

# **Building Control Service Delivery Plan 2016 – 2017**

## **Overview of Building Control Services**

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 dealing with dangerous structures, enforcement, demolitions, support for the safety advisory groups and consultancy services to other council services.

Local Authority Building Control is subject to significant competition from private sector building control bodies (approved inspectors or AI's) operating both regionally and nationally. This competitive scenario is applicable across all types of 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 compete effectively both in terms of level of service and price. Nationally, there are over 160 registered Approved Inspectors and the number has rapidly grown in the last few years.

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.

## **Staff**

Building Control Services comprises; Team Leader, 1 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.

## **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 2015/16 was £258,517

The estimated income generation for 2016/2017 is £258,517

The total cost of the service to the Council is £11,923.00 (taking in to account fee earning income generation).

### **Non Fee Earning Work**

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

- Dealing with dangerous Structures.
- Enforcement of Building Regulations.
- Dealing with proposed 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 2015/16 was £138,000

The estimate non fee earning work for 2016/17 is £78,500 (without recharges)

### **How does the Service link in with the Council's Corporate Plan?**

Building Control Services links in with the following priorities;

- A customer driven efficient Council with a "can-do" attitude and pro-business approach and commercially focussed to ensure financial self-sufficiency for the taxpayer.
- Making East Cambridgeshire an even better place to live.

The Service is continuing to balance their budget and provide a competitive pricing structure.

The fast turnaround in applications shows how driven the team is.

## Building Control Services- End of year report for 2015-2016

To actively market and promote the building control service to maintain market share	Baseline	Target	Outcome
Local authority building control (LABC) services used on a large proportion of all applications submitted in the East Cambridgeshire District.	84% of all applications submitted use LABC service	60% of all applications submitted use LABC service	Achieved 84% of outcomes
To achieve a break even budget for the fee earning account and be self sufficient.	Balanced budget achieved	Balanced budget achieved	Achieved- budget has been balanced

To determine building regulations applications and carry out site inspections within specified statutory timescales	Baseline	Target	Outcome
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	Achieved. 100% examined and determined.
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	Achieved. 100% carried out on day of request.

To provide a dedicated high quality technical service to our customers	Baseline	Target	Outcome
To register building regulations applications within 3 days.	78% within 3 working days	70% within 3 working days	Achieved. 78% of building regs applications registered within 3 days.
To ensure compliance with building regulations by carrying out plan checking within 3 working weeks.	97% within 3 working weeks	60% within 3 working weeks	Achieved. 97% achieved.

To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place.	Baseline	Target	Outcome
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	Achieved in accordance with required legislation.
Appraisals to be completed annually.	100% on time	100% on time	Completed
Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.	100% up to date	100% up to date	Service Delivery Champion has been regularly updated on the service.

# Building Control Service Delivery Plan 2016/2017

## Strategy map



## Measuring Performance:- 2016/2017

<b>Performance Measure -To actively market and promote the building control service to maintain market share</b>	<b>Baseline</b>	<b>Target</b>
Local authority building control (LABC) services used on a large proportion of all applications submitted in the East Cambridgeshire District.	<b>84% of all applications submitted use LABC service</b>	<b>70% of all applications submitted use LABC service</b>
To achieve a break even budget for the fee earning account and be self sufficient.	<b>Balanced budget achieved</b>	<b>Balanced budget achieved</b>

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

<b>Performance Measure - To provide a dedicated high quality technical service to our customers</b>	<b>Baseline</b>	<b>Target</b>
To register building regulations applications within 3 days.	<b>78% within 3 working days</b>	<b>70% within 3 working days</b>
To ensure compliance with building regulations by carrying out plan checking within 3 working weeks.	<b>97% within 3 working weeks</b>	<b>70% within 3 working weeks</b>

<b>Performance Measure - To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place.</b>	<b>Baseline</b>	<b>Target</b>
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes.	<b>Full professionally qualified team</b>	<b>Full professionally qualified team</b>
Appraisals to be completed annually.	<b>100% on time</b>	<b>100% on time</b>
Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.	<b>100% up to date</b>	<b>100% up to date</b>
Review all of the pages on the Council's building control web pages.	<b>N/A</b>	<b>1 review undertaken</b>

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

## Delivering the service- 2016-2017

Performance Measure- To actively market and promote the building control service to maintain market share	
<b>Owner</b>	Building control team.
<b>Co owner(s)</b>	
<b>Output/Outcome(s)</b>	Local authority building control (LABC) services used on a large proportion (70%) of all applications submitted in the East Cambridgeshire District.
<b>Links</b>	LABC.
<b>Source of data</b>	Uniform.
<b>Frequency of reporting? E.g. annually</b>	Monthly.
<b>Who measures?</b>	Jason Johnson - Team Leader. Jo Brooks - Director of Operations
<b>Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Regular review of market share.</li> <li>• Regular analysis of market trends and competitors.</li> <li>• Continued development of close working relationship with adjoining Local Authority building control teams.</li> <li>• Support LABC network.</li> <li>• Continue development of LABC partnership scheme.</li> <li>• Utilise up to date working practices and marketing strategies.</li> <li>• Maintain strong customer links and customer focused service.</li> <li>• Maintain good customer satisfaction survey responses.</li> </ul>
<b>Reporting timescale</b>	Quarterly.
<b>What resources are needed to ensure success?</b>	Full and qualified building control team.
<b>Are there opportunities for cross-service working?</b>	Utilise marketing opportunities via strong links with Planning Services and Economic Development Services

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

<b>Owner</b>	Building control team.
<b>Co owner(s)</b>	
<b>Output/Outcome(s)</b>	To achieve a break even budget for the fee earning account and be self sufficient.
<b>Links</b>	CIPFA Building Control Accounting Guide. The Building (Local Authority charges) Regulations 2010.
<b>Source of data</b>	Finance. Agresso.
<b>Frequency of reporting? E.g. annually</b>	Annual.
<b>Who measures?</b>	Jason Johnson- Building Control Manager Jo Brooks - Director of Operations
<b>Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Review of fee charges annually.</li> <li>• Review of hourly rate annually.</li> <li>• Review of fee split for fee earning and non fee earning work.</li> <li>• Continue to find efficient ways of working and generating revenue streams.</li> </ul>
<b>Reporting timescale</b>	Quarterly.
<b>What resources are needed to ensure success?</b>	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.
<b>Are there opportunities for cross-service working?</b>	Financial Services

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

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



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

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

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

<b>Performance measure- To provide a dedicated high quality technical service to our customers</b>	
<b>Owner</b>	Jason Johnson- Building Control Manager.
<b>Co owner(s)</b>	Building control team. Planning and building control registration team. Rebecca Saunt- Planning Manager
<b>Output/Outcome(s)</b>	To ensure compliance with building regulations by carrying out 70% plan checking within 3 working weeks.
<b>Links</b>	Building Regulations Statutory Instrument.
<b>Source of data</b>	Uniform.
<b>Frequency of reporting?</b>	Daily.
<b>Who measures?</b>	Jason Johnson- Building Control Manager. Office supervisor development services.
<b>Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Process and respond to applications quickly and efficiently.</li> <li>• Contact applicant/agent promptly to resolve issues effecting validation.</li> <li>• Manage registration team resources to achieve targets.</li> <li>• Provide additional staff training.</li> </ul>
<b>Reporting timescale</b>	Quarterly.
<b>What resources are needed to ensure success?</b>	Fully resourced and trained registration team.
<b>Are there opportunities for cross-service working?</b>	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.	
<b>Owner</b>	Jason Johnson- Building Control Manager.
<b>Co owner(s)</b>	Building control team.
<b>Output/outcome(s)</b>	To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes.  Appraisals to be completed as required by Council Policy.
<b>Links</b>	LABC performance standards, HR Policy and procedure, Corporate priorities.
<b>Source of data</b>	Jason Johnson- Building Control Manager. HR.
<b>Frequency of reporting?</b>	As required.
<b>Who measures?</b>	Jason Johnson- Building Control Manager.
<b>What will be done? Please list processes briefly</b>	<b><i>Provide extensive training and continuing professional development as required by chartered professional membership. Provide career progression path and rolling programme for a trainee position.</i></b>  <b><i>Service provision and customer satisfaction affected by staffing levels. Rewards include continued business from existing customers and development of LABC partnership scheme.</i></b>
<b>Reporting timescale</b>	Quarterly.
<b>What resources are needed to ensure success?</b>	Fully resourced and trained team.
<b>Are there opportunities for cross-service working?</b>	Human Resources Services

<b>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.</b>	
<b>Owner</b>	Jason Johnson- Building Control Manager.
<b>Co owner(s)</b>	Building control team.
<b>Output/outcome(s)</b>	<b><i>Appraisals to be completed annually.</i></b>
<b>Links</b>	LABC performance standards HR Policy and procedures. Corporate priorities.
<b>Source of data</b>	Jason Johnson- Building Control Manager. HR.
<b>Frequency of reporting?</b>	Annually.
<b>Who measures?</b>	Jason Johnson- Building Control Manager.
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Timescales set by Human resources.</li> <li>• Line managers to book appraisals with staff.</li> <li>• Line manager to issue staff with paperwork to complete.</li> <li>• Paperwork to be completed by appraisee and return to Line manager.</li> <li>• Appraisal undertaken and comments from Line Manager added accountabilities for next year agreed.</li> <li>• Completed documentation agreed by Line Manager and appraisee signed off.</li> <li>• Completed appraisal sent to HR.</li> </ul>
<b>Reporting timescale</b>	Quarterly.
<b>What resources are needed to ensure success?</b>	Fully resourced and trained team.
<b>Are there opportunities for cross-service working?</b>	Human Resources Services

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.	
<b>Owner</b>	Jason Johnson- Building Control Manager.
<b>Co owner(s)</b>	Building control team.
<b>Output/outcome(s)</b>	Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.
<b>Links</b>	LABC performance standards. HR Policy and procedure. Corporate priorities.
<b>Source of data</b>	Jason Johnson- Building Control Manager. Service Delivery Champion.
<b>Frequency of reporting?</b>	As required.
<b>Who measures?</b>	Jason Johnson- Building Control Manager. Service Delivery Champion.
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• <b><i>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.</i></b></li> <li>• <b><i>Quarterly meetings to be conducted as and when the Service Delivery Champion requires.</i></b></li> </ul>
<b>Reporting timescale</b>	Quarterly.
<b>What resources are needed to ensure success?</b>	Out of hours service is based on goodwill. No funding currently in place to provide on call service. Fully staffed and trained team required.
<b>Are there opportunities for cross-service working?</b>	Dangerous structures responding surveyor supported by depot team to remove danger.

**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.**

<b>Owner</b>	Jason Johnson- Building Control Manager.
<b>Co owner(s)</b>	Building control team.
<b>Output/outcome(s)</b>	Review all of the pages on the Council's building control web pages.
<b>Links</b>	LABC performance standards. HR Policy and procedure. Corporate priorities.
<b>Source of data</b>	Jason Johnson- Building Control Manager. Service Delivery Champion.
<b>Frequency of reporting?</b>	As required.
<b>Who measures?</b>	Jason Johnson- Building Control Manager. Service Delivery Champion.
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Building Services to review each web page on the Council's website</li> </ul>
<b>Reporting timescale</b>	Quarterly.
<b>What resources are needed to ensure success?</b>	
<b>Are there opportunities for cross-service working?</b>	Customer Services

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

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



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

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