

## Six Month Performance Update

### Building Control Services April 2016 – September 2016

To actively market and promote the building control service to maintain market share	Baseline	Target	Six Month update report
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	70% of all applications submitted use LABC service	<b>Achieved -75% of Applications submitted to LABC</b> <i>Total apps received – 418</i> <i>AI Applications - 104</i>
To achieve a break even budget for the fee earning account and be self sufficient	Balanced budget achieved	Balanced budget achieved	<b>At present we forecast at least a break even budget</b>
<b>Notes:</b> Good customer support, flexibility and competitive fee quoting enables us to sustain a high market share			

To determine building regulations applications and carry out site inspections within specified statutory timescales	Baseline	Target	Six Month update report
To examine and determine applications within statutory period of 5 weeks or 2 months where an extension of time agreed too.	100% within statutory period	100% within statutory period	<b>Achieved – 100%</b> <i>Total apps received - 168</i>
To carry out site inspections on 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>Achieved – 98%</b> <i>Inspections carried out - 1620</i>

To provide a dedicated high quality technical service to our customers	Baseline	Target	Six Month update report
To register building regulations applications within 3 days	78% within 3 working days	70% within 3 working days	<b>* Achieved – 95%</b> <i>Total applications received – 418</i> <i>Applications registered within 3 days - 395</i>
To ensure compliance with building regulations by carrying out plan checking within 3 working weeks	97% within 3 working weeks	70% within 3 working weeks	<b>** Achieved – 73%</b> <b>*** Total</b>

			<i>applications for checking – 168 Applications checked within 3 weeks - 123</i>
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**Notes:**

\*Having a permanent full time administrator ensures we exceed our target.  
 \*\* To ensure we achieve this target we utilise home working. Home working ensures plans can be checked without any interruptions and letters can be prepared for printing by connecting to the Councils Uniform system. At present one day a week is allocated for plan checking.  
 \*\*\* Advisory note – out of the 418 applications received 168 were full plans applications that required checking. The remainder of applications received were AI applications, partnership applications and building notice applications.

<b>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>Six Month update report</b>
<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 employed	Full professionally qualified team employed	<b>See notes below</b>
<b>Appraisals to be completed annually</b>	100% on time	100% on time	<b>Achieved</b>
<b>To ensure Service Delivery Champion is kept up to date with service development through awareness briefings</b>	100% up to date	100% up to date	
<b>Review all of the pages on the Council’s building control web pages.</b>	N/A	1 Review undertaken	To be completed by end of 2016

**Notes:**

The structure of the team has been reviewed. The current structure is a BC Manager, two senior surveyors and one admin post. The new structure will be two senior surveyors, two surveyors, one admin post and a graduate/trainee surveyor. A number of the BC managers responsibilities will be divided between the senior surveyors, the two surveyor posts will include line management responsibilities for the admin and graduate/trainee posts. The main purpose of the new structure is to ensure the service remains fully staffed when one of the senior surveyors retires in approx 18 months time. In addition the two surveyors will gain valuable line management experience in readiness to apply for the senior post if they so wish.

To ensure the promotion of a safe and healthy environment	Baseline	Target	Six Month update report
<b>To ensure the provision of a responsive dangerous structures service</b>	Respond within 1 Working Day	Respond within 1 Working Day	<b>Achieved – 100%</b> <i>7 Dangerous structure call outs attended within 2 hours of notification</i>
<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	95% notices responded to within 6 weeks	<b>Achieved – 100%</b> <i>5 Demolition notices</i>
<b>Provide technical expertise to the Safety Advisory Group</b>	Bi-monthly meetings Attended	Attend bi-monthly meetings	<b>Achieved – 100%</b>

<b>Service Delivery Champion: Councillor David Chaplin</b>
<p><b>Comments:</b> Team doing well to secure 75% market share and then service that within target – particularly impressive to see 98% of inspections done on day of request.</p>