

## Building Control Service Plan 2016/2017 19<sup>th</sup> July 2016

### Summary

Building Control will concentrate on providing a high quality Building Control Service to encourage future business and recommendations.

In relation to Building Regulation applications the target market will be those land/property owners in the Borough that require a high quality Building Control input to enhance/protect their property portfolio.

### Background

The Building Control Service encompasses the following elements.

1. The main part of the service is dealing with Building Regulation applications for which there is a separate trading account. This part of the service is open to competition. (Private Building Control bodies known as Approved Inspectors first entered the market in 1985)
2. Other functions undertaken by Building Control that are not subject to competition:
  - 2.1 The provision of a 24 hour dangerous structures service
  - 2.2 Enforcement of Building Regulations
  - 2.3 The discovery of unauthorised building work
  - 2.4 Providing advice and support to residents and visitors to the Borough on building control related issues.
  - 2.5 Processing Initial Notice applications and maintaining a register of them
  - 2.6 Processing applications for self-certification schemes e.g Applications for boiler installations
  - 2.7 Responding to solicitor's enquiries and land registry enquiries
  - 2.8 Dealing with applications under the Partner Authority Scheme in other Boroughs and Regularisation Certificates
  - 2.9 Dealing with applications for Temporary Structures
  - 2.10 Processing of Demolition Notices
  - 2.11 Responding to requests to appoint a third surveyor under the Party Wall Act.

This service plan derives its high level objectives from the following sources. (The Council's Constitution, RBKC Values and behaviours (PACE), PBD Service Delivery Plan 2013/2014)

#### Service targets

Ref	Description	Actual 2014/15	Actual 2015/16	Target 2016/17	Targets 2017/18	Targets 2018/19
LPI 201	The percentage of full plan applications that receive a meaningful response within 10 working days	No dependable data available	No dependable data available	100%	100%	100%
LPI 203	The percentage of Building Control trading account costs that are covered by income	95.4%	94.1%	100%	100%	100%
LPI 205	The percentage of completion certificates issued within 5 days of completion	No dependable data available	No dependable data available	100%	100%	100%
No ref	Market share based on numbers of applications received (Full Plans, Full Plans by another Council and Building Notices compared to total including Initial Notices)	31.8% (610/1919)	31.7 % (523/1650)	35%	37%	39%

Tasks to be undertaken in 2016/2017 in support of overall objectives

BUILDING CONTROL				
	Objective	Specific Action	Resources	Monitoring and implementation
1	To improve key information of all Building Control functions	Implementation of Acolaid Enterprise	Central Support Team and Idox PLC. Invoice approved on Agresso for £9,700 plus VAT. Annual Fee to be £1000 John Allen will be lead from Building Control side. Building Control Surveyors will need to be trained .	Head of Support and Systems (HSS) is designing workflow May 2016 Informed by HSS that Acolaid Enterprise will be installed once servers upgraded (10 <sup>th</sup> August 2016). HSS will produce a PID
2	To ensure building work undertaken in the Borough has a valid application	6 month pilot of enforcement surveyor post	Building Control Manager and Principal Building Control Surveyor to form recruitment panel Building Control Manager to lead training	13 <sup>th</sup> July 2016 Final draft approved and BT will post job details on Intranet with closing date of 2 <sup>nd</sup> August 2016. Interviews planned for 8 <sup>th</sup> /9 <sup>th</sup> September 2016
3	To improve the promotion of the Building Control Service	Improve the information available on the RBKC website. In particular, the details of recently completed projects and testimonial from key clients. Various marketing initiatives by LABC Services	Building Control project lead	Contact made with key customers to get updated photographs on latest projects.  Due date from internal audit August 2016
4	To ensure succession planning and plan for colleagues that may be leaving in the next year	To recruit new staff. Across London there have been difficulties due to the current shortage of Building Control staff. The Intention would be to appoint graduates with a building related background and some building experience.	Building Control Manager	Depends on staffing

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5	To win new major projects	Building Control Manager to monitor/scan information sources to check on potential major developments. Development Management to include Building Control in discussions with Building Control to be involved with early Planning pre-application meetings	Building Control Manager and other BC staff LABC Services	Current schemes being pursued. <ul style="list-style-type: none"> <li>Earl's Court by Capco. First phase being controlled by H&amp;F Building Control Lillie Square. Joint meeting with H&amp;F and Capco to be arranged shortly.</li> <li>Kensington Row phase 2 Building Control Manager in discussion with Project Manager from St Edwards</li> <li>RBKC housing regeneration</li> </ul>
6	Ensure ability to assess complex fire engineered schemes is maintained/enhanced	Continued training to be able to check CFD submissions using Smartfire. Succession planning	Funding for Smartfire training courses. Longer term options to ensure there is a viable team	Training of staff member on new Smartfire software to be undertaken within year 2016/17
7	To ensure that the Building Control Team has the skills/experience/knowledge to provide the best possible service to our customers	Performance review Personal Development Plan Updates/seminars on changes to Building Regulations/products	Within training budget New Part R	Some of Personal Development Plans have been completed Organise lunchtime seminars
8	Monitor opportunities for alternative delivery options for Building Control	Transformation of Building Control in London	Building Control Manager LABC Services in conjunction with Iese. (Please see separate report Building Control Transformation in Local Authorities version 1 September 2015	Meetings are taking place between LABC and Building Control Managers in London. Building Control Manager to keep a watching brief and advise SMT when decisions/direction required.

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9	Ensure the smooth transition of the administration support function by the central support team	Work with team to assist with training and development	Building Control Manager Seniors from Central Support	Quarterly meeting to review progress to be arranged.
10	Maintain relationships and business with existing customers	Continue to invest in relationships with key customers- principally land/property owners in the Borough that desire a high quality Building Control Service to enhance/protect their property portfolio Opportunities for closer working and leads from Planning and Enforcement	Meetings predominantly undertaken by Building Control Manager <ul style="list-style-type: none"> <li>Monthly meeting with Capital Projects team at RBKC</li> </ul>	
11	Improve front end delivery options for customers	Improve website to offer ability for customers to complete Building Regulation Applications on line and book site inspections on line	Assistance from Head of Support and Systems	
12	Renewal of structural engineers contract	New contract to be in place	Being led by Westminster procurement	Current contract expires on 31 <sup>st</sup> July 2016
13	Review of fees and charges	2-week time monitoring to be arranged in accordance with CIPFA guidelines  Confirmation of charges (Demolitions, search letters etc)	Building Control Manager (Assistance required to confirm how Central Support evaluated as part of this)	Project brief prepared. Initial meeting arranged with Finance on 21 <sup>st</sup> July 2016 Reports to SMT required by Autumn 2016 Tentative dates for time monitoring 12 <sup>th</sup> to 23 <sup>rd</sup> September (subject to approval of project brief)