

## **Appendix B (example of new six and twelve month reporting template)**

### **Measuring Performance:-**

<b>Performance Measure -To actively market and promote the building control service to maintain market share</b>	<b>Baseline</b>	<b>Target</b>	<b>6 month/yearly update report</b>
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)			
<b>Notes:-</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>	<b>6 month/yearly update report</b>
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	

<b>Performance Measure - To provide a dedicated high quality technical service to our customers</b>	<b>Baseline</b>	<b>Target</b>	<b>6 month/update report</b>
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	

<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>	<b>6 month/update report</b>
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.**

<b>Name of Service Delivery Champion:-</b>
<b>Comments:-</b>