

Appendix 2 (example of new six and twelve month reporting template)

Measuring Performance:-

Performance Measure -To actively market and promote the building control service to maintain market share	Baseline	Target	6 month/yearly update report
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	
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service Delivery Lead)			
Notes:-			

Performance Measure -To determine building regulations applications and carry out site inspections within specified statutory timescales	Baseline	Target	6 month/yearly update report
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	6 month/update report
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	6 month/update report
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	

Service Delivery Champions to review six month performance report and write down their comments in the box below. N.B. this will not be required for the end of year report.

Name of Service Delivery Champion:-
Comments:-