



# Commitments towards our Vision

## Six Month Update- Building Control Service

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
To actively market and promote the building control service to maintain market share	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.	Local authority building control (LABC) services used on a large proportion of all applications submitted in the East Cambridgeshire District  70% of all Building Control applications submitted use Local Authority Building Control	81%	Nigel Harper-Senior Building Control surveyor Jason Johnson-Senior Building Control surveyor Duncan Hones-Building control surveyor John Jeffery-Building control surveyor Darren King-Building control administrator	↑	<b>75%</b>  <b>380</b> Local Authority Apps  <b>96</b> Approved Inspector Apps
		Achieve a break even budget for the fee earning account and be self sufficient	Balanced budget achieved	Nigel Harper-Senior Building Control surveyor Jason Johnson-Senior Building Control surveyor	↔	Figures at present would indicate a balance budget will be achieved
		Review/improve the Building Control area of the Council website to ensure the information available is up to date and relevant for all customers	NA	Jason Johnson-Senior Building Control surveyor	↔	Completed
To ensure the provision of a safe and healthy environment	Making East Cambridgeshire an even better place to live	To ensure the provision of a responsive dangerous structures service by attending: <ul style="list-style-type: none"> <li>100% of reports of a dangerous structure within <b>2 hours</b> if after a desktop assessment it is determined the structure may cause immediate danger to the public</li> <li>100% of reports of a dangerous structure within <b>24 hours</b> if after a desktop assessment it is determined the structure will not cause immediate danger to the public</li> </ul>	100% Attended	Nigel Harper-Senior Building Control surveyor Jason Johnson-Senior Building Control surveyor Duncan Hones-Building control surveyor John Jeffery-Building control surveyor	↔	<b>10 Reports</b>  100%
					↔	100%

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
To provide a dedicated high quality technical service to our customers	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer	Register 80% of building regulations applications within 3 working days of submission	92%	Nigel Harper-Senior Building Control surveyor Jason Johnson-Senior Building Control surveyor Darren King- Building control administrator	↑	87% 377 Applications received
		To ensure compliance with building regulations by carrying out plan checking within 3 working weeks  Check 70% of applications for compliance within 3 working weeks	74%	Nigel Harper-Senior Building Control surveyor Jason Johnson-Senior Building Control surveyor Duncan Hones-Building control surveyor John Jeffery-Building control surveyor	↓	59% 156 Applications received  Under target at present due to unexpected staff absence. It is anticipated our target will be exceeded by the end of the year
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes		To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place. To maintain a full professionally qualified (applicable to post) team	N/A	Nigel Harper-Senior Building Control surveyor Jason Johnson-Senior Building Control surveyor	↑	Full team in place including the addition of a trainee surveyor
		Appraisals to be completed annually	100%	Nigel Harper-Senior Building Control surveyor Jason Johnson-Senior Building Control surveyor Duncan Hones-Building control surveyor John Jeffery-Building control surveyor	↔	100%

To determine building regulations applications and carry out site inspections within specified statutory timescales	Making East Cambridgeshire an even better place to live	To examine and determine 100% of applications within statutory period of 5 weeks or 2 months where an extension of time agreed too.	100%	Nigel Harper-Senior Building Control surveyor Jason Johnson- Senior Building Control surveyor Duncan Hones-Building control surveyor John Jeffery-Building control surveyor		<b>100%</b> <b>156 Applications received</b>
		Carry out 90% site inspections on same day if requested before 10am and within 5 days for completion inspections 90% carried out on day of request	98%	Nigel Harper-Senior Building Control surveyor Jason Johnson- Senior Building Control surveyor Duncan Hones-Building control surveyor John Jeffery-Building control surveyor		<b>98%</b> <b>2135 inspections carried out</b>
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer	To regularly review risks associated with Building Control, including: <ul style="list-style-type: none"> <li>Carrying out site inspections <ul style="list-style-type: none"> <li>Possible impact to the health &amp; safety of the public resulting from incorrect decision making by Surveyor</li> <li>Possible impact to reputation of the Authority</li> </ul> </li> <li>Attending dangerous structures calls <ul style="list-style-type: none"> <li>Possible impact to the health &amp; safety of the public and Council employees resulting from incorrect dangerous structure management</li> <li>Possible impact to reputation of the Authority</li> </ul> </li> </ul>	New Target	Nigel Harper-Senior Building Control surveyor Jason Johnson- Senior Building Control surveyor Duncan Hones-Building control surveyor John Jeffery-Building control surveyor	New target	New target

<b>Name of Service Delivery Champion: Councillor Hitchin</b>
<b>Comments</b> I note that the registration of applications and the plan checking/ compliance elements have been satisfactorily accounted for.  I assume that the New Target for regular review of risks derives from the tower block fire.  I would say that the drop in use of the service from 81% to 75% is indicative of proper competition for the work! Pleased to see that the budget is expected to break even.