

## Building Control Services- End of year report for 2015-2016

<b>To actively market and promote the building control service to maintain market share</b>	<b>Baseline</b>	<b>Target</b>	<b>Outcome</b>
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	60% of all applications submitted use LABC service	Achieved 84% of outcomes
To achieve a break even budget for the fee earning account and be self sufficient.	Balanced budget achieved	Balanced budget achieved	Achieved- budget has been balanced

<b>To determine building regulations applications and carry out site inspections within specified statutory timescales</b>	<b>Baseline</b>	<b>Target</b>	<b>Outcome</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	Achieved. 100% examined and determined.
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	Achieved. 100% carried out on day of request.

<b>To provide a dedicated high quality technical service to our customers</b>	<b>Baseline</b>	<b>Target</b>	<b>Outcome</b>
To register building regulations applications within 3 days.	78% within 3 working days	70% within 3 working days	Achieved. 78% of building regs applications registered within 3 days.
To ensure compliance with building regulations by carrying out plan checking within 3 working weeks.	97% within 3 working weeks	60% within 3 working weeks	Achieved. 97% achieved.

<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>Outcome</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	Achieved in accordance with required legislation.
Appraisals to be completed annually.	100% on time	100% on time	Completed
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 Champion has been regularly updated on the service.