly inspection report. Our surveyors will also help with condition surveys of ancillary buildings and relevant statutory compliance responsibilities for all operational buildings.



*Image A – Property Team Organogram*

The Parish Building Surveyors are part of the Property Team as shown in the organogram above. The surveyors will complement Ian Simpson, Historic Places of Worship Support Officer (PoWSO); Ben Smith, Care of Churches Officer; and Daniel Mayes, Property Director who currently provide support to parishes on their church buildings. Ian Simpson (PoWSO), in addition to offering practical, on-the-ground advice on management and development projects for church buildings, can also support grant applications to various funders. Ben Smith (Care of Churches Officer) is also available to give guidance and support on the management, maintenance and development of all church buildings and churchyards, and on the Faculty permission system for carrying out works. Daniel Mayes (Property Director) has a wider remit to give assistance and support on the development of construction-related projects for church buildings and church halls, including the development of strategic project briefs, feasibility studies, options appraisals, project programmes, business cases, contract management, and the appointment of consultants and contractors.

## Key Objectives of the Parish Building Surveyors

To support PCCs in:

- Discharging their statutory compliance responsibilities relating to church buildings in particular where such a building is listed;
- Improving and developing church buildings and facilities to be fit for purpose for the needs of their ministry and mission; and
- Assist in implementing various programmes of planned, cyclical and legislative maintenance to their church buildings as a result of Quinquennial Inspections (QI's).

## What we will do

- Oversee reactive maintenance and planned preventative maintenance (PPM) on behalf of PCCs;
- Support PCCs with their PPM plans and where necessary carry out further condition surveys;
- Advise PCCs on regulatory and statutory compliance and construction related health and safety;
- Project manage works on site, act as contract administrator and main point of contact with contractor(s) and any other consultants appointed in relation to the works;
- Guide PCCs with faculty submissions and advise on any further statutory compliance.

## What we don't do

- Parish Building Surveyors will not act as the client, for the avoidance of doubt, the PCC shall be client in relation to all works carried out. The Parish Building Surveyors will not pay for the works nor be budget holder. Any maintenance or compliance work will need PCC approval before appointing a contractor;
- Perform duties as Principal Designer under the Construction Design & Management Regulations (CDM 2015);
- Deal with non-urgent electrical and plumbing or other minor issues which can be dealt with by a local tradesperson. If the issue keeps recurring or it has adversely affected the building fabric the Parish Building Surveyors can advise of further steps which can be taken;
- The use of Parish Building Surveyors does not take away the need for Quinquennial Inspections (5 yearly) carried out by the church architect;
- Parish Building Surveyors will not attend PCC meetings to obtain approval for the works; this is the incumbents/churchwardens responsibility;
- Parish Building Surveyors will not provide design services for improvements, such as extension, new builds or re-ordering projects. Other members of the Property Team can advise on these matters.

Please note, PCCs remain as client and responsible owners of their buildings; therefore maintenance and all statutory compliance required as owner of the buildings will continue to be the PCC's responsibility to ensure all building related assets are maintained and tested to appropriate regulations and legislation.

## What we will do (in detail)

The Parish Building Surveyor will support PCCs in:

- Organising Church property reactive repairs and maintenance. This will involve managing a wide range of suppliers, consultants and building contractors. Handle e-mails, phone calls and other general queries related to the works. Ensure that the works remain within the agreed scope and approved funding and should the scope or costs change significantly request the incumbent/ churchwardens to obtain approval from the respective PCC;
- Implementing various programmes of planned, cyclical and legislative maintenance for churches based upon their five-yearly inspection Quinquennial Inspection report, condition surveys of ancillary buildings and relevant statutory compliance reports for all operational buildings;

- Supporting PCCs with planning and co-ordinating all technical inspection and statutory testing relevant to their church buildings and any ancillary operational buildings on the church site, such as church halls, in conjunction with church staff and officers and external specialist consultants, ensuring an effective survey process, accurate recording and access to data;
- Analysing records of reactive, routine and statutory maintenance to identify patterns of emerging liability on building fabric assets, and to suggest where PCC resources should be used to discharge high priority defects;
- Formulating forward maintenance plans based upon analysis of maintenance liability of the built fabric on the church site with due consideration of the availability of local budgets and resources;
- Managing external contractors and in some cases consultants to achieve planned outputs for programmes of routine and legislative maintenance work, and for term contracts and single capital projects not exceeding £100k, including:
  - developing appropriate risk registers and control measures with PCCs as required;
  - liaising with the CofE Birmingham Property Team, the Diocesan Advisory Committee for the Care of Churches and statutory approval bodies on behalf of the PCC, as appropriate;
  - supporting PCCs with selecting their procurement route for capital projects;
  - monitoring the performance of projects against specific performance indicators and operating mechanisms for ensuring adherence to technical procedures and working practices; and
  - analysing performance issues where appropriate with a view to recommending improvements to ensure cost effectiveness, quality, speed, and safety in future project delivery;
- Supporting PCCs with obtaining the necessary statutory consents including consent for works that fall within the Faculty Jurisdiction Rules 2015 (FJR 2015);
- Monitoring the performance of external contractors and consultants;
- Maintaining a project database for maintenance contractors (including large, one-off projects) with the continued monitoring against programme, cost plans, quality and safety standards;
- Undertaking periodic reviews of service delivery, or attend to direct complaints of procedural failure, and implement with a consistent approach the improvement to operational structure and processes as identified to ensure value for money.

## The PCCs Responsibilities

In order to establish a two-way record, the PCC will need to adhere to the following guidelines to assist in work execution and satisfactory completion:

- Provide a list of personnel authorised by the PCC to request and approve work;
- Requests should be made via email; [property@cofebirmingham.com](mailto:property@cofebirmingham.com). When making requests by telephone, contact the Parish Building Surveyors on the listed contact numbers only;
- Provide only one work request for each job required;
- Provide requestor's name and contact number with each request;
- Describe work requirements as accurately as possible;
- Provide any information about the site and existing structures or hazards that may be present such as asbestos, overhead cables and buried services. If an asbestos survey is not available, the PCC should allocate funds for a Refurbishment & Demolition survey to be carried out before works commence on site;
- Ensure appropriate construction related insurance (such as contract works insurance) is in place;
- Ensure PCC approval including costs is provided within the timescales indicated in Appendix A;
- Ensure availability of work area on the agreed date;
- Allow workers to carry out their work commitment without interruption;
- Not to add work requests to an existing call number;
- Ensure that building services remain statutory compliant.

## Health & Safety (Construction (Design & Management) Regulations 2015)

- For works involving one contractor the Parish Building Surveyors will:
  - ensure that the contractor complies with legal standards for health and safety management on all projects;
  - establish clear working practices according to guidelines developed by the CofE Birmingham Property Team;
  - monitor for progress at critical milestones throughout a contract;
  - review works on completion to inform improvement in future practices through informed from contractors, end users and external consultants.

- If there is more than one contractor involved, the PCC will need to appoint (in writing) a Principal Designer and Principal Contractor. The Parish Building Surveyors can give guidance with these appointments; however under the CDM Regulations 2015 the PCC remains the client;
- Please see Appendix B for more information on the CDM Regulations 2015. Please ensure that PCCs representatives are fully aware of their responsibilities under the CDM Regulations;
- As the Parish Building Surveyors will be using a pool of contractors it will be necessary for the contractors to be vetted to make sure they have the appropriate skills, knowledge, experience and capability to manage health and safety. Therefore the Diocesan Board of Finance (DBF) will cover the costs for a CDM health & safety advisor to carry out an annual check of the contractors insurance (employers and public) and health & safety procedures. The advisor will also provide a monthly audit of 5% of works currently on site across the diocese (circa 4 visits a month) to make sure contractor(s) adhere to their health & safety procedures, method statements and risk assessments. There will be no further charge to the PCCs for this service.

## Insurance

The DBF have put in place appropriate Professional Indemnity Insurance for the Parish Building Surveyors, however PCCs should ensure that they have appropriate contractors all-risks/ contract works insurance in place for the construction works and suitable building and contents insurance.

## Job execution standards and response times

Please see the flow chart in Appendix A, which will help explain the process of instructing a Parish Building Surveyor. To assist in progressing work requests to a satisfactory completion, the Parish Building Surveyors will adhere to the following guidelines:

- The Parish Building Surveyors guarantee that the PCC work requests will be acknowledged within one working day in order to progress the required work (unless an emergency);
- The Parish Building Surveyors shall guarantee that all work requests will be actioned and when specific start/ completion dates given, adhered to;
- The Parish Building Surveyors, contractors, consultants or any other parties instructed by the surveyors will not access or attempt to access property without the PCCs permission prior to contractor's possession of the site under the CDM regulations;
- The Parish Building Surveyors shall ensure as far as they are able to, that planned work is carried out and completed at the agreed times and where possible, without



interruption to church services, operations and tenants/ licensees;

- The Parish Building Surveyors shall, where necessary, provide site supervision to ensure progress and quality of workmanship is to an acceptable standard;
- The Parish Building Surveyors shall consult with the PCC as appropriate;
- The Parish Building Surveyors shall record all work requests accurately.

## Response times:

- Category A (Emergency Breakdowns) – Parish Building Surveyors will aim to organise the attendance by a contractor on the same day as the telephone call or email from a PCC during normal working hours. Category A work will be made safe immediately and normally completed by the 2nd day, subject to the PCC approving the costs, and the nature/ severity of the emergency.
- Category B (Non-Urgent Breakdowns) – attendance by the Parish Building Surveyor or a contractor within 3 days of a telephone call or email from PCC during normal working hours. Category B work will be completed by the 10th working day, unless agreed otherwise and subject to faculty legislation and the PCC approving the cost of the works prior to commencement.
- Category C (Provision of technical and/ or programming advice on routine maintenance) – Meeting to take place within 10 working days of the PCCs request to the Parish Building Surveyor. Work will be completed as agreed subject to programme and budget.

Where the Parish Building Surveyors receive unprecedented level of requests they will be prioritised in terms of their nature/ severity and time of request.

## Definition of Categories:

- Category A (Emergency Breakdowns) include instances of asset malfunctions which will actually or could lead to the following: health and safety of occupants being put at risk, the building fabric building damaged, the security of the building being endangered and failure of heating/ hot water systems.
- Category B (Non-Urgent Breakdowns) include instances of services malfunction which are of a routine nature and do not seriously impair day to day operations of the Church or Church Hall. For example cosmetic damage to fixtures and fittings, and cosmetic damage to the building fabric.
- Category C (Provision of technical and/ or programming advice on routine maintenance) to include attendance at meetings to provide technical and/ or programming in relation to future activities with agreed time frames.

## Contact Details:

Archdeaconry of Birmingham	Archdeaconry of Aston
<b>Jan Bakewell</b> 1 Colmore Row   Birmingham B3 2BJ Mobile: 07824536935 Email: janb@cofebirmingham.com	<b>Andy Schofield</b> 1 Colmore Row   Birmingham B3 2BJ Mobile: 07824463769 Email: andrewschofield@cofebirmingham.com
Property Team email: parishsurveyors@cofebrimingham.com	

Emergencies – If your query is urgent/ or an emergency and you are contacting us outside normal working hours please make use of emergency contacts on the CofE Birmingham website, which can be found in the following link: <http://www.cofebirmingham.com/documents/view/emergency-preferred-list-contractors/>. Please note the contractors in the attached document are not under contract to provide an out of hours service provision.

## GDPR

The DBF keeps data in accordance with the requirements set out in law, statutory guidance and the national church. For more information on the DBF's Data Privacy Notice please use the following link: [https://cofebirmingham.contentfiles.net/media/assets/file/BDBF\\_Data\\_Privacy\\_Notice\\_June\\_2018.pdf](https://cofebirmingham.contentfiles.net/media/assets/file/BDBF_Data_Privacy_Notice_June_2018.pdf)

By signing the document below you agree that your contact information can be shared with the Parish Building Surveyors, selected contractors, consultants and other suppliers in relation to the works.

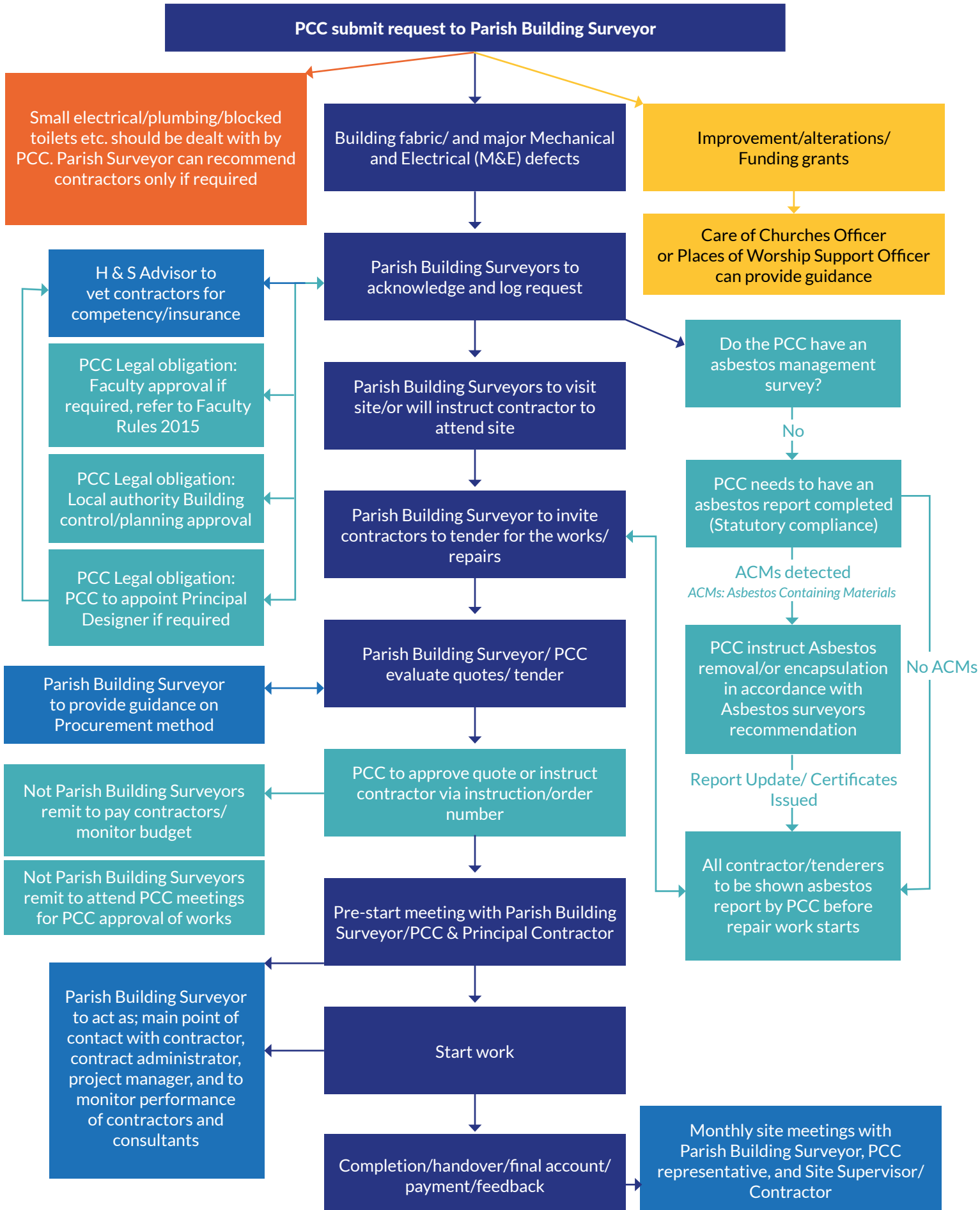
## Declaration

This document is not exhaustive and may be subject to review and amendment at any time. I hereby declare that I have read and understood the content of the Service Level Agreement and that the PCC agree to their responsibilities under this agreement.

Signed on behalf of the PCC (incumbent/ churchwarden):	
Name:	
Signature:	
Date:	

# Service Level Structure – Parish Building Surveyors

## General scenario July 2019



*Service Level Agreement- Appendix B - CDM 2015 Guidance Note from the HSE  
(See next page)*