

NMD BUILDING CONTROL

REPORT TO: JOINT SERVICES COMMITTEE

DATE: 11/02/2021

TOPIC: KEY PERFORMANCE INDICATORS

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1 INTRODUCTION

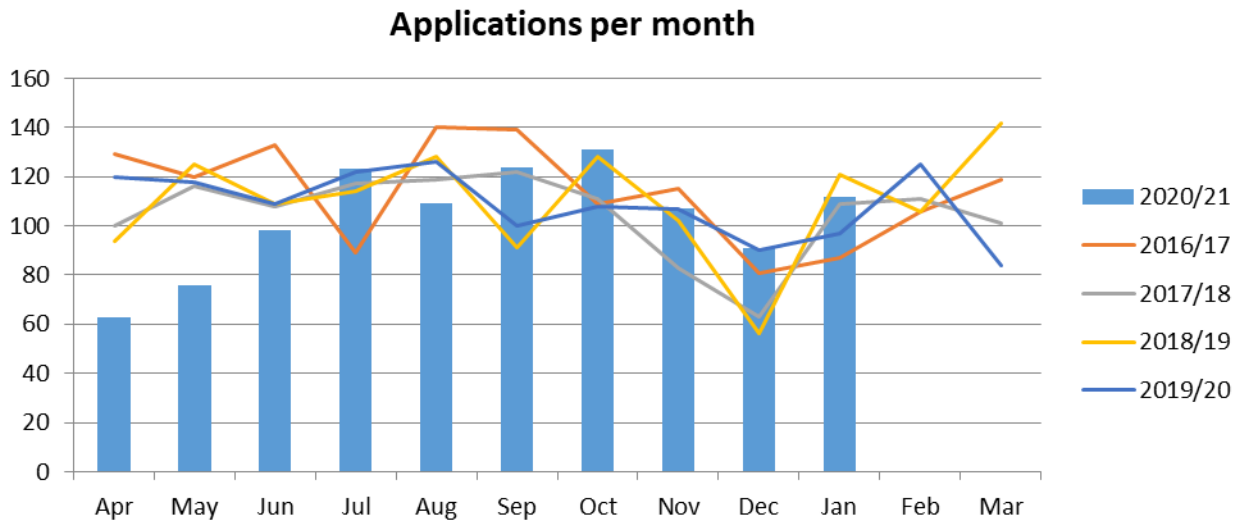
1.1 The purpose of this report is to update members regarding the progress of the partnership and contains no recommendations.

2 REPORT

2.1 Key performance indicators

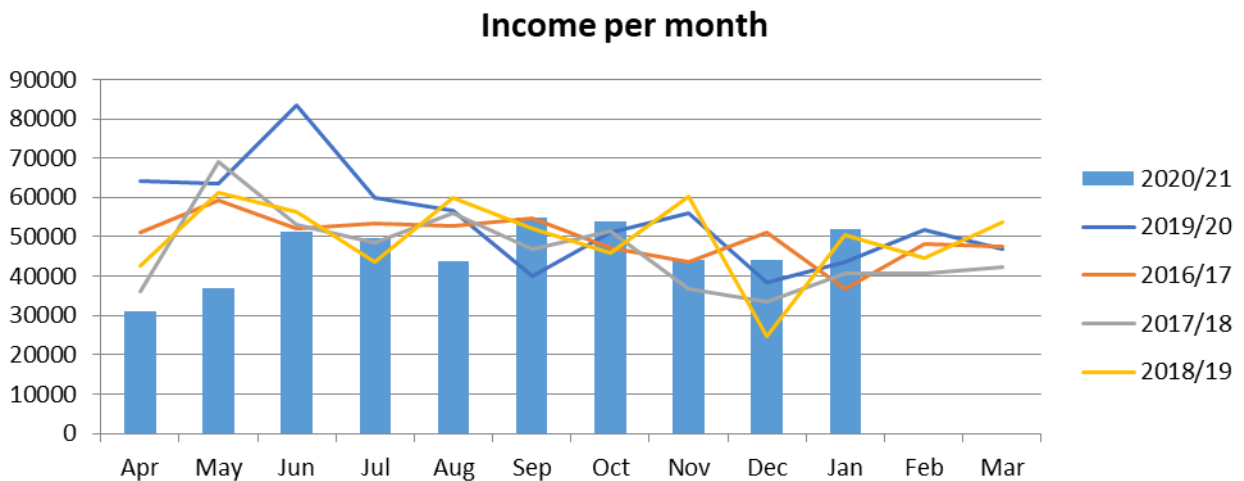
KPI	Year	2019/20				2020/21		
	Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Building Regulation Full Plan applications determined in 2 months	95%	99%	96%	100%	100%	98%	99%	99%
Building Regulation Applications examined within 3 weeks	95%	84%	90%	98%	99%	99%	100%	99%
Average time to first response (Days)	10	12	10	8	7	5	7	7
Market Share - Number of applications %	75%	74%	78%	72%	75%	81%	82%	77%
Market Share - New Housing Completions %	40%	32%	33%	33%	52%	32%	38%	42%
Financial Position	Breakeven	82,281	110,722	147,935	141,406	9,506	20,499	TBA
Number of applications received	N/A	346	348	305	306	237	356	329

2.2 Number of applications received



2.2.1 As can be seen from the graph above, application numbers have remained strong in Quarter 3 and have remained robust throughout the second and third lockdowns.

2.3 Fee Income



2.3.1 Overall income is still below that budgeted for the year. However, the recovery has continued throughout Quarter 3 with an unusually high level of activity in December and January despite the third lockdown.

2.3.2 However, activity on site has noticeably slowed in January with significantly fewer inspections being requested.

2.1 Plan check response times

2.1.1 Response times have been maintained at an average of 7 days despite the high number of applications for the time of year.

2.2 Market share

2.2.1 Overall market share dropped back to 77% for the quarter. This is believed to be primarily because of the County Council tendering round for work in schools resulting in an influx of applications from NPS who use London Building Control.