



Building Control Service Plan **2019/20**



CERTIFICATE NUMBER 0072

ISO 9001

Overview of the service

The principal role of Building Control is to provide a 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 (Chartered Institute of Public Finance and Accounting) 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 dealing with dangerous structures, enforcement, demolitions, support for the safety advisory groups and consultancy services to other Council services.

1. Fee earning work (Income generating)

- Validating building control applications, checking applications for compliance, issue statutory notices, carrying out site inspections and issuing completion certificates. All within statutory time limits.
- Providing technical and professional guidance to members of the public, external agencies and other departments within the Council.

2. Non fee earning work (Council funded)

- Responding to dangerous structure reports including co-ordinating the response of external bodies such as structural engineers or statutory undertakers,
- Process demolition notices
- Carry out enforcement action
- Provide technical and professional support to the safety advisory groups and consultancy services and to other departments within the Council.

Local Authority Building Control is subject to significant competition from private sector building control bodies (approved inspectors or AI's) operating both regionally and nationally. This competitive scenario is applicable across all types of developments providing applicants a clear choice between the Local Authority Building Control Service (LABC) and private sector building control Approved Inspector (AI) services. Competition has ensured that the service provided must compete effectively both in terms of level of service and cost. Nationally, there are 200+ registered Approved Inspectors and the number has rapidly grown in the last few years.

The Local Authority retains the statutory duty of the enforcement of the Building Regulations in its area. Approved Inspectors have no statutory authority to perform this function and sites which cannot be signed off by AI's revert back to Local authorities for enforcement. Thus irrespective of workload and income Local Authority must retain a building control service at some cost to the Authority.

The Service is also subject to a continuous programme of both administrative and technical legislative change. This means that management objectives and priorities may change at short notice.

Cost of service

Building Regulation Fee Earning Service

This Service is concerned with determining compliance with Building Regulations by assessing plans and carrying out site inspections at different stages of the building process. Customers are advised of contraventions of the building regulations and how they may be overcome.

Legislation allows prosecution in the magistrates' court for contraventions of the Building Regulations but it is generally used as a last resort where negotiation has failed.

This element of the service's work is subject to competition by the private sector.

The estimated income generation for 2019/20 is **£280,000**.

Non Fee Earning Work

Building Control provides a number of services which are necessary as part of a local Authority service. These include:-

- **Dangerous Structures.**
- **Enforcement of Building Regulations.**
- **Demolitions.**
- **Registering AI Initial Notices and Competent Person Scheme works.**
- **Process disabled person's applications.**
- **Provide advice to other council services.**
- **Safety advisory group / safety at sports ground.**
- **General pre-application and building regulations advice.**

These elements of building control work do not require payment of a building regulation charge and are not required to be self-financing.

The estimated cost of the non-fee earning work in 2019/20 is **£100,809**

Proposed changes and improvements to the existing service

1. To ensure we have a robust staffing structure, we propose to create an apprentice post. Subject to ratification Wolverhampton University will be providing a 4 year Building Control degree.
2. A revised marketing strategy will see us:
 - use social media more effectively, particularly Twitter and LinkedIn
 - produce a quarterly digital newsletter
 - attend agents forums
 - continue to explore new ways of attracting business
3. To ensure we provide an effective service we will be conducting a comprehensive customer survey. Although we are a statutory service the customer experience must always come first. The results of the survey will help us to ensure we maintain and improve our service provision.

Strategy map- 2019/20



Commitments towards our Vision

Building Control Service Plan 2019-2020



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
To actively market and promote the building control service to maintain market share	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.	Local authority building control (LABC) services used on a large proportion of all applications submitted in the East Cambridgeshire District	79%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT) Darren King – Building Control Admin Support Jarred Parisi – Development Services Admin Support
		75% of all Building Control applications submitted use Local Authority Building Control		
		Achieve a break-even budget for the fee earning account and be self sufficient	Balanced budget achieved	Jason Johnson – Team Leader
		Review/improve the Building Control area of the Council website to ensure the information available is up to date and relevant for all customers	Completed	Jason Johnson – Team Leader
To ensure the provision of a safe and healthy environment	Making East Cambridgeshire an even better place to live	To ensure the provision of a responsive dangerous structures service by attending: <ul style="list-style-type: none"> 100% of reports of a dangerous structure within 2 hours if after a desktop assessment it is determined the structure may cause immediate danger to the public 100% of reports of a dangerous structure within 24 hours if after a desktop assessment it is determined the structure will not cause immediate danger to the public 	100% Attended	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor
		To respond to 100% of demolition notices within 4 weeks (statutory requirement 6 weeks) in order to ensure compliance with statutory legislation and support customer needs	100% Processed within the statutory 6 week period	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT) Darren King – Building Control Admin Support Jarred Parisi – Development Services Admin Support
		Attend and provide technical guidance at all applicable Safety Advisory Group meetings both internally and externally	100% Attended	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
To provide a dedicated high quality technical service to our customers	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer	Register 80% of building regulations applications within 3 working days of submission	92%	Jason Johnson – Team Leader Darren King – Building Control Admin Support
		To ensure compliance with building regulations by carrying out plan checking within 3 working weeks Check 70% of applications for compliance within 3 working weeks	72%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes		To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place. To maintain a full professionally qualified (applicable to post) team	Completed	Jason Johnson – Team Leader
		Appraisals to be completed annually	100%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor
To determine building regulations applications and carry out site inspections within specified statutory timescales	Making East Cambridgeshire an even better place to live	To examine and determine 100% of applications within statutory period of 5 weeks or 2 months where an extension of time agreed too.	100%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)
		Carry out 90% site inspections on same day if requested before 10am and within 5 days for completion inspections 90% carried out on day of request	100%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer	To regularly review risks associated with Building Control, including: Grenfell - Possible impact on customers resulting from regulatory change - Possible impact on staffing levels to accommodate the introduction of new legislation Brexit - Possible impact on fee income resulting from a slow down in the construction industry		Jason Johnson – Team Leader