

Building Control Service Delivery Plan 2015 – 2016

Overview of Building Control Services

Building Control Services comprises; Team Leader, 2 Senior Building Control Surveyors (FT) 2 Building Control Surveyors (FT), 1 Administrative Assistant (FT) from a combined planning and building control registration team operating on a weekly rotation.

The principal role of Building Control is to provide a service to the construction industry, residents, other professionals and internal customers. It is a statutory service, which administers legislation relating to the built environment and operates in such a manner as to establish and maintain a high reputation for both itself and the council. It therefore aims to provide a responsive service, which is of a consistently high standard and gives value for money to its customers.

The service has two elements which are described as fee earning and non fee earning work. The building regulation aspect of the service is income generating and in accordance with The Building (Local Authority Charges) Regulations 2010 and CIPFA accounting requirements. This aspect of the business must be self-financing over a continuous three-year rolling period. The non fee earning part of the service is funded by the Council tax payer and includes dangerous structures, enforcement, demolitions, support for the safety advisory group and consultancy services to other council services.

Local Authority Building Control is subject to competition from private sector building control bodies (approved inspectors or AI's) operating both regionally and nationally. This competitive scenario is applicable across all developments including domestic extensions, new housing and commercial developments. This gives all applicants a clear choice between the Local Authority Building Control Service (LABC) and private sector building control Approved Inspector (AI) services. This choice may be based on cost alone or a number of other factors such as the quality of site inspection service, ease of contact, early involvement in the design process or flexibility in making decisions. However it is made, the service must try to compete effectively. Nationally, there are over 160 registered Approved Inspectors and the number has rapidly grown in the last few years (17 companies in 2002).

Despite this choice, the Local Authority retains a statutory duty to enforce the building regulations in its area. Approved Inspectors are not able to perform this function and sites which cannot be signed off by AI's revert back to Local authorities for enforcement. Thus irrespective of workload and income it must retain a Building Control Service at some cost to the Authority.

The service is also subject to a continuous programme of both administrative and technical legislative change. This means that management objectives and priorities may change at short notice.

Building Regulation Fee Earning Service

This service is concerned with determining compliance with Building Regulations by assessing plans and carrying out site inspections at different stages of the building process. Customers are advised of contraventions of the building regulations and how they may be overcome. Legislation allows prosecution in the magistrates' court for contraventions of the Building Regulations but it is only used as a last resort.

This element of the service's work is subject to competition by the private sector.

The income generated in fee earning work in 2014/15 was £236,237

The estimated income generation for 2015/2016 is £238,185

Non Fee Earning Work

Building Control provides a number of services which are necessary as part of a local authority service. These include:-

- Dangerous Structures.
- Enforcement of Building Regulations.
- Demolitions.
- Registering AI Initial Notices and Competent Person Scheme works.
- Process disabled person's applications.
- Provide advice to other council services.
- Safety advisory group / safety at sports ground.
- General pre-application and building regulations advice.

These elements of building control work do not require payment of a building regulation charge and are not required to be self-financing.

The cost of the non fee earning work in 2014/15 was £135,446.

The estimate non fee earning work for 2015/2016 is £146,644.

Summary of performance outputs for Building Control Services

Service Delivery Lead - Rob Fysh

Details of performance outputs since October 2014

Promotion of a safe and healthy environment	Target	Actual
Provide reactive and rapid response to dangerous structure notifications.	100% respond within 24 hours	100% responded to within 24 hours
Respond to demolition notices within 6 weeks.	95% notices responded to within 6 weeks	100% responded to within 6 weeks (15 notices)

Provide a high quality service	Target	Actual
To register applications within 3 working days.	70% within 3 working days	82% within 3 working days *variance of +14% (562 within 3 days, 101 outside)
Carry out plan checking within 3 working weeks.	50% within 3 working weeks	99% within 3 working weeks **variance of +49% (358 full plans checked within 3 weeks, 1 outside of this date)
N.B - *, ** Variance due to reduction in applications submitted over the winter months. And therefore able to process quicker due to the reduced number of applications. Also no changes in legislation which usually cause a large influx of applications.		

Maintain an effective and well trained team	Target	Actual
Maintain a full and professionally qualified team	Maintain a full team	Full team maintained
Appraisals completed annually	100% on time	100% on time
Service awareness briefings for Service Delivery Champion	100% aware	100% aware

Local authority building control (LABC) services used on a large proportion of all applications submitted in the East Cambs District	Target	Actual
Local authority building control (LABC) services used on a large proportion of all applications submitted in the East Cambs District	50% of all applications submitted use LABC service	85% of all applications submitted use LABC (762 applications received by ECDC, 132 approved inspector initial notices received) *Variance of +35%
Achieve a break even budget for the fee earning account	Achieve a break even budget	Break even budget achieved
*N.B variance of +35% due to pro-active marketing to reduce and maintain market share.		

Determine building regulation applications and carry out site inspections within specified timescales	Target	Actual
Examine and determine applications within statutory period of 5 working weeks or 2 calendar months where an extension of time is agreed to.	90% within statutory period	100% within statutory period *Variance 10% (359 applications checked)
Carry out site inspections on same day if requested before 10am and within 5 days for completion inspections.	90% carried out on day of request	100% carried out on day of request (3180 inspections carried out on day of request)
*Variance of 10% due to efficient team who have a proactive approach to building control.		

Building Control Service Delivery Plan 2015/2016

Strategy map



Measuring Performance:-

Performance Measure -To actively market and promote the building control service to maintain market share	Baseline	Target
Local authority building control (LABC) services used on a large proportion of all applications submitted in the East Cambridgeshire District.	85% of all applications submitted use LABC service	60% of all applications submitted use LABC service
To achieve a break even budget for the fee earning account and be self sufficient.	Balanced budget achieved	Balanced budget achieved

Performance Measure -To determine building regulations applications and carry out site inspections within specified statutory timescales	Baseline	Target
To examine and determine applications within statutory period of 5 weeks or 2 months where an extension of time is agreed too.	100% within statutory period	100% within statutory period
To carry out site inspections on the same day if requested before 10am and within 5 days for completion inspections.	100% carried out on day of request	90% carried out on day of request

Performance Measure - To provide a dedicated high quality technical service to our customers	Baseline	Target
To register building regulations applications within 3 days.	84% within 3 working days	70% within 3 working days
To ensure compliance with building regulations by carrying out plan checking within 3 working weeks.	99% within 3 working weeks	60% within 3 working weeks

Performance Measure - To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place.	Baseline	Target
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes.	Full team employed	Full Team employed
Appraisals to be completed annually.	100% on time	100% on time
Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.	100% up to date	100% up to date

Performance Measure - To ensure the promotion of a safe and healthy environment	Baseline	Target
To ensure the provision of a responsive dangerous structures service.	Respond within 1 Working Day	Respond within 1 Working Day
To respond to demolition notices in order to ensure compliance with statutory legislation and support customer needs.	95% notices responded to within 6 weeks	95% notices responded to within 6 weeks
Provide technical expertise to the Safety Advisory Group.	Bi-monthly meetings Attended	Attend bi-monthly meetings

Delivering the service

Performance Measure- To actively market and promote the building control service to maintain market share	
Owner	Building control team.
Co owner(s)	
Output/Outcome(s)	Local authority building control (LABC) services used on a large proportion (60%) of all applications submitted in the East Cambridgeshire District.
Links	LABC.
Source of data	Uniform.
Frequency of reporting? E.g. annually	Monthly.
Who measures?	Rob Fysh - Team Leader. Jo Brooks - Director of Regulatory Services.
Please list processes briefly	<ul style="list-style-type: none"> • Regular review of market share. • Regular analysis of market trends and competitors. • Continued development of close working relationship with adjoining Local Authority building control teams. • Support LABC network. • Continue development of LABC partnership scheme. • Utilise up to date working practices and marketing strategies. • Maintain strong customer links and customer focused service. • Maintain good customer satisfaction survey responses.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Full and qualified building control team.
Are there opportunities for cross-service working?	Utilise marketing opportunities via strong links with planning department and economic development team.

Performance Measure- To actively market and promote the building control service to maintain market share

Owner	Building control team.
Co owner(s)	
Output/Outcome(s)	To achieve a break even budget for the fee earning account and be self sufficient.
Links	CIPFA Building Control Accounting Guide. The Building (Local Authority charges) Regulations 2010.
Source of data	Finance. Agresso.
Frequency of reporting? E.g. annually	Annual.
Who measures?	Jason Johnson- Acting Building Control Manager Jo Brooks – Director of Regulatory Services.
Please list processes briefly	<ul style="list-style-type: none"> • Review of fee charges annually. • Review of hourly rate annually. • Review of fee split for fee earning and non fee earning work. • Continue to find efficient ways of working and generating revenue streams.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Full and qualified building control team. If capacity is maintained the statutory duty will be achieved, service provision will be maintained and there will be no additional cost to the authority.
Are there opportunities for cross-service working?	

Performance measure- To determine building regulations applications and carry out site inspections within specified statutory timescales.

Owner	Building Control Team.
Co owner(s)	
Output/outcome(s)	To examine and determine 100% of applications within statutory period of 5 weeks or 2 months where an extension of time is agreed to.
Links	The Building Act 1984 and the Building Regulations.
Source of data	Uniform.
Frequency of reporting?	Daily.
Who measures?	Jason Johnson- Acting Building Control Manager Senior Building Control Surveyors.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Re-allocate resources to achieve target. • Adapt working practices to achieve target. • Ensure effective and well resourced team maintained. • Weekly monitoring of applications carried out by building control services.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Fully resourced and trained team. If capacity is maintained then customer satisfaction will be maintained and the statutory duty will be achieved.
Are there opportunities for cross-service working?	No.

Performance Measure- To determine building regulations applications and carry out site inspections within specified statutory timescales.

Owner	Building Control Team.
Co owner(s)	
Output/outcome(s)	To carry out 90% of site inspections on the same day if requested before 10a.m. and within 5 days for completion.
Links	The Building Act 1984 and the Building Regulations.
Source of data	Uniform.
Frequency of reporting?	Daily.
Who measures?	Jason Johnson- Acting Building Control Manager. Senior Building Control Surveyors.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Re-allocate resources to achieve target. • Adapt working practices to achieve target. • Ensure effective and well resourced team maintained.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Fully resourced and trained team. If capacity is maintained then the provision of a responsive and excellent customer service will continue.
Are there opportunities for cross-service working?	No.

Performance measure- To provide a dedicated high quality technical service to our customers.	
Owner	Jason Johnson- Acting Building Control Manager. Sue Wheatley- Planning Manager. Senior surveyors.
Co owner(s)	Building control team. Planning and building control registration team.
Output/Outcome(s)	To ensure compliance with building regulations by carrying out 50% plan checking within 3 working weeks.
Links	Building Regulations Statutory Instrument.
Source of data	Uniform.
Frequency of reporting?	Daily.
Who measures?	Jason Johnson- Acting Building Control Manager Office supervisor development services.
Please list processes briefly	<ul style="list-style-type: none"> • Process and respond to applications quickly and efficiently. • Contact applicant/agent promptly to resolve issues effecting validation. • Manage registration team resources to achieve targets. • Provide additional staff training.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Fully resourced and trained registration team.
Are there opportunities for cross-service working?	No, validation, registration and plan checking can only be carried out by trained and qualified staff.

Performance measure- To provide a dedicated high quality technical service to our customers	
Owner	Jason Johnson- Acting Building Control Manager.
Co owner(s)	Building control team. Planning and building control registration team. Sue Wheatley- Planning Manager
Output/Outcome(s)	70% of building applications to be registered within 3 working days.
Links	Building Regulations Statutory Instrument.
Source of data	Uniform.
Frequency of reporting?	Daily.
Who measures?	Jason Johnson-Acting Building Control Manager. Office supervisor development services.
Please list processes briefly	<ul style="list-style-type: none"> • Process and respond to applications quickly and efficiently. • Contact applicant/agent promptly to resolve issues effecting validation. • Manage registration team resources to achieve targets. • Provide additional staff training.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Fully resourced and trained registration team.
Are there opportunities for cross-service working?	No, validation, registration and plan checking can only be carried out by trained and qualified staff.

Performance measure- To ensure effective training needs across the service are addressed by following effective performance management processes. To ensure succession planning is in place.	
Owner	Jason Johnson-Acting Building Control Manager.
Co owner(s)	Building control team.
Output/outcome(s)	To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes.
Links	LABC performance standards, HR Policy and procedure, Corporate priorities.
Source of data	Jason Johnson-Acting Building Control Manager. HR.
Frequency of reporting?	As required.
Who measures?	Jason Johnson-Acting Building Control Manager.
What will be done? Please list processes briefly	Provide extensive training and continuing professional development as required by chartered professional membership. Provide career progression path and rolling programme for a trainee position. Service provision and customer satisfaction affected by staffing levels. Rewards include continued business from existing customers and development of LABC partnership scheme.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Fully resourced and trained team.
Are there opportunities for cross-service working?	No.

Performance measure- To ensure effective training needs across the service are addressed by following effective performance management processes. To ensure succession planning is in place.

Owner	Jason Johnson-Acting Building Control Manager.
Co owner(s)	Building control team.
Output/outcome(s)	Appraisals to be completed annually.
Links	HR Policy and procedures. Corporate priorities.
Source of data	Jason Johnson-Acting Building Control Manager. HR.
Frequency of reporting?	Annually.
Who measures?	Jason Johnson-Acting Building Control Manager.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Timescales set by Human resources. • Line managers to book appraisals with staff. • Line manager to issue staff with paperwork to complete. • Paperwork to be completed by appraisee and return to Line manager. • Appraisal undertaken and comments from Line Manager added accountabilities for next year agreed. • Completed documentation agreed by Line Manager and appraisee signed off. • Completed appraisal sent to HR.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Fully resourced and trained team.
Are there opportunities for cross-service working?	No.

Performance measure- To ensure effective training needs across the service are addressed by following effective performance management processes. To ensure succession planning is in place.	
Owner	Jason Johnson-Acting Building Control Manager.
Co owner(s)	Building control team.
Output/outcome(s)	Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.
Links	LABC performance standards. HR Policy and procedure. Corporate priorities.
Source of data	Jason Johnson-Acting Building Control Manager. Service Delivery Champion.
Frequency of reporting?	As required.
Who measures?	Jason Johnson-Acting Building Control Manager. Service Delivery Champion.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Service Delivery Champion to be fully engaged within the workings of the service through the media of emails, 1-2-1 discussions, updates through committee reports etc. • Quarterly meetings to be conducted as and when the Service Delivery Champion requires.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	No.

Performance report- To ensure the promotion of a safe and healthy environment

Owner	Jason Johnson-Acting Building Control Manager. Building control team.
Co owner(s)	
Output/outcome(s)	To ensure the provision of a responsive dangerous structure service.
Links	Building Act 1984 sections 77,78.
Source of data	Council records, uniform system.
Frequency of reporting?	Quarterly.
Who measures?	Jason Johnson-Acting Building Control Manager. Jo Brooks- Director of Regulatory Services.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Provide a rapid response to dangerous structure notifications. • Take appropriate actions under section 77 and/or sections 78 Building Act 1984 against the owner and occupier of the building. • Arrange for the council to undertake emergency work where necessary to remove danger to public, and seek to recover the Council's costs in doing so. • Ensure sufficient training is given to staff and that experience is gradually built up in less experienced members.
Reporting timescale	Quarterly performance report, annual improvement review.
What resources are needed to ensure success?	Out of hours service is based on best endeavours and good will. No funding currently in place to provide on call service. Fully staffed and trained team required.
Are there opportunities for cross-service working?	Dangerous structures responding surveyor supported by depot team to remove danger.

Performance report- To ensure the promotion of a safe and healthy environment	
Owner	Jason Johnson-Acting Building Control Manager. Building Control Team.
Co owner(s)	Office supervisor development services.
Output/outcome(s)	To respond to demolition notices in order to ensure compliance with statutory legislation and support customer needs by ensuring 95% of demolition notices are responded to within 6 weeks.
Links	Building Act 1984 sections 80,81,82,83.
Source of data	Council records, uniform system.
Frequency of reporting?	Quarterly. .
Who measures?	Jason Johnson-Acting Building Control Manager.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Notification received by post, email or online system. • Details recorded on uniform, site inspection made by surveyor and paperwork processed through admin team. • Planning, conservation officer, neighbours and public bodies notified and counter notice served back.
Reporting timescale	Quarterly performance report, annual improvement review.
What resources are needed to ensure success?	Experienced and efficient admin support team.
Are there opportunities for cross-service working?	No.

Performance report- To ensure the promotion of a safe and healthy environment	
Owner	Jason Johnson-Acting Building Control Manager. Building Control.
Co owner(s)	Office supervisor development services.
Output/outcome(s)	Provide technical expertise to the Safety Advisory Group
Links	The green guide (Safety at sports grounds), The purple guide (Event safety management) HSE, IStruct E Temporary structures guidance document.
Source of data	Feedback from SAG members / Public.
Frequency of reporting?	Quarterly.
Who measures?	Jason Johnson-Acting Building Control Manager.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Attend safety advisory group meetings throughout the year. Attend site visits both with the group and individually as and when required. • Provide appropriate training to staff.
Reporting timescale	Quarterly performance report, annual improvement review.
What resources are needed to ensure success?	This is a specialised area of work requiring experienced staff to ensure sound advice and guidance is provided.
Are there opportunities for cross-service working?	Cross service working with Environmental health and all other members of the SAG group.