

# Item 6

## REPORT TO PROSPEROUS & ATTRACTIVE BOROUGH OVERVIEW & SCRUTINY COMMITTEE

23<sup>RD</sup> SEPTEMBER 2008

### REPORT OF HEAD OF PLANNING SERVICES

#### **BUILDING CONTROL SERVICE PERFORMANCE**

##### **BACKGROUND**

At its meeting on the 29<sup>th</sup> January 2008, the Prosperous and Attractive Borough Overview and Scrutiny Committee considered a report that provided information on the performance levels in relation to the following indicators:-

LPI 32 Percentage of applicants considering the Building Control Service very good or better, and

LPI 34 Percentage of building control plans approved/responded to within three weeks.

The purpose of that report was to provide an explanation of the current performance levels, on which Members had expressed concern, and to identify actions to improve performance of these indicators.

Members will recall that the new Building Control Manager had recently been appointed and that he was crucially aware of the difficulties facing the service in terms of the competitive environment in which the service has to function, and staff recruitment and retention problems, but was eager to provide a new impetus to service delivery. He had at that stage already demonstrated a willingness to introduce different methods of working with a renewed emphasis on performance management.

At that meeting it was agreed that a short follow up report would be produced in the autumn to monitor progress as a result of the actions introduced to improve performance.

##### **RECOMMENDATIONS**

It is recommended that the Prosperous and Attractive Borough Overview and Scrutiny Committee acknowledge the improvements made in respect of LPI 32 and 34 (now CPA04 and CPA05) during the period from the 1<sup>st</sup> January 2008 to the 30<sup>th</sup> June 2008.

## **PROGRESS TO DATE**

The percentage of applicants considering the Building Control Service very good or better for the period 1<sup>st</sup> January 2008 to the 30<sup>th</sup> June 2008 was 93% consistently above the 89% target set for this period, buoyed up by a 100% same day inspection service as a result of the raised awareness of staff to this significant statistic.

The percentage of building control plans approved/responded to within three weeks for the period 1<sup>st</sup> January 2008 to 31<sup>st</sup> March 2008 was 87% (target 89%). This rose to 96% (target 89%) for the period 1<sup>st</sup> April 2008 to the 30<sup>th</sup> June 2008.

These figures demonstrate the step change in performance which it is hoped demonstrates the Building Control Team's commitment to continually improving the service and as a consequence allay any fears that the Members may have had about a decline in performance.

## **OTHER MATERIAL CONSIDERATIONS**

### **Human Resources**

The improvements to the Building Control Service outlined in this report can be met from existing staff resources.

### **Financial Resources**

The improvements to the Building Control Service outlined in this report can be met from the existing budget.

### **Sustainability**

One of the original motivations for producing a Masterplan for the three priority neighbourhoods was to ensure that they could be seen as sustainable communities in their own right.

### **Consultation**

The members of staff in the Building Control Team are aware of the current performance issues.

### **Links to Corporate Ambitions/Values**

Corporate Ambition: A Healthy Borough.

Community Outcome: Safeguarding Public Health

Planning and Technical Services Key Action: To provide an efficient and effective Building Control Service.

### **Risk Management**

None required.

**Health and Safety**

No additional implications have been identified.

**Equality and Diversity**

No additional implications have been identified.

**Legal and Constitutional**

No additional implications have been identified.

**LIST OF APPENDICES**

No appendices

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