

NMD BUILDING CONTROL

REPORT TO: JOINT SERVICES COMMITTEE

DATE: 14/02/2019

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 | 2018/19 | | |
|---|-----------|---------|---------|----------|
| | Target | Q1 | Q2 | Q3 |
| Building Regulation Full Plan applications determined in 2 months | 95% | 99% | 97% | 96% |
| Building Regulation Applications examined within 3 weeks | 95% | 95% | 92% | 87% |
| Average time to first response (Days) | 10 | 11 | 13 | 12 |
| Market Share - Number of applications % | 74% | 77% | 78% | 80% |
| Market Share - New Housing Completions % | 40% | 50% | 48% | 47% |
| Financial Position | Breakeven | £18,830 | £61,928 | £109,510 |

2.1 Plan check response times

Response times have slipped outside of target due to resource constraints necessitating the plan checking being outsourced to Exeter City Council Building Control. This has now been taken back in house from the beginning of 2019.

2.2 Market share – Number of applications

2.2.1 Market share based on the number of applications received has now increased for the 3rd successive quarter. There are in excess of 30 approved inspectors actively

seeking work in the area which suggests that this level of market share is unlikely to increase further and maintaining it will be a significant challenge.

2.2.2 The defection of senior officer to JHAI Ltd. from the North Devon team has at this point had no discernible impact on customer loyalty

2.3 Market share – New Housing Completions

2.3.1 Market share of new housing completions remains currently very strong at 47%

2.3.2 Financial Position

2.3.3 A full report with regard to the financial position will be provided by Jon Triggs.