

End of year report**Building Control Services April 2016 – March 2017**

To actively market and promote the building control service to maintain market share	Baseline	Target	End of year 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	Achieved -81% of Applications submitted to LABC <i>Total apps received – 895</i> <i>All Applications - 169</i>
To achieve a break even budget for the fee earning account and be self sufficient	Balanced budget achieved	Balanced budget achieved	At present we forecast at least a break even budget
Notes: Good customer support, flexibility and competitive fee quoting enables us to sustain a high market share			

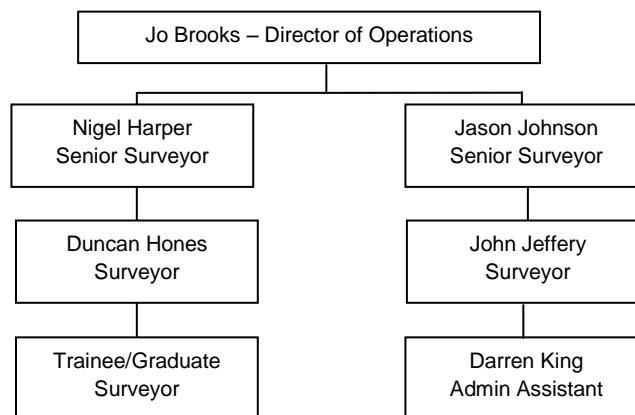
To determine building regulations applications and carry out site inspections within specified statutory timescales	Baseline	Target	End of year report
To examine and determine applications within statutory period of 5 weeks or 2 months where an extension of time agreed too.	100% within statutory period	100% within statutory period	Achieved – 100% <i>Total apps received - 295</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	Achieved – 98% <i>Inspections carried out - 2879</i>

To provide a dedicated high quality technical service to our customers	Baseline	Target	End of year report
To register building regulations applications within 3 days	78% within 3 working days	70% within 3 working days	Achieved – 92% <i>Total applications received – 668</i> <i>Applications registered within 3 days - 606</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	Achieved – 74% <i>Total applications for checking – 168</i> <i>Applications checked within 3 weeks - 123</i>

To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place.	Baseline	Target	End of year report
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes	Full professionally qualified team employed	Full professionally qualified team employed	See notes below
Appraisals to be completed annually	100% on time	100% on time	Achieved
To ensure Service Delivery Champion is kept up to date with service development through awareness briefings	100% up to date	100% up to date	Achieved
Review all of the pages on the Council's building control web pages.	N/A	Website review completed	New website to be launched April 2017

Notes:

The structure of the team has been reviewed. and changed. The new structure is shown below:



The main purpose of the new structure is to ensure the service remains fully staffed when one of the senior surveyors retires in approx 14 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	End of year report
To ensure the provision of a responsive dangerous structures service	Respond within 1 Working Day	Respond within 1 Working Day	Achieved – 100% <i>5 Dangerous structure call outs attended within 2 hours of notification</i>
To respond to demolition notices in order to ensure compliance with statutory legislation and support customer needs	95% notices responded to within 6 weeks	95% notices responded to within 6 weeks	Achieved – 100% <i>7 Demolition notices</i>
Provide technical expertise to the Safety Advisory Group	Bi-monthly meetings Attended	Attend bi-monthly meetings	Achieved – 100%