



PORTFOLIO HOLDER DECISION NOTICE

INDIVIDUAL DECISION BY THE PORTFOLIO HOLDER FOR PLANNING AND TRANSPORT

TOPIC – BUILDING CONTROL BUSINESS PLAN 2008/09 ONWARDS

PROCEDURAL INFORMATION

The Access to Information Procedure Rules – Part 4, Section 22 of the Council's Constitution provides for a decision to be made by an individual member of Cabinet.

In accordance with the Procedure Rules, the Corporate Director (Governance), the Chief Executive and the Head of Finance are consulted together with Chairman and Vice Chairman of the Principal Scrutiny Committee and all Members of the relevant Scrutiny Panel(s) (individual Ward Members are consulted separately where appropriate). In addition, all Members are notified.

Five or more of these consulted Members can require that the matter be referred to Cabinet for determination.

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Committee Administrator:

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SUMMARY

Approval is sought to the detailed Business Plan for this Division. The Business Plan sets out the key tasks that the Division will undertake over the coming five years, with SMART (Specific, Measurable, Agreed, Resourced and Timed) targets (both through actions and performance indicators) by which progress will be measured and monitored. The Plan also gives additional information about the role of the Division, the resources allocated to it (in terms of both staff and budgets) and the key risks that are being addressed through its work.

Key actions to be undertaken in this Division are:

- To continue to enforce Part L Conservation of Fuel and Power to mitigate climate change.
- To adopt new flexible working patterns and contribute to the reduction in the Council's requirement for office space.
- To prepare for the implementation of the new EDRM system due to be rolled out in Building Control in quarter 4 2008/09.

The Head of Division is satisfied that the actions put forward in this Business Plan will work towards the Council's corporate objectives, as set out in the Corporate Strategy 2008-13 or otherwise ensure that the Council meets the statutory obligations place on it by central Government. Other than where indicated, these actions can be achieved within the resources available. Plans are in place, or will be developed, to ensure that targets shown for key performance indicators can be achieved in the timescale shown.

DECISION

That the Business Plan for the Building Control Division be approved as attached at Appendix A.

REASON FOR THE DECISION AND OTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

Business Plans form an important part of the Council's performance management process as they set out the key actions for the coming year. The Business Plan put forward for adoption sets out the actions that will best help the Council achieve its corporate objectives and meet its statutory obligations within the resources available to it, as far as can be seen in the light of current circumstances. While alternative approaches would be possible in many parts of the Plan, the actions being recommended are believed to give best value to the authority.

The Environment Scrutiny Panel has been consulted on this Business Plan and raised the following issues:

None.

FURTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED FOLLOWING PUBLICATION OF THE DRAFT PORTFOLIO HOLDER DECISION NOTICE

N/A

DECLARATION OF INTERESTS BY THE DECISION MAKER OR A MEMBER OR OFFICER CONSULTED

None

DISPENSATION GRANTED BY THE STANDARDS COMMITTEE

N/A

Approved by: (signature)

Date of Decision

Councillor Keith Wood – Portfolio Holder for Planning and Transport

Building Control Division Business Plan 2008 - 2013

1. Brief Description of the Service and its Purpose

Building Control

Building Control is a statutory service that the Council has to provide. It regulates the built environment for the protection of the public through the implementation and enforcement of Building Regulations and other legislation. Under the Building Act, those undertaking most building operations must make an application to the Local Authority or to other building control service providers. Plans are checked for compliance with Building Regulations, health and safety regulations, British Standards and European Construction Product Directives and site visits are carried out to ensure compliance. The building regulation service is charged with being self financing and the cost of the service provided is supposed to equal the fees charged. The elements which service undertakes for the Council e.g. the public protection and enforcement cost in the region of £200,000. Building Control is a team of 13 professional surveyors and administrators.

Building Control is in direct competition with private building control service providers for work in this area.

Other public protection areas of building control are dangerous structures, demolitions, dilapidated buildings, planning consultations, licensing advice, and enforcement: The building control division hold a register of work inspected by approved inspectors and works carried out by competent persons, i.e. electrical installations and replacement windows. It advises other departments on building issues such as planning and communities and offers advice across the council on accessibility including Disability Discrimination Act and Fire Risk assessment issues.

Land charges are supplied with building control information and solicitors are furnished with the information they require. All these are publicly financed.

Building Regulations and Building Control exists

- To ensure the health and safety of people in and around all types of buildings
- To provide for energy efficiency in buildings to combat climate change
- Improve accessibility and convenience for all people in the built environment.

2. Links between Council strategic priorities and services

<i>Strategic priority</i>	<i>Departmental responsibility</i>
High Quality Environment	Contributes to the efficient use of energy by the application of Part L of the Building Regulations: Conservation of Fuel and Power. The Building Regulations are one of the main contributors in the programme to combat climate change and form an integral part in the governments' sustainability strategy allowing for incremental changes to energy efficiency policy.
Efficient and Effective Council	Pilot area for the mobile/ flexible working project for Council services
Safe and Strong Communities	Implementer of Part B Fire and safety in line with the Government's Regulatory Reform Order for the prevention of fire.
Safe and Strong Communities	Monitors and enforces on deteriorating, hazardous and dangerous building fabric and structures in the community in the interests of public safety and the environment
Safe and Strong Communities	Applying the Building Regulations to new, altered and extended buildings to increase living standards

3. Summary of Progress in 2007/8

For the Building Control Division it has been an interesting year. The introduction of new regulations brought fresh challenges. The implementation of Part B Fire Safety had been much heralded but again training was difficult due to the standards not being available as early as we would have liked. The division was able however to implement the regulations on the official commencement date. The move from Avalon house was disruptive however completed satisfactorily. The archived files have been brought from the container in Avalon House and are now all within the Guildhall yard area. Most of the service priority targets from last year are continuing to be met or will be met by the year end. There have however been some areas where progress has been slow. The mobile working solution for Building Control has caused a serious workload problem with testing of one kind or another being carried out since August. Progress has been staccato and at the time of writing has not been satisfactorily completed. The other area where progress has been slow is in increasing our level of electronic applications. We continue however to have a high level of satisfied customers mostly achieving a level of 80% satisfaction including value for money in the last survey.

At present we have a full complement of qualified surveyors however administration staff levels are in a state of flux. We are recruiting part-time and full time staff at the moment.

There are now ten partnerships with local Architects or builders which are working well. Reports from the Caps uniform computer system have remained a problem. At the end of 2007 the query writer software started to function after an upgrade of the CAPS uniform system. Some simplistic reports are now available through this software.

There is a level of uncertainty in the building control world as there are consultation documents due to be published any day including the future of building control, access to records, and on the system of enforcement which may have impacts in the coming year.

Major developments in and around the district e.g. Silverhill, West of Waterloo, etc. could have significant effects on resources in the coming years.

4. Service Priorities 2008/13 – Key Priorities

A) Key Service Priorities 2008/13

Target No.	Why are we doing this?	What will we do?	When will we do it?	How will we measure our success?	How much time / money will it take?	Who's Accountable?
1.	High Quality Environment	Continue to enforce Part L Conservation of Fuel and Power to mitigate climate change, new energy regulations in 2010, 2013 and 2016	Continuously	Measured nationally	Significant. Each regulation change proposed in 2010, 2013, and 2016 involves Initial training approximately £2500. 2 days per officer covered by Building Regulation fee income. Further training likely to be needed. Specialist software may need to be resourced. External consultants may be needed to cover complexity of compliance	Head of Building Control
2.	Efficient and Effective Council	Office reorganisation to accommodate flexible working regime	April –August 2008	Changes implemented with no discernable effects to our clients	Ten days officer time	Head of Building Control

Target No.	Why are we doing this?	What will we do?	When will we do it?	How will we measure our success?	How much time / money will it take?	Who's Accountable?
3.	Efficient and Effective Council	EDRMS implementation work	1 st quarter 2008 onwards for implementation 4 th quarter 2008	Applications scanned and accessible electronically	30 -55 days	Head of Building Control
4.	Efficient and Effective Council	Contribute to the Council's flexible working project as pilot for mobile working	May 2008 carried over from 2007	Surveyors able to work remotely proving concept for other departments to be able work remotely	Uncertain as project has been difficult so far and far more time invested than was originally expected	Head of Building Control
5.	Safe and Strong Communities	Apply the Building Regulations to new, altered and extended buildings to increase living standards	2008-2013	Measured nationally	Covered by Building Regulations normal activity	Head of Building Control
6.	Safe and Strong Communities	Continue monitoring the buildings of the district	2008-2013	Incidence of emergency response to dangerous structures kept to only those which have an outside influence e.g. car accident	This is an ongoing process as surveyors are constantly monitoring their areas for dangerous and dilapidated buildings	Head of Building Control

B) Other Service we aim to deliver 2008/13

Why are we doing this?	What will we do?	When will we do it?	How will we measure our success?	How much time/money will it take/	Who's accountable?
High Quality Environment	Increase level of competency in sustainability issues and energy conservation	<i>As and when training is available</i>	By being able to give more expert advice on sustainability issues	One or two days training per surveyor	Head of Building Control
Efficient and Effective Council To maintain an effective market share of Building Control work in the district	Develop further partnerships between Building Control, local companies and other service providers	<i>Ongoing</i>	Increased number of partnerships with local businesses Increased joint working with other service providers	2 team managers Head of BC 12 meetings a year of 3hrs	Head of Building Control
Efficient and Effective Council	To take into consideration the future of building control and other consultation documents from the DCLG	<i>April to September</i>	<i>By being able to demonstrate adherence to any new standards introduced</i>	As the consultation documents have not been circulated it is unsure options for change are supposed to be introduced from April	Head of Building Control
Efficient and Effective Council To increase the efficiency of the service	Improve use of computerised information including e-plan submission, developments towards an integrated GIS, scanning archive documentation.	<i>Ongoing</i>	Increase in the number of E submissions from 0 to 10% in 2008 Building Control archive 100% scanned	This was partially successful in 2007 however no archive scanning carried out.	Head of Building Control

Why are we doing this?	What will we do?	When will we do it?	How will we measure our success?	How much time/money will it take/	Who's accountable?
Efficient and Effective Council	Implement a Mobile and flexible working system for Building Control.	May 2008 Carried over from last year due to lack of progress	Successful implementation of Flexible working in BC Leading to efficiencies in service	Uncertain as project has been difficult so far and far more time invested than was originally expected	Head of Building Control
Efficient and Effective Council To provide a quality service to our customers	Maintain current plan-checking performance, target of 87% plans checked within 10 days, through prioritisation of resource and performance monitoring.	2008	Maintaining plan checking performance at current level 87% in 10 days	Normal business of the Building Control Division	Head of Building Control

Why are we doing this?	What will we do?	When will we do it?	How will we measure our success?	How much time/money will it take/	Who's accountable?
<p>Efficient and Effective Council</p> <p>To maintain a sustainable market share of Building Control work in the district</p>	<p>Continue discussions with other LA service providers; develop a national marketing strategy to counteract any loss of market share.</p> <p>New training programme being developed to service industry needs.</p> <p>This is order to win back the larger firms business who target training in building regulations as one of their greatest needs</p>	<p>April – June 2008</p>	<p>National marketing director is looking for significant inroads into training market up to 80% of the market by 2009</p>	<p>Head of BC approximately 10 meetings of LABC Council and management services group to input to marketing group plus 2hrs preparation per meeting</p>	<p>Head of Building Control</p>
<p>Efficient and Effective Council</p>	<p>To produce performance standard reports in line with the national performance standards</p>	<p>April 2008</p>	<p>Performance indicators produced</p>	<p>10 days officer time plus consultancy for reports</p>	<p>Head of Building Control</p>
<p>Efficient and Effective Council</p>	<p>Develop E-government strategy in line with Parsol project and standards for Building Control above the minimum standards</p>	<p>2008</p>	<p>To improve upon the minimum Building Control e-government rating</p>	<p>20 days work mainly by Head of BC</p>	<p>Head of Building Control</p>

5. Resource Implications

A) Financial

2007/08 Revised			Service Activity	2008/09 Estimate			FTEs	Notes
Exp. £000's	Income £000's	Net £000's		Exp. £000's	Income £000's	Net £000's		
842	(621)	221	Building Control	862	(645)	217	11.46	

B) Workforce

KEY EXTERNAL DRIVERS	KEY INTERNAL DRIVERS
<ul style="list-style-type: none"> • Part L Building Regulation changes • Part B Building Regulation changes • Changes in enforcement procedures • More complex regulations/legislative changes • Skills/workforce shortages • Competition for business • Workload • Government Initiatives • Growth in competition • Significant major developments e.g. Silverhill, West of Waterlooville and others. 	<ul style="list-style-type: none"> • Temp / Agency staff • Accommodation for staff • Finding suitable staff • Changes in working practices
WORKFORCE IMPLICATIONS	
<p>Exploring partnership working with other Building Control Suppliers for specialist staff requirements</p> <p>Flexible more mobile working required</p> <p>Recruit trainee using LABC training system and develop to produce qualified/skilled staff</p>	

6. Key Performance Indicators

Ref. No.	What does this show?1	Who reports this?	Achieved 2004/05	Achieved 2005/06	Achieved 2006/07	Achieved 2007/08	Target 2008/10	Target 2011/2012
BVPI 156	Public buildings with access for the disabled (Top 25% = 53%)	Head of Building Control	30.70%	38.46%	46.15%	45.45*	50.00%	54.54%
LPI0235	DSA Total Quality Performance Matrix.	Head of Building Control	72%	72%	72%	72%	90%	90%
LPI0236	Percentage of applications acknowledged within 3 days.	Head of Building Control	100%	100%	100%	100%	100%	100%
LPI0237	Percentage of plans checked within 10-day turnaround. (80% in 10 days)	Head of Building Control	80%	85%	86%	87%	88%	89%
LPI0238	Percentage of Inspection requests conducted the same day.	Head of Building Control	98%	98%	98%	98%	100%	100%

Percentage dropped due to closure of Avalon House
BVPI 156 is not one of the new national indicators

7. Proposals for Consultation

What Research or consultation do we intend to carry out	How will we be doing it?	When will we be doing it?	How will we use the results?
Customer satisfaction survey	Postal survey	Bi annually November this year	To inform us of areas which are important to customers and of areas in which we can improve

8. Key Elements of Risk Management

Area	Risk number	Rating	Cluster and MAP link	Short name	Risk ownership	Cause	Consequence	Action required
OP	0029	Likelihood – Unlikely Impact - Medium	Physical/ Professional/ Managerial	Dangerous structures / defective premises	Chris G. Jones	Incorrectly defining a structure as dangerous. Poor advice. Call out in emergency situations - stand by	Having to meet costs / expenses including officer time.	Qualified Surveyors able to take appropriate action Procedure in place to escalate to more senior surveyors
OP	0032	Likelihood – Possible Impact - Major	Financial	Building control - private sector. Applications down	Chris G. Jones	Property market /economic downturn. Loss of business to competitors.	Loss of revenue. Service therefore not able to meet overhead costs	Increase partnership working Flexible employment
OP	0067	Likelihood – Certain Impact - Medium	Legislative / Financial	Change in prescribed fee regulations - BI - control	Chris G. Jones	Complexity requiring enhanced staff skills/training requirement	More demanding workloads/reduced efficiency, potential increased costs vs. profits and budget overspend.	None, fees set by central government

Area	Risk number	Rating	Cluster and MAP link	Short name	Risk ownership	Cause	Consequence	Action required
OP	0068	Likelihood – Certain Impact - Medium	Technological	Technological advances in the building industry	Chris G. Jones	Complexity requiring enhanced staff skills/training requirement	More demanding workloads/reduced efficiency, potential increased costs vs. profits and budget overspend.	Employ qualified BCS
OP	0036	Likelihood – Possible Impact - Minor	Legislative / Legal	DDA	Chris G. Jones	Access issues sorted by reception building design.	Do car parks fulfil DDA Requirements? Will we be liable?	Car park issues
OP	0069	Likelihood – Unlikely Impact - Catastrophic	Legal	Legal action against Council for negligence of Building Control Surveyor	Chris G. Jones	Damage to property or inadequate building works?	Legal costs, reputation etc.	Employ qualified BCS