

## NMD BUILDING CONTROL

**REPORT TO: JOINT SERVICES COMMITTEE**

**DATE: 23/01/2020**

**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

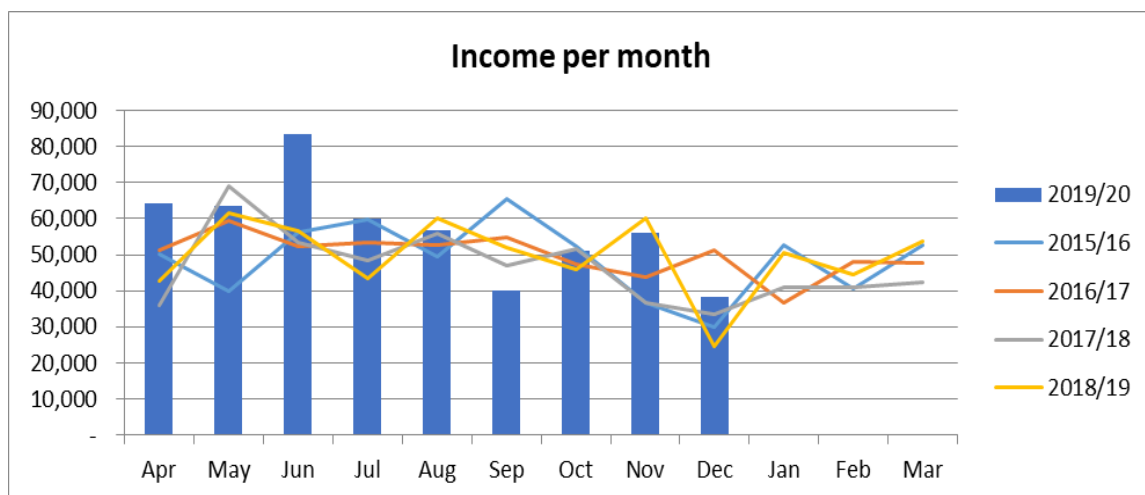
#### 2.1 Key performance indicators

KPI	Year	2018/19				2019/20		
	Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Building Regulation Full Plan applications determined in 2 months	95%	99%	97%	96%	97%	99%	96%	100%
Building Regulation Applications examined within 3 weeks	95%	95%	92%	87%	89%	84%	90%	98%
Average time to first response (Days)	10	11	13	12	12	12	10	8
Market Share - Number of applications %	75%	77%	78%	80%	79%	74%	78%	72%
Market Share - New Housing Completions %	40%	50%	48%	47%	48%	32%	33%	33%
Financial Position	Breakeven	18830	61928	60419	89,614	82,281	110,722	TBA
Number of applications received	N/A	339	334	312	368	346	348	305

## 2.2 Plan check response times

- 2.2.1 All measures for plan check response times were met this quarter with an average first response time of 8 days.
- 2.2.2 Performance of all Surveyors is now much closer to the target which has resulted in the improved figures.
- 2.2.3 Where a couple of projects were allowed to go beyond 21 days the Surveyor had been in contacted with the applicant and the plan check had been delayed whilst waiting for additional information rather than proceeding with the full appraisal based on severely limited information.

## 2.3 Fee Income



- 2.3.1 The concern expressed at our last meeting regarding the marked drop in fees in September proved to be unfounded as there was an immediate recovery in October which has continued through to October and December.
- 2.3.2 No explanation can be provided for this but a similar pattern was experienced in both East Devon and the Devon Building Control Partnership

## 2.4 Market share

- 2.4.1 Overall market share does appear to have fallen this year although the number of applications we have received has not significantly changed. In fact the number of applications received is slightly increased over last year with 1000 applications rather than 947.
- 2.4.2 An analysis of the Initial Notices received from Approved Inspectors shows that the increase in applications is due to JHAI. However, whilst the number of applications has increased the change appears to be in relation to very low value

applications. Many of these are for window and conservatory roof replacements. JHAI have taken over from AEDIS as the Building Control provider for Anglian Windows but there does appear to be more applications of this type suggesting they have a contract with another window firm. As our applications have not decreased it is possible that this is with a contractor that was previously registered with FENSA. There are also a number of septic tank replacements suggesting that they have partnered with a drainage contractor who is picking up work due a change in the Environment Agencies General Binding Rules preventing existing Septic tanks discharging to water courses. Furthermore, they have a contract with North Devon Homes (Maintenance) who are retiling a number of dwellings and we are receiving notifications for these on an individual basis.

2.4.3 Hence, we have currently concluded that this drop in market share is not a threat to our business and will not significantly impact income. However, we are not complacent in regard to this and will continue to closely monitor the reports.

2.4.4 The market share of new housing completions has remained at 33% with the same pattern as the previous quarter with 2 months where the figures were evenly split between ourselves and the AI's and the third month with an abnormally high number of completions by NHBC.

## 2.5 Financial position

2.5.1 To be reported separately.