

NMD BUILDING CONTROL

REPORT TO: JOINT SERVICES COMMITTEE

DATE: 14/02/2019

TOPIC: KEY PERFORMANCE INDICATORS

REPORT BY: MIKE TUCKER (BUILDING CONTROL MANAGER)

1 INTRODUCTION

1.1 The purpose of this report is to update members regarding the progress of the partnership and recommends that the current high level of income is ring fenced for future service development.

2 REPORT

2.1 Key performance indicators

KPI	Year	2018/19				2019/20
	Target	Q1	Q2	Q3	Q4	Q1
Building Regulation Full Plan applications determined in 2 months	95%	99%	97%	96%	97%	99%
Building Regulation Applications examined within 3 weeks	95%	95%	92%	87%	89%	84%
Average time to first response (Days)	10	11	13	12	12	12
Market Share - Number of applications %	75%	77%	78%	80%	79%	74%
Market Share - New Housing Completions %	40%	50%	48%	47%	48%	32%
Financial Position	Breakeven	18830	61928	60419	89,614	TBA

2.1 Plan check response times

2.1.1 The replacement of a Surveyor with a trainee is continuing to impact on plan check times. However, the trainee is progressing well and we are beginning to allocate specific work to him which will reduce the workload on some other officers. We are also working to improve the performance of some individuals with regard to this KPI.

2.2 Fee Income

- 2.2.1 Previously we were charging a plan for full plan applications at the time of deposit and then invoicing an inspection fee when work commences on site. In April 2019 this practice was changed so that in most cases the full fee is charged at the time of deposit.
- 2.2.2 As a result we are experiencing a period of abnormally high income as we charge up front for new applications and continue to invoice older projects as they commence. This will clearly trail off over the coming months but has provided us with a short term windfall before the income falls back to the original levels.
- 2.2.3 We would therefore like to take advantage of the opportunity to ring fence any surplus for future business development. This would potentially enable the development of additional revenue streams whilst minimising impact on the need for investment from other budgets.

2.3 Economic Activity

- 2.3.1 Although construction activity has decreased nationally this has not been reflected in the number of applications received which remains strong for the time of year with the number of applications received so far this financial year being marginally higher than last year.
- 2.3.2 However, the current income surplus may be needed to provide a buffer if markets react adversely to political developments in October.

2.4 Market share – Number of applications

- 2.4.1 There was a significant drop in marketshare this quarter to 74%.
- 2.4.2 Our strongest competitor locally is JHAI who are now submitting approximately a third of all initial notices. The fact that ex-employees of both Mid and North Devon are working for them may have some impact on this.
- 2.4.3 There does not appear to be a general pattern to the receipt of initial notices but we will continue to monitor to observe any trends to which a cause can be attributed.

2.5 Market share – New Housing Completions

- 2.5.1 Market share of new housing completions has fallen significantly but this has been abnormally high over the last year. There appears to be three main factors influencing this,

1. A high number of completions by NHBC.
2. Devonshire Homes who are a major customer a starting developments in neighbouring areas. However, we are carrying out the design checks on this work via an LABC partnership agreement.
3. Completions are in the pipeline on the Anchor Bank development in Barnstaple.
4. JHAI are winning more developments for individual dwelling developments possibly because they offer a cut price structural warranty in conjunction with the Building Control Service

2.5.2 We have also won the contract to provide the Building Control service for 65 new dwellings in Witheridge for Larkfleet SW Ltd who are a new customer who generally build in the Somerset area.

2.5.3 Financial Position

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

3 RECOMMENDATIONS

- 3.1 Any financial surplus resulting from the change to fee collection is ring fenced for future service development.