

## NMD BUILDING CONTROL

**REPORT TO: JOINT SERVICES COMMITTEE**

**DATE: 06/08/2020**

**TOPIC: KEY PERFORMANCE INDICATORS**

**REPORT BY: MIKE TUCKER (BUILDING CONTROL MANAGER)**

### 1 INTRODUCTION

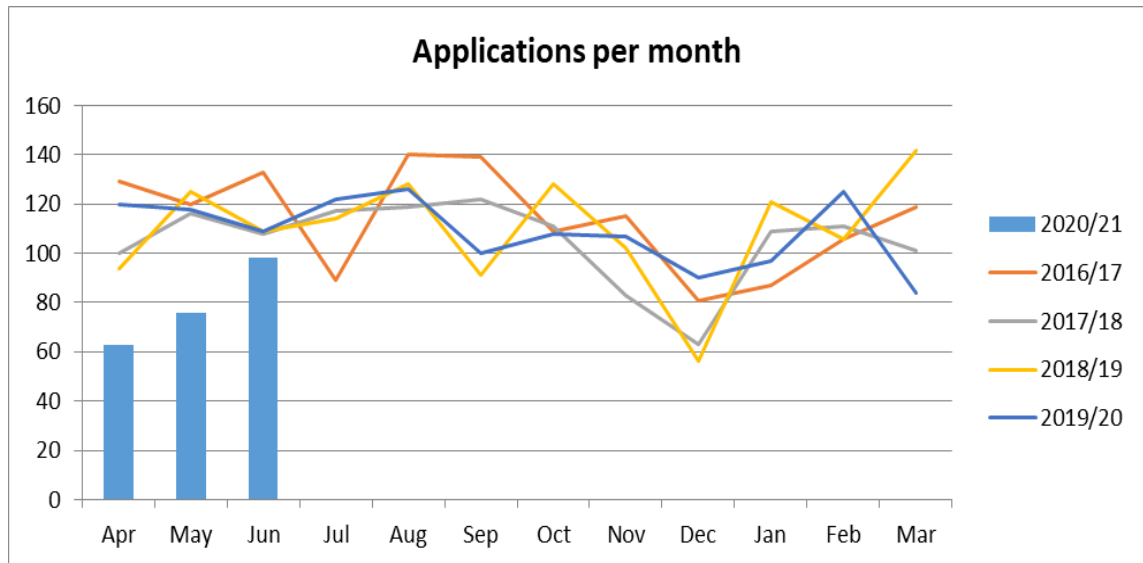
1.1 The purpose of this report is to update members regarding the progress of the partnership and contains no recommendations.

### 2 REPORT

#### 2.1 Key performance indicators

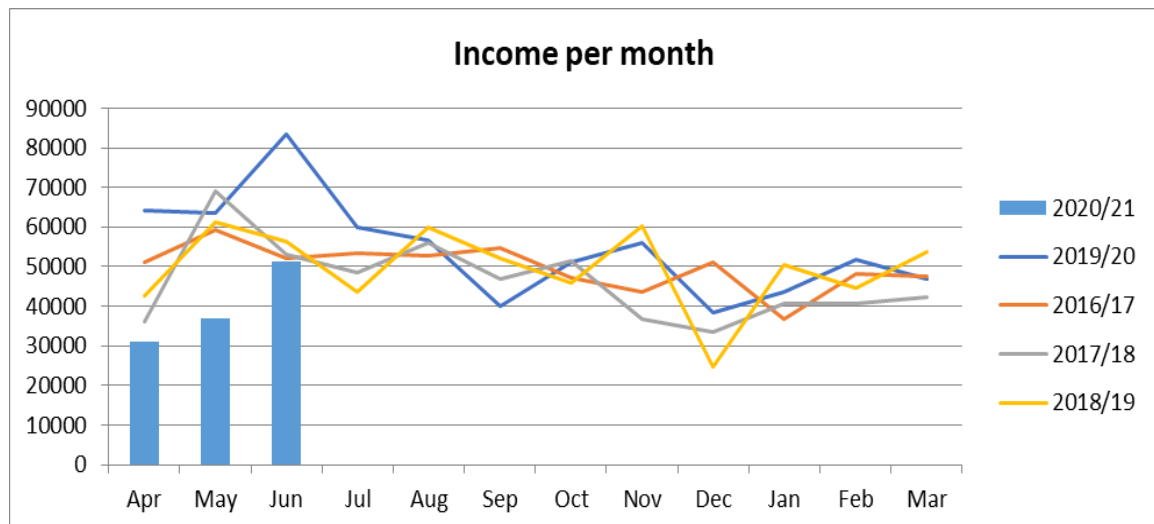
KPI	Year	2019/20				2020/21
	Target	Q1	Q2	Q3	Q4	Q1
<b>Building Regulation Full Plan applications determined in 2 months</b>	95%	99%	96%	100%	100%	98%
<b>Building Regulation Applications examined within 3 weeks</b>	95%	84%	90%	98%	99%	99%
<b>Average time to first response (Days)</b>	10	12	10	8	7	5
<b>Market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

## 2.2 Number of applications received



2.2.1 As a result of the pandemic applications dropped dramatically but have slowly recovered increasing over the 3 months of the first quarter. As a result in June the number of applications was approaching approximately 90% of what would normally be expected.

## 2.3 Fee Income



2.3.1 Income is below that budgeted but the trading account is just above the breakeven point. However, this has only been achieved by taking advantage of the government job retention scheme and furloughing three of our staff which has provided a saving of £10,438.00 as of the end of June 2020.

2.3.2 However, income is still lower than the number of applications would suggest because the domestic market has emerged relatively strongly but commercial, build dwellings and projects over £100K are still depressed resulting in fewer larger fees.

2.3.3 This work profile is typical of that which pre-empted a recession in the construction industry.

## 2.1 Plan check response times

2.1.1 With the reduced number of applications the average response time has been reduced to 5 days with one application recorded as just outside the 21 day target.

2.1.2 Decisions within the target period was 100% in the last quarter of 2019/20 and was still on target at 98% in quarter 3. The couple of jobs that were just over the target period was due to Surveyors being on furlough and covering colleagues missing these jobs on the work queue.

## 2.2 Market share

2.2.1 Overall market share has increased to 81% based on the number of applications. This is partly due to the high proportion of domestic applications but is also due to Approved Inspectors failing to provide any sort of response to customer enquiries due to extensive use of furlough during the pandemic.