NMD BUILDING CONTROL

REPORT TO:	**JOINT SERVICES COMMITTEE**
DATE:	**31/10/2019**
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 contains no recommendations.

2 REPORT

2.1 Key performance indicators

KPI	Year	2018/19				2020/21	
	Target	Q1	Q2	Q3	Q4	Q1	Q2
Building Regulation Full Plan applications determined in 2 months	95%	99%	97%	96%	97%	99%	96%
Building Regulation Applications examined within 3 weeks	95%	95%	92%	87%	89%	84%	90%
Average time to first response (Days)	10	11	13	12	12	12	10
Market Share - Number of applications %	75%	77%	78%	80%	79%	74%	78%
Market Share - New Housing Completions %	40%	50%	48%	47%	48%	32%	33%
Financial Position	Breakeven	18,830	61,928	60,419	89,614	TBA	TBA
Number of applications received	N/A	339	334	312	368	346	348

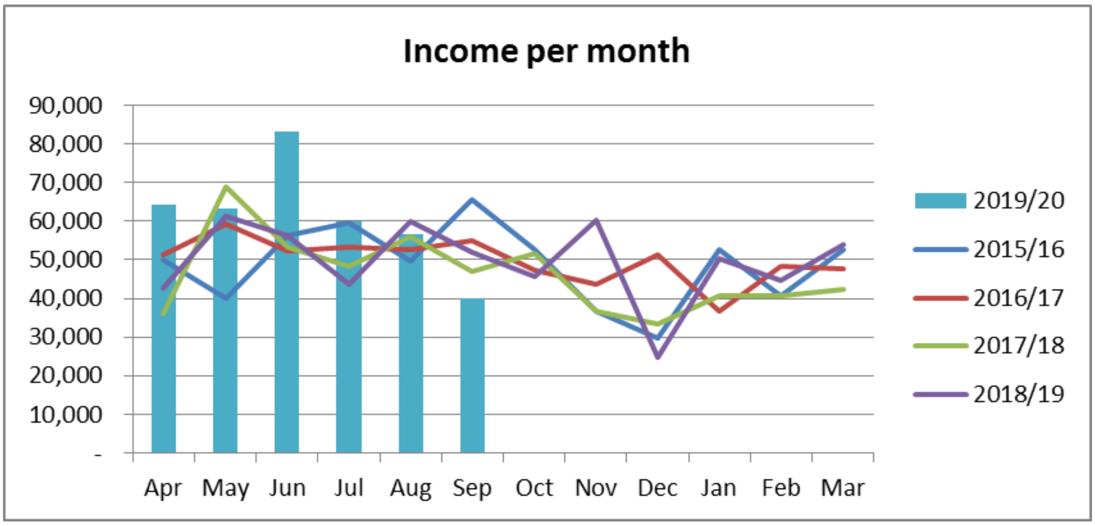
2.2 Number of applications received

2.2.1 As requested in the previous meeting the number of applications received has been added to the above table.

2.1 Plan check response times

2.1.1 Plan check response times are now being checked on average within 10 days but this is masking a wide range of individual performance. One Surveyor allowed a couple of projects to go beyond 21 days causing the 3 week target to be missed. The Surveyor had been in contact with the applicant and communicated the issues but had not recorded this on the database in accordance with procedures.

2.2 Fee Income



2.2.1 Fee income has seen a marked drop off in September primarily due to a fall in commencements. Planning applications are currently in the order of 30% down which will also feed through to Building Regulation application numbers. Hence, it is anticipated that fee income will be significantly below expectation over the winter although there could potentially be a post Brexit bounce if market confidence is maintained.

2.3 Market share

2.3.1 Overall market share has returned in the second quarter to 78% which was the average achieved last year.

2.3.2 Completions of new housing are very low with <50 reported in total for LA and AI for both August and September compared to 176 in July. In July NHBC reported an unusually high number of completions but since then market share has been evenly split between LA and AI's resulting in an average of 33%