

Service Delivery Plans- Quarterly monitoring templateQuarters 1 & 2 2015**Service area- Building Control****Brief overview of service area**

The principal role of building control is to provide a building control 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 dangerous structures, enforcement, demolitions, support for the safety advisory group and consultancy services to other council services.

Performance measures linked to the Five Strategic Outcomes				
Owner- Building control team				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To actively market and promote the building control service to maintain market share		Local authority building control (LABC) services used on a large proportion of all applications submitted in the East Cambridgeshire District (Target - 60% of all applications submitted use LABC service)	73.42% of all applications submitted use LABC service (301 applications received of which 80 were Approved Inspector applications)	+13.42%
Notes (if there is any variance then please detail this below) Active marketing aligned with providing an efficient flexible service has enabled us to exceed our target market share				

Performance measures linked to the Five Strategic Outcomes				
Owner- Team leader building control / office supervisor development services / building control team				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To actively market and promote the building control service to maintain market share		To achieve a break even budget for the fee earning account and be self sufficient. (Target - Achieve balanced budget)	It is anticipated a break even budget will be achieved	0
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner- Team leader building control / senior building control surveyors				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To determine building regulations applications and carry out site inspections within specified statutory timescales		To examine and determine applications within statutory period of 5 weeks or 2 months where an extension of time agreed too. (Target - 100% within statutory period)	100% within statutory period (198 Full Plans applications determined)	0
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner- Team leader building control / senior building control surveyors / building control team				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To determine building regulations applications and carry out site inspections within specified statutory timescales		To carry out site inspections on the same day if requested before 10am and within 5 days for completion inspections (Target - 90% carried out on day of request)	100% carried out on day of request (1731 Inspection requests received)	+10%
Notes (if there is any variance then please detail this below) Effective prioritisation of workloads has enabled our target to be exceeded				

Performance measures linked to the Five Strategic Outcomes				
Owner- Team leader building control / senior building control surveyors				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To provide a dedicated high quality technical service to our customers		To register building regulations applications within 3 days. (Target - 70% within 3 working days)	77.74% registered within 3 days (301 Applications received)	+7.74%
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes

Owner- Team leader building control

Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To provide a dedicated high quality technical service to our customers		To ensure compliance with building regulations by carrying out plan checking within 3 working weeks. (Target - 60% within 3 working weeks)	79.29% checked within 3 working weeks (198 applications received/157 applications checked)	+19.29%

Notes (if there is any variance then please detail this below)

The ability to work from home has been utilised. Checking plans and generating plan letters from home without the distractions of the office environment has resulted in a higher output of plans being checked which is reflected in the outcome above

Performance measures linked to the Five Strategic Outcomes

Owner- Building control team

Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place.		To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes. (Target - Full team employed)	With the departure of the team leader in July the team is operating with 4 members of staff instead of 5	-1

Notes (if there is any variance then please detail this below)

Rob Fysh left the Authority at the beginning of July. Jason Johnson took the role as Acting Building Control Manager at the end of July which became a permanent post of Building Control Manager at the end of November. A review of the Building Control service will be carried out to determine if the authority should enter into a shared service with an adjacent authority, transfer the service to the Trading Company or remain as it is. Recruitment of surveyors will be put on hold until the review is completed. The department is currently recruiting for a dedicated admin officer.

Performance measures linked to the Five Strategic Outcomes				
Owner- Building control team				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place.		Appraisals to be completed annually. (Target - 100% on time)	Appraisals not due to be completed until May 2016	Appraisals not due to be completed until May 2016
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner- Building Control Team				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place		To ensure member champion is kept up to date with service development through awareness briefings. (Target – Member champion to be kept 100% up to date)	100% complete	0
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner- Building Control Team				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To ensure the promotion of a safe and healthy environment		To ensure the provision of a responsive dangerous structures service. (Target - Respond within 1 Working Day)	Responded to all dangerous structure notifications within 1 working day (6 notifications received)	0
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner- Building Control Team				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To ensure the promotion of a safe and healthy environment		<p>To respond to demolition notices in order to ensure compliance with statutory legislation and support customer needs.</p> <p>(Target - 95% notices responded to within 6 weeks)</p>	<p>100% Responded to within 6 weeks</p> <p>(6 Notices received)</p>	+5
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner- Building Control Team				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To ensure the promotion of a safe and healthy environment		Provide technical expertise to the Safety Advisory Group. (Target - Attend bi-monthly meetings)	Bi-monthly meetings attended	0
Notes (if there is any variance then please detail this below)				

Source of data- please list below where the data was gathered

- Uniform
- Access database
- Finance
- Agresso
- Feedback from Members, customers, Service champion

Additional Performance measures
Please detail any new performance measures

Performance measure	Link to Strategic Outcomes (colour code accordingly)	Target	Any additional resources needed? (please list below)

Equality Impact Assessments Are there any Performance measures which require the council to devise an Equality Impact Assessment? Please list any below;	
Performance measure	Equality Impact Assessment (Please attach them underneath against each Performance measure)
	No performance measures require an EIA.

Forward plan dates for Member Champions linked to Performance measures		
Date	Activity	Member Champion