













## Building Control Service Plan 2018-2019- Six month update

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	64%	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 Jeannie Ambrose – Trainee Building Control Surveyor		75% 379 Local Authority applications 108 Approved Inspector applications
		75% of all Building Control applications submitted use Local Authority Building Control				
		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	Completed	Jason Johnson- Senior Building Control surveyor		On-going
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 Jeannie Ambrose – Trainee Building Control Surveyor		4 Dangerous structure call outs attended within required timescales
		To respond to 100% of demolition notices within 4 weeks (statutory requirement 6 weeks) in order to ensure compliance with statutory legislation and support customer needs	100%	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 Jeannie Ambrose – Trainee Building Control Surveyor		3 Demolition notices processed within required timescales
		Attend and provide technical guidance at all applicable Safety Advisory Group meetings both internally and externally	100%	Nigel Harper-Senior Building Control surveyor Jason Johnson- Senior Building Control surveyor Duncan Hones-Building control surveyor John Jeffery-Building control surveyor		All meetings attended

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		<b>91%</b> 368 Applications received 334 Registered within 3 days of deposit date
		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 Jeannie Ambrose – Trainee Building Control Surveyor		<b>75%</b> <b>150</b> Full Plans applications checked <b>112</b> Checked within 3 weeks
		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	Completed	Nigel Harper-Senior Building Control surveyor Jason Johnson- Senior Building Control surveyor		Completed
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes		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		Completed
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 Jeannie Ambrose – Trainee Building Control Surveyor		<b>100%</b> All full plans applications checked within the statutory time period
		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 Jeannie Ambrose – Trainee Building Control Surveyor		<b>98%</b> 1790 Inspections booked 1759 Inspections carried out on the same day

<p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact</p>	<p>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</p>	<p>To regularly review risks associated with Building Control, including:</p> <p><b>Carrying out site inspections</b></p> <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> <p><b>Attending dangerous structures calls</b></p> <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>		<p>Nigel Harper- Senior Building Control Surveyor  Jason Johnson- Senior Building Control Surveyor  Duncan Hones- Building Control Surveyor  John Jeffery- Building Control Surveyor  Jeannie Ambrose – Trainee Building Control Surveyor</p>		<p>*See below</p>
<p>*Although not a direct risk, the Grenfell disaster will impact the Building Control Service in relation change. It is anticipated there will be wholesale changes to fire safety regulations and associated guidance. In addition all surveyors may be required to take diploma courses matching their experience and knowledge. We have already carried out a competency audit and submitted a training budget request for the relevant diplomas.</p>						

<p><b>Name of Service Delivery Champion: Councillor Neil Hitchin</b></p>
<p><b>Comments</b></p> <p>The Building Control team are clearly operating in a very effective way. I have been especially struck by the number of site inspections, and that they always get these done on the same day. That is a significant work load in itself.</p> <p>I find the targets they have set to be both ambitious and realistic, and this is reflected in the consistency with which they are met. Not everything about the work is within the control of the team, so it is impressive to find that they have been able to respond to unpredictable situations without dropping the ball on the regular demands.</p>