

## NMD BUILDING CONTROL

**REPORT TO: JOINT SERVICES COMMITTEE**

**DATE: 12/11/2020**

**TOPIC: KEY PERFORMANCE INDICATORS**

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### 1 INTRODUCTION

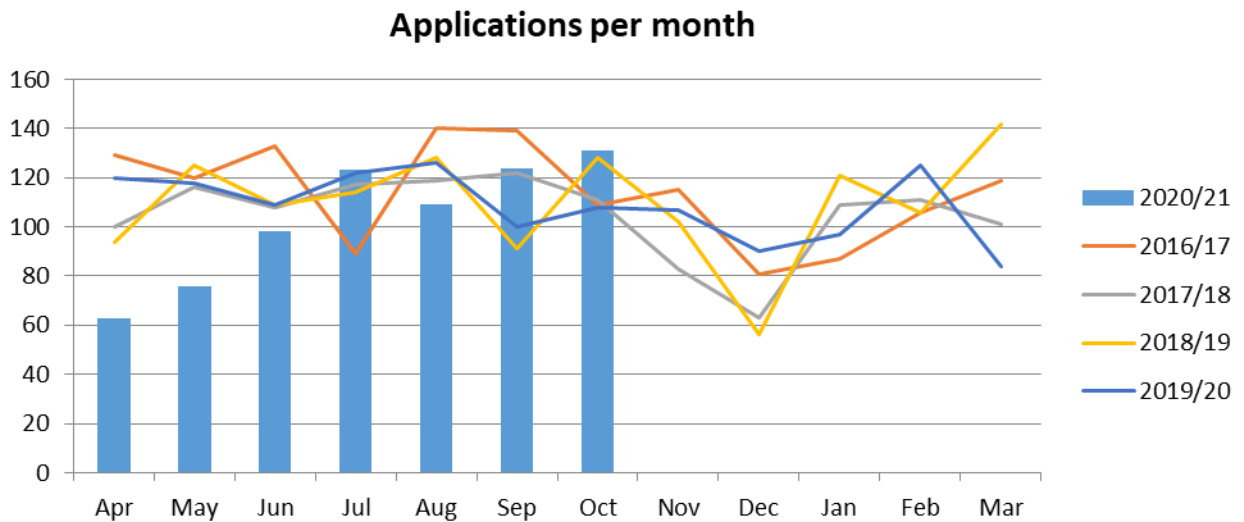
1.1 The purpose of this report is to update members regarding the progress of the partnership and contains no recommendations.

### 2 REPORT

#### 2.1 Key performance indicators

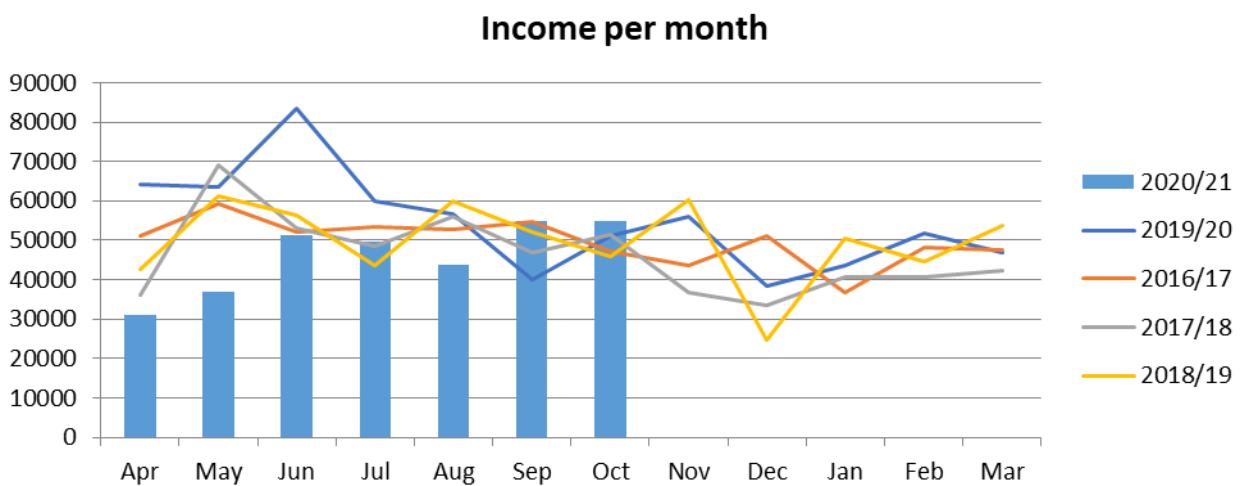
KPI	Year	2019/20				2020/21	
	Target	Q1	Q2	Q3	Q4	Q1	Q2
Building Regulation Full Plan applications determined in 2 months	95%	99%	96%	100%	100%	98%	99%
Building Regulation Applications examined within 3 weeks	95%	84%	90%	98%	99%	99%	100%
Average time to first response (Days)	10	12	10	8	7	5	7
Market Share - Number of applications %	75%	74%	78%	72%	75%	81%	82%
Market Share - New Housing Completions %	40%	32%	33%	33%	52%	32%	38%
Financial Position	Breakeven	82,281	110,722	147,935	141,406	9,506	20,499
Number of applications received	N/A	346	348	305	306	237	356

## 2.2 Number of applications received



2.2.1 As can be seen from the graph above, application numbers have recovered strongly culminating in the highest number of applications in October in the last five years. However, it is assumed that the second lock down will have some impact although not as severe as the first when activity was effectively closed down.

## 2.3 Fee Income



2.3.1 Overall income is below that budgeted for the year. However, there was a strong recovery in September and October. The subsequent second lockdown will clearly impact performance in the coming months.

## 2.1 Plan check response times

- 2.1.1 Application numbers have substantially recovered but we have still managed to maintain the average response time below the target with an average response of 7 days for the second quarter with 100% of applications responded to within 21 days.

## 2.2 Market share

- 2.2.1 Overall market share increased to 81% based on the number of applications in the first quarter and has now increased to 82% in the second quarter of the year which suggests that some of the builders who switched during lockdown due to service failure from Approved Inspectors may have remained with NMD Building Control for their next project.