



Building Control Partnership Service Delivery Documentation 2012-2017



Director Tony Van Veghel
Version No. 4
Last updated 20 November 2012

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1. DELIVERY PLAN

Objective 1		To improve customer satisfaction by providing an effective and efficient administration and site inspection regime in particularly through improved use of information technology and communication					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
1.1	To improve the efficiency of the inspection service using information technology	Phil Harris Operations Manager	Daily applications uploaded on tablets by September 2013	Value for money Improve service delivery to customer Allows for more effective enforcement	Investigate costs through MIS user group	Monthly / Quarterly Plan Vetting P.I.s	Monthly at team meetings Quarterly Steering Group Meetings
	Year 2012/13	Phil Harris Operations Manager	All data records and photographs recorded remotely and downloaded on system through documentation by September 2013	Value for money Improve service delivery to customer	Funded as customer improvement via Charges Legislation 2010 or reinvestment of surpluses	Trial download of data to database by March 2013 Staff trained to record inspection records and reports on site by September 2013	Monthly at team meetings Quarterly Steering Group Meetings
	Year 2013/14	Phil Harris Operations Manager	Daily inspections and data transfer in real time by March 2014	Value for money Improve service delivery to customer	Funded as customer improvement via Charges Legislation 2010	Ability to provide database as a slim client by October 2013	Monthly at team meetings Quarterly Steering Group

Objective 1		To improve customer satisfaction by providing an effective and efficient administration and site inspection regime in particularly through improved use of information technology and communication					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
					or reinvestment of surpluses		Meetings
	Year 2013/14	Phil Harris Operations Manager	Daily inspections and data transfer in real time by March 2014	Value for money Improve service delivery to customer Allows for more effective enforcement	Funded as customer improvement via Charges Legislation 2010 or reinvestment of surpluses	Trial real time data transfer by March 2013 All staff trained in real time operation by January 2014	Monthly at team meetings Quarterly Steering Group Meetings
1.2	To improve efficiency of the application and validation process through the use of IT systems	Janine Boughton Head of Administration	Move towards self-service by customers	Customer service improvement Reduction in staff costs Increased enforcement activity	Identified and presented to Joint Committee	Monthly / Quarterly Application Processing P.I.s	Fortnightly management meeting Quarterly Steering Group Meetings
	Year 2012/13	Janine Boughton Head of Administration	All Initial Notices registered on MIS system and viewed by web access by March 2013	Customer service improvement Reduction in staff costs	Funded as customer improvement via Charges Legislation 2010 or reinvestment of surpluses	Service provider and web team to agree implementation plan by December 2012	Monthly at team meetings Quarterly Steering Group Meetings

Objective 1		To improve customer satisfaction by providing an effective and efficient administration and site inspection regime in particularly through improved use of information technology and communication					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
	Year 2012/13	Janine Boughton Head of Administration	Initial data pertaining to search enquiries to be available through web access by September 2013	Customer service improvement Reduction in staff costs Increased enforcement activity	Funded as customer improvement via Charges Legislation 2010 or reinvestment of surpluses	Trialling of data upload by June 2013 All staff trained on new procedure by September 2013	Monthly at team meetings Quarterly Steering Group Meetings
	Year 2012/13	Janine Boughton Head of Administration	Ability to view current submitted applications by September 2013	Customer service improvement Reduction in staff costs Increased enforcement activity	Funded as customer improvement via Charges Legislation 2010 or reinvestment of surpluses	Trial data upload by June 2013	Monthly at team meetings Quarterly Steering Group Meetings
	Year 2013/14	Janine Boughton Head of Administration	Customer online application tracking by March 2014	Customer service improvement Reduction in staff costs Increased enforcement activity	Funded as customer improvement via Charges Legislation 2010 or reinvestment of surpluses	Six month trial on data tracking by July 2013 All staff trained on new system by October 2013	Monthly at team meetings Quarterly Steering Group Meetings

Objective 1		To improve customer satisfaction by providing an effective and efficient administration and site inspection regime in particularly through improved use of information technology and communication					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
	Year 2013/14	Janine Boughton Head of Administration	Increased web usage by customers	Customer service improvement Reduction in staff costs Increased enforcement activity	Customer service improvement Reduction in staff costs Increased enforcement activity	Customer satisfaction survey to judge impact of improvements by March 2014	Monthly at team meetings Quarterly Steering Group Meetings
1.3	To increase response rate from customers satisfaction surveys	Janine Boughton Head of Administration	Increased number of responses each quarter and fair access to service analysed	Highlight level of service through personal and telephone surveys	Within current budget	Quarterly Customer Satisfaction P.I.s	Monthly at team meetings Quarterly Steering Group Meetings
	Year 2012/13	Janine Boughton Head of Administration	Increased number of responses each quarter and fair access to service analysed	Highlight level of service through personal and telephone surveys	Within current budget	First annual results analysed September 2012	Monthly at team meetings Quarterly Steering Group Meetings

In support of the Councils priorities:

- To transform the Council into an economically sound organisation delivering excellent accessible services that provide value for money - Gravesham

- Value for money and putting the customer at the heart of everything we do - Medway
- Open for business - Swale

Local Performance Indicators:

- Percentage of plans checked within 10 and 15 working days
- Applications processed within 3 working days
- Percentage increase inspections per surveyor
- Quarterly customer satisfaction survey

Rationale

- To improve the speed and quality of the application process
- To increase the number of relevant inspections to deliver the required inspection framework for each application
- To ensure continued improvement and customer satisfaction

Objective 2		To raise the profile of STG by developing a dynamic marketing strategy and pursuing the expansion of the Partnership through additional partners					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
2.1	Carryout market research to assess potential customers awareness of partnership's services	Janine Boughton Head of Administration and Marketing Team	Marketing research report by March 2013	Determination of market share	Within current budget	Quarterly Customer Satisfaction P.I.s	Monthly at team meetings Quarterly Steering Group Meetings Marketing group meeting every six weeks

Objective 2		To raise the profile of STG by developing a dynamic marketing strategy and pursuing the expansion of the Partnership through additional partners					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
2.2	Match customer requirements with our current and proposed service developments	Janine Boughton Head of Administration	Review of customer improvements to match priorities	Improved service delivery	Within current budget	Quarterly Customer Satisfaction P.I.s	Monthly at team meetings Marketing group meeting every six weeks
	Year 2012/13	Janine Boughton Head of Administration	Review of customer improvements to match priorities by September 2012	Improved service delivery	Within current budget	Briefing report to members by September 2012	Monthly at team meetings Marketing group meeting every six weeks
	Year 2012/13	Janine Boughton Head of Administration	Review of customer feedback to match priorities	Improved service delivery	Within current budget	Development marketing strategy to promote customer priorities by November 2012	Monthly at team meetings Marketing group meeting every six weeks
2.3	Identify additional services which would persuade customers to use the partnership rather than the private sector	Janine Boughton Head of Administration	Training of staff or alternative provision	Development of staff introduced through PDR process	Within current training budget	Quarterly Customer Satisfaction P.I.s	Monthly at team meetings Marketing group meeting every six weeks

Objective 2		To raise the profile of STG by developing a dynamic marketing strategy and pursuing the expansion of the Partnership through additional partners					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
	Year 2012/13	Janine Boughton Head of Administration	Training of staff or alternative provision	Development of staff introduced through PDR process	Within current training budget	Examine current resources to determine whether in-house provision possible by December 2012	Monthly at team meetings Marketing group meeting every six weeks
	Year 2012/13	Janine Boughton Head of Administration	Setting up of SLA	Potential profit reduced Contractual arrangement with penalty clauses	Within current budget	Identification of those services better provided by buying in expertise by March 2013	Monthly at team meetings Marketing group meeting every six weeks
	Year 2012/13	Janine Boughton Head of Administration	Training of staff	Increased profit by in-house service delivery	Invest to save bid	Training of existing staff in the required discipline by July 2013	Monthly at team meetings Marketing group meeting every six weeks
	Year 2013/14	Janine Boughton Head of Administration	Review of stakeholders feedback to match service delivery priorities	Number of focus groups held each year	Current budget	Review stakeholders to ascertain service delivery throughout 2012- 2014	Monthly at team meetings Marketing group meeting every six weeks

Objective 2		To raise the profile of STG by developing a dynamic marketing strategy and pursuing the expansion of the Partnership through additional partners					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
2.4	To approach adjacent authorities and determine their position with regards to joining the partnership	Steering Group and Tony Van Veghel	Presentations to authorities that show an interest in joining the partnership	Draft procedure for new authority joining partnership	Current budget	Commitment from new authority to join 2012/13	Steering Group Joint Committee
	Thorough investigation of joining authorities situation with regards operations, finance, HR, legal and IT Year 2012/13	Tony Van Veghel	Determination of adequacy of authority to join the partnership	Proven business case for partnership expansion	Charge to new authority and reflected in contributions	Business case by December 2012	Steering Group Joint Committee
	New authority operating from within the partnership with additional representation on Joint Committee and Steering Group Year 2013/14	Tony Van Veghel	New ways of working for the partnership including the use of additional satellite office	Increased resources, additional staff skills, additional income stream, further reduction in direct costs	From within new budget	Half yearly report by October 2013	Steering Group Joint Committee

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- Value for money and putting the customer at the heart of everything we do - Medway
- Open for business- Swale

Local Performance Indicators:

- Increased market share

- Monitoring usage of website through number of hits per quarter
- Increase in the number of services being accessed

Rationale

- To ensure we raise the profile of STG
- Retain existing customers
- Engage with new customers and increase market share
- Ensuring the widest marketing of the range of services now available through STG

Objective 3		To contribute to sustainable construction and provide a healthy, safe and accessible built environment by developing a consistent interpretation of complex regulations					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
3.1	To provide guidance on complex regulation interpretation through training and workshops	Managing Surveyors	Consistent interpretation of regulations	Reduction in complaints from customers	Within current budget	Identify differences in determination through quarterly workshops between April 2012 to March 2014	Monthly team meeting
	Years 2012 - 2014	Managing Surveyors	Consistent interpretation of regulations	Reduction in complaints from customers	Within current budget	Training to all surveyors on agreed outcomes within 1 month of workshop	Monthly team meeting
3.2	Production of guidance sheets to assist builders and developers in compliance	Managing Surveyors	Greater understanding by the developer on problem resolution by March 2014	Less complaints More efficient use of time on site	Within current budget	Draft guidance produced after workshop	Monthly team meetings
	Years 2012 – 2014	Managing Surveyors	Greater understanding by the developer on problem resolution by March 2014	Less complaints More efficient use of time on site	Within current budget	Discussed and refined during training Guidance sheet produced for customers within 2	Monthly team meetings

Objective 3		To contribute to sustainable construction and provide a healthy, safe and accessible built environment by developing a consistent interpretation of complex regulations					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
						months of workshop	
3.3	Identify learning and development needs through PDR process and map in staff training matrix following workshops	Management team	Any gaps in understanding identified in workshops and training would be addressed	Personal development of individuals Increased customer satisfaction	Within training budget	PDR's completed annually by end of April	Monthly team meeting Steering meetings
	Years 2012 - 2014	Management team	Any gaps in understanding identified in workshops and training would be addressed	Personal development of individuals Increased customer satisfaction	Within training budget	Quarterly review of training matrix	Monthly team meeting Steering meetings
3.4	To investigate alternative working arrangements so as to encourage consistency in plan vetting / site inspection work	Tony Van Veghel Director Phil Harris Operations Manager	Consistently meeting plan vetting targets Increased number of site inspections	Increased turn around time for customers More responsive inspection service	Within current budget	Investigate best practice use of alternative service delivery in other building control	Monthly team meeting
	Year 2012/13	Tony Van Veghel Director Phil Harris	Consistently meeting plan vetting targets	Increased turn around time for customers	Within current budget	Trial alternative operations by March 2013	Monthly team meeting

Objective 3		To contribute to sustainable construction and provide a healthy, safe and accessible built environment by developing a consistent interpretation of complex regulations					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
		Operations Manager	Increased number of site inspections	More responsive inspection service			
	Year 2013/14	Tony Van Veghel Director	Consistently meeting plan vetting targets	Increased turn around time for customers	Within current budget	Select most appropriate method of service delivery and implement by July 2013	Monthly team meeting
		Phil Harris Operations Manager	Increased number of site inspections	More responsive inspection service			

Objective 3 continued...

In support of the Councils priorities:

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- Value for money and putting the customer at the heart of everything we do - Medway
- Open for business - Swale

Local Performance Indicators:

- The number of technical staff achieving their CPD requirements
- Reduction in number of complaints caused by interpretation of regulations
- The number of training days per FTE
- Increase in customer satisfaction

Rationale

- Increase customer satisfaction by reducing the number of conflicting interpretations of complex regulations and processes
- To provide for the continued development of staff and ensure they are up-to-date with legislative changes
- To interact with customers and clients to resolve areas of concern

Objective 4		To provide additional services through a consultancy to generate additional income					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
4.1	To undertake GAP analysis to determine where additional expertise is required to deliver additional services and undertake staff training	Tony Van Veghel Director	Training needs assessment for individuals who require to develop new skills	Being able to provide additional service and increase income and market share Development of individual in new skills	To be identified through a cost report	Staff development and training costs identified	Monthly team meeting Steering meetings six weekly
	Years 2012 - 2014	Tony Van Veghel Director	Training needs assessment for individuals who require to develop new skills	Development of individual in new skills	To be identified through a cost report	Implement training programme between December 2012 and March 2014	Monthly team meeting Steering meetings six weekly
	Years 2012 - 2014	Tony Van Veghel Director	Evaluation of training carried out for future development	Development of individual in new skills	To be identified through a cost report	Review value for money from each training course to determine suitability for future staff	Monthly team meeting Steering meetings six weekly
4.2	Assess strengths and weaknesses of current service delivery and identify areas of improvement to increase STG	Janine Boughton Head of Administration and Marketing Team	Improved service delivery to meet customer expectation	Increase in market share	Within current budget	SWOT analysis carried out by June and annually reviewed Update marketing strategy following	Monthly at team meetings Quarterly Steering Group Meetings

Objective 4		To provide additional services through a consultancy to generate additional income					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
	profile					annual review	Marketing group meeting every six weeks
4.3	Provision of publicity material for all additional services	Janine Boughton and Marketing Group	High quality brochure for distribution to customers	Increase market share	Within current budget	Additional publicity literature produced when consistent quality service validated between September 2012 to March 2014	Marketing group meeting every six weeks
4.4	To determine how much 'additional' consultancy work can be undertaken without affecting the building control service.	Phil Harris Operations Manager	Matching resources with demand	Transferring staff between core function and consultancy Introduction of consultants and/or temporary contract surveyors	Within current budget	To calculate an estimated activity analysis of each new service six monthly	Monthly at team meetings Quarterly Steering Group Meetings Joint Committee

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- Putting the customer at the centre of everything we do - Medway
- Giving value for money – Swale
- Open for business – Swale
- Embracing localism - Swale

Local Performance Indicators:

- Number of external qualifications obtained per FTE
- The % of consultancy work compared to current STG fee earning and non fee earning services
- The amount of income generated by the consultancy
- The % breakdown of the consultancies service provision to target appropriate markets

Rationale

- Supporting the current services of building control through a second source of income
- Effective use of development of staff skills
- More effective competition against private companies

Objective 5		Continually review contributions by partner authorities to reflect reductions in expenditure					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
5.1	Identify services to be delivered through improved technology and customer self-service	Tony Van Veghel Director	Improved interface between customers and back office system	Contributing towards 18.15% cost saving over 5 years		Review of services	Joint Committee Quarterly Quarterly Steering Group meeting
	Year 2012/17	Tony Van Veghel Director	Improved interface between customers and back office system	Contributing towards 18.15% cost saving over 5 years	Within current budget	Identify most adaptable service to be provided through improvements in technology by December 2012	Joint Committee Quarterly Quarterly Steering Group meeting
	Year 2012/17	Tony Van Veghel Director	Improved interface between customers and back office system	Contributing towards 18.15% cost saving over 5 years	Within current budget	Report to Joint Committee on resource savings and impact on customers by June 2013	Joint Committee Quarterly Quarterly Steering Group meeting
5.2	Identify cost reductions and determine alternative methods of service delivery	Tony Van Veghel Director	Reduced premises costs by 15% following lease expiration in March 2015	Contributing towards 18.15% cost saving over 5 years		Identify alternative accommodation during 2013/14	Joint Committee Quarterly Quarterly Steering Group meeting

Objective 5		Continually review contributions by partner authorities to reflect reductions in expenditure					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
	Year 2012 – 2015	Tony Van Veghel Director	Saving of 15% on premises costs equalling £15k	Reorganise working practices and implement risk based inspection regime	Within current budget	Greater use of mobile technology, hot desking and remote working by September 2014	Joint Committee Quarterly Quarterly Steering Group meeting
5.3	Encourage staff development to undertake new and diverse roles	Phil Harris Operations Manager Janine Boughton Head of Administration	Assisting staff with new skills to enable delivery of consultancy services	Contributing towards 18.15% cost saving over 5 years		Identify gaps in consultancy	Joint Committee Quarterly Quarterly Steering Group meeting
	Year 2012/14	Phil Harris Operations Manager Janine Boughton Head of Administration	Assisting staff with new skills to enable delivery of consultancy services	Contributing towards 18.15% cost saving over 5 years	Within current budget	Identify gaps in consultancy tasks between June 2012 to December 2012	Joint Committee Quarterly Quarterly Steering Group meeting
	Year 2012/14	Phil Harris Operations Manager Janine Boughton Head of Administration	Assisting staff with new skills to enable delivery of consultancy services	Contributing towards 18.15% cost saving over 5 years	Within current budget	Identify potential individuals to fulfil tasks between October 2012 to March 2013	Joint Committee Quarterly Quarterly Steering Group meeting

Objective 5		Continually review contributions by partner authorities to reflect reductions in expenditure					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
	Year 2012/14	Phil Harris Operations Manager Janine Boughton Head of Administration	Assisting staff with new skills to enable delivery of consultancy services	Contributing towards 18.15% cost saving over 5 years	Funded as customer service improvement via Charges Legislation 2010 or reinvestment of surpluses	Programme in training between April 2013 to September 2013	Joint Committee Quarterly Quarterly Steering Group meeting
5.4	Increase use of IT and web to enable customers to self-serve on general enquiries, application tracking and some historical data	Phil Harris Operations Manager Janine Boughton Head of Administration	Customers able to self-serve enquiries from the web	Contributing towards 18.15% cost saving over 5 years		Quarterly review of development plan	Joint Committee Quarterly Quarterly Steering Group meeting
	Year 2013/14	Phil Harris Operations Manager Janine Boughton Head of Administration	Web self-service	Cost savings		Service provider and web team to agree implementation plan by May 2013	Monthly management team
	Year 2013/14	Phil Harris Operations Manager Janine Boughton Head of Administration	Web self-service	Cost savings	Within current budget	Trialling of data upload by September 2013	Monthly management team
	Year 2013/14	Phil Harris Operations Manager	Web self-service	Cost savings	Within current budget	All staff trained on new	Monthly management

Objective 5		Continually review contributions by partner authorities to reflect reductions in expenditure					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
		Janine Boughton Head of Administration				procedure by December 2013	team
	Year 2013/14	Phil Harris Operations Manager	Customers able to self-serve enquiries from the web	Cost savings	Within current budget	Trial data upload by October 2013	Monthly management team
		Janine Boughton Head of Administration					
	Year 2014/15	Phil Harris Operations Manager	Customers able to self-serve enquiries from the web	Cost savings	Within current budget	Six month trial on data tracking by July 2014	Monthly management team
		Janine Boughton Head of Administration					
	Year 2014/15	Phil Harris Operations Manager	Customers able to self-serve enquiries from the web	Cost savings	Within current budget	All staff trained on new system by October 2014	Monthly management team
		Janine Boughton Head of Administration					
5.5	Reorganise support team to provide additional support to the consultancy	Tony Van Veghel Director	Multi-skilled support team with transferable skills between core function	Contributing towards 18.15% cost saving over 5 years		Discuss and agree consultation and implementation process for change of	Joint Committee Quarterly Quarterly Steering Group meeting
		Janine Boughton Head of Administration					

Objective 5		Continually review contributions by partner authorities to reflect reductions in expenditure					
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
			and consultancy work			contracts with staff and HR between March 2013 to October 2013	
	Year 2013/14	Tony Van Veghel Director Janine Boughton Head of Administration	Multi-skilled support team	Cost savings	Within current budget	Agree process for buying in staff time for consultancy by June 2013	Joint Committee Quarterly Quarterly Steering Group meeting
	Year 2013/14	Tony Van Veghel Director Janine Boughton Head of Administration	Multi-skilled support team	Cost savings	Within current budget	Review working practices and impact on both functions by December 2013	Joint Committee Quarterly Quarterly Steering Group meeting

In support of the Councils priorities:

- To transform the Council into an economically sound organisation delivering excellent accessible services that provide value for money - Gravesham
- Putting the customer at the centre of everything we do - Medway
- Giving value for money – Medway
- Open for business - Swale

Local Performance Indicators:

- Number of external qualifications obtained per FTE

- The % of consultancy work compared to current STG fee earning and non fee earning services
- The amount of income generated by the consultancy
- The % breakdown of the consultancies service provision to target appropriate markets

Rationale

- Supporting the current services of building control through a second source of income
- Effective use of development of staff skills
- More effective competition against private companies

2. CONTRIBUTION AND SUPPORT FOR COUNCILS PRIORITIES

2.1. As STG is a Partnership of three authorities, it is important that its values reflect those of the three councils.

Gravesham's priorities are:

- to achieve a safe, clean and green place of choice
- to foster vibrant and cohesive communities with affirmative action to promote meaningful engagement, diversity and social inclusion, health and well-being, leisure and culture
- to seek to provide and work with others to ensure quality and affordable housing
- to secure a sustainable and buoyant economy, particularly in the town centre and Ebbsfleet, with attractive investment opportunities and a developing tourism market and to maximise regeneration opportunities for the benefit of existing and new communities
- to invest in the future of Gravesham through development of its youth
- to transform the council into an economically sound organisation delivering excellent accessible services that provide value for money.

Medway's priorities for the next three years are:

- Safe, Clean and Green Medway
- Children and young people have the best start in Medway
- Adults maintain their independence and live healthy lives
- Everybody travelling easily around Medway
- Everyone benefitting from the area's regeneration

Medway Values

- Putting the customer at the centre of everything we do
- Giving value for money

Swale's priorities are:

- Healthy environment
- Open for business
- Embracing localism

2.2. There are clear links between the three and all revolve around regeneration and sustainability, maximising opportunities for local communities and delivering quality services. These are also encompassed in the values of putting the customer at the heart of everything we do and giving value for money.

Regeneration

Linked to Council Priorities:

- to secure a sustainable and buoyant economy, particularly in the town centre and Ebbsfleet, with attractive investment opportunities and a developing tourism market and to maximise regeneration opportunities for the benefit of existing and new communities - Gravesham priority
- Everyone benefitting from the area's regeneration – Medway priority
- Healthy environment – Swale priority

2.3. Our consultancy is now able to offer a range of services to the major regeneration projects in the area. Early intervention in the design process will eliminate issues that could provide conflicts with legislation at a later date. Our range of services include:

Code for sustainable home assessment, SAP calculations, SBEM calculations, Display Energy Certificates, Access Audits and Fire Risk Analysis and reports.

We have also teamed up with colleagues LABC Services, the commercial arm of LABC, through whom we are able to offer air pressure testing, acoustic testing and have access to CDM co-ordinators together with other expertise and specialism's which we are now able to facilitate.

- 2.4. We also work with colleagues in Private Sector Housing and Environmental Health to aid the transformation of areas through social regeneration, providing advice on bringing back into use empty and dilapidated properties, houses in multiple occupation and the refurbishment and repair of commercial premises. We have a number of joint meetings with Registered Social Landlords (RSL's) and have shared technical updates through the seminars we have organised. Through our unique and extensive database of historic records, we are able to assist many design projects in bring back premises in key areas to align with the regeneration policies of each authority.
- 2.5. We offer the design and surveying team expertise in the design of many adaptations to Medway's schools, and have partnered with a number of architectural practices that are working through programmes of school extensions and adaptations put in place following the cancellation of the Building Schools for the Future programme. We work with Medway Education and Business Partnership to assist in work experience for school leavers.

Links to STG Delivery Plan Reference:

- Corporate Consideration Workforce Development Action W1 (see page 29)
- Objective 4 (see page 13)

Sustainability

Linked to Council Priorities:

- to achieve a safe, clean and green place of choice – Gravesham priority

- A clean and green environment – Medway priority
- Healthy environment – Swale priority

2.6. Building Control has a major part to play in ensuring the innovative designs for the regeneration of the area are still compliant with the Building Regulations. As sustainability is an important part of the Government's agenda to reduce CO₂ emissions and reduce energy costs for everyone, the adaption and renovation of buildings within the area, together with control of new buildings will ensure the impact on the environment and energy bills are kept to a minimum.

2.7. The Government have stated:

“The Energy White Paper produced by the Government acknowledged the reality of climate change and stated a commitment to putting the UK on a path to cutting carbon dioxide emission by 60% before 2050 with real progress by 2020 by cutting emissions by 34% of the 1990 levels.

With around half of the CO₂ emissions coming from building energy use, the Building Regulations are a key part of Government efforts to tackle climate change through higher building standards. CLG recognise that Building Control professionals are at the forefront of these efforts.”

2.8. A major impact on the repair and maintenance of housing stock will be the effect of Green Deal. The Green Deal is a new Government initiative that is designed to bring together business and home owners to employ more green technologies in their properties. The idea is to install this technology to the property with no upfront costs as the costs will be paid back through energy bills over a period of time. This is unlike a conventional loan because if the owner moves out of the property the bill stays with the property where the savings are occurring and does not move with the bill payer. The golden rule of the Green Deal is that the expected financial savings must be equal to or greater than the costs attached to the energy bill.

2.9. The underpinning framework for the Green Deal and Energy Company Obligation (ECO) was approved by the House of Lords on 23 July 2012. The Government confirmed their intention to introduce the Green Deal through supporting a responsible and controlled approach with full national systems testing. From October 2012 authorised and accredited assessors will be able to begin operating so consumers will be ready to complete a Green Deal plan at the end of January 2013 when the relevant parts of the framework regulations come into affect.

2.10. Also in October 2012 ECO's begin enabling energy companies and others to start delivering energy efficiency and heating measures. The Government are also revitalising the Home Energy Conservation Act requiring all English local authorities to report a proposed energy conservation measure to improve the energy efficiency of their residential accommodation as the Green Deal can enable them to achieve this. Opportunities exist here for the Partnership to expand its consultancy services to accommodate Green Deal advisors who will be able to work with home owners and partner councils to review and implement energy improvements in their properties building fabric.

2.11. This key message from the Government and the demand from the construction industry for pre-application advice and discussion mean it is imperative that STG invest in continually training staff to provide the lead and the service that is required. This necessary training will ensure that sufficient qualified staff are available to provide a design service through the consultancy, and a checking service through the administration of the Building Regulations without compromising the necessary checks and balances which need to be in place to ensure complete scrutiny in both the design and checking processes, similar to that which exists in private sector competition.

Links to STG Delivery Plan Reference:

- Objective 4 Action 4.1 and 4.2 (see page 13)

Maximising Opportunities for local communities

Linked to Council Priorities:

- to foster vibrant and cohesive communities with affirmative action to promote meaningful engagement, diversity and social inclusion, health and well-being, leisure and culture – Gravesham priority
- to seek to provide and work with others to ensure quality and affordable housing – Gravesham priority
- to invest in the future of Gravesham through development of its youth – Gravesham priority
- Children and young people having the best start in life – Medway priority
- Older and vulnerable people maintaining their independence – Medway priority
- Embracing localism – Swale priority

2.12. Through joint training, guidance and information sheets, together with builder and architect forums, the Partnership aims to support all of our customers in their building projects. Over the next 3 years mini guides will be developed both locally and nationally to cover general standards of construction on many projects in the domestic market such as garage conversions, small extensions and removal of load-bearing walls. This will assist in ensuring a consistent approach to the many challenges, the multitude of complex and interactive regulations now presents to every development.

2.13. Inclusive design is a paramount requirement of both newbuild and refurbishment works. Advising on compliance with the DDA and Part M of the Building Regulations is a major part of public protection inspection services (non-fee earning) work. This not only delivers a more suitable environment for disabled people, but also transfers the benefits to the greater community, i.e. young families, older people and those caring for others. Applications for works to benefit disabled people increased by 14% in 2010/11 and continue to show an increase in 2011/12.

2.14. The majority of the work of the Partnership is concerned with protecting the community through health and safety requirements in the regulations or in other sections of the Building Act.

- 2.15. Important examples of health and safety requirements include fire safety (means of escape, fire spread and access for the fire service) structural safety and satisfactory drainage. In addition, the Partnership deals with dangerous structures, demolitions, dilapidated buildings and contraventions of the Building Regulations. The CLG have programmed a consultation exercise in 2012/13 to determine if security ought to feature as a separate part of the building regulations.
- 2.16. We assist with a number of local agents and private sector housing sections to ensure adaptations comply with the Regulations to enable older and vulnerable people to stay in their homes and maintain their independence.

Links to STG Delivery Plan Reference:

- Objective 1 Action 1.1 (see page 1)
- Objective 2 Action 2.2 (see page 5)
- Objective 3 Action 3.1 & 3.2 (see page 10)
- Objective 5 Action 5.4 (see page 18)
- Objective 5 Action 5.5 (see page 19)
- Corporate Consideration Workforce Development Action W1 (see page 29)

Delivering quality services

Linked to Council Priorities:

- to transform the council into an economically sound organisation delivering excellent accessible services that provide value for money. – Gravesham
- Putting the customer at the centre of everything we do - Medway
- Giving value for money - Medway
- Open for business - Swale

2.17. The customer survey carried out in 2011 revealed that the overall service provided by STG is of a very high standard with 97% of respondents rating it good to excellent. However, the survey also revealed areas where improvements can be made.

2.18. Whilst price is important it was not always the deciding factor in many cases criteria. Communication and speed of turn around are very important and featured highly in many categories as the most important factor. We will be implementing changes throughout this year to establish better communication with owners so that they are more fully engaged with the works being undertaken to their property and also better understand the interaction of building control.

2.19. We have worked hard in 2011 to reduce the turn around times for plan checking and will continue to improve the service through 2012. We will be introducing tracking of applications via our website and will further improve the service to customers facilitating self-service searches online.

2.20. We will be revisiting and revising guidance documentation for owners and developers to improve consistency on site and ensure communication throughout the life of the project is improved. Much of these improvements are based on further developments of our IT system and an IT strategy will enable more informative mobile and remote working.

2.21. Local Authorities have a duty to ensure that building work complies with the Building Regulations (Section 91 of the Building Act 1984). If our requests to rectify contravention fail then, as a last resort, more formal action is used. There are two courses of action available:

Prosecution of the builder in the Magistrates Court under Section 35 of the Building Act 1984: in most cases, action must be started within six months of the contravention being discovered, the period of discovery being extended in 2008 to two years from the date the works were completed.

Notice under Section 36 of the Building Act 1984 requiring the owner to remove or rectify the contravening work. This Notice must be served within 12 months from the date of discovery of the contravention.

- 2.22. Most enforcement work is carried out by negotiation, and through 2009/10 the CLG asked authorities to demonstrate activity in this area. Prosecutions through the courts are an exception, but every day a number of the inspections carried out involve some form of intervention to either prevent or rectify work which was in contravention of the Regulations. We have worked with our software provider to design a way of capturing this information in the form of pre-contravention inspection reports and we will monitor this monthly to reflect the number of inspections carried out that have protected consumers from building regulation contraventions during the course of their development.
- 2.23. As staff numbers have been reduced to lower the Partnership's costs, it remains important that a resilient and quality service is still in place. Therefore, alternative methods of working are being investigated to make more effective use of surveyors' time on site. Remote working will allow for a greater number of inspections to be carried out per surveyor. It will also allow for 'real time' information to be available at the back office so as to deal with enquiries more efficiently. This will also allow for better communication between office and site based staff.
- 2.24. As mentioned previously, consistency remains an important requirement identified by customers. We will be examining this area through the provision of training and shared experiences of staff and designers, the use of guidance notes and the use of comprehensive clauses, conditions and site notes.

Links to STG Delivery Plan Reference:

- Objective 1 Action 1.1 – (see page 1)
- Objective 1 Action 1.2 – (see page 2)
- Objective 3 Action 3.2 – (see page 10)
- Objective 5 Action 5.1 – (see page 16)

3. COUNCIL WIDE THEMES AND PARTNERSHIP COMMITMENTS

Workforce Development (including recruitment, retention, development and equalities issues in staffing)							
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
W1	To provide development opportunities to enable staff to carry out a range of diverse services through mentoring, coaching and direct training.	Tony Van Veghel Director	Range of services increased, available resource to carry out services enhanced	New skills developed by individual staff members and redirection of time spent on various building control functions	Within current budget	Number of qualifications obtained Increased number of products and services by September 2012	Monthly at team meetings Quarterly Steering Group Meetings PDR plus 6 monthly review
W2	See 1.1 above						
W3	See 1.3 above						
W4	See 3.3 above						
W5	See 5.3 above						
W6	See 5.5 above						

New Ways of Working and Value For Money issues							
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
N1	See 1.1 above						
N2	See 1.2 above						
N3	See 2.2 above						
N4	See 3.4 above						
N5	See 5.3 above						
N6	See 5.4 above						
N7	See 5.5 above						

Data Quality							
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
D1	To ensure data quality and integrity within STG	Robert Wiseman	Data quality audits to be conducted on all system to the agreed schedule	Data security and improved quality	Within current budget	Continued implementation of data quality audit program The number of recommendations given after each audit	Monthly at team meetings

Fair access to service (equalities)							
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
F1	To ensure all policy, procedures and strategy provide fair access to service	Janine Boughton Head of Admin.	Appropriate staff to be DIA trained by May 2010	Equality and fair access to service for all	Within current budget	DIA training to be identified in relevant staff PDR DIA to be completed and reviewed to the agreed schedule	Monthly at team meetings
			All staff to have refresher training on DIA by May 2013				

Customer Feedback and Consultation							
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
C1	See 1.3 above						
C2	See 2.1 above						
C3	See 2.2 above						
C4	See 2.3 above						
C5	See 5.4 above						

Benchmarking							
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
B1	To assess efficiency and best practice by being members of the Kent Benchmarking Club	Tony Van Veghel Director	Number of new ideas adopted	Improved service delivery	Within current budget	Number of meetings attended Comparison year on year of the quality performance matrix Retention of ISO 9001 by BSI	Monthly at team meetings Quarterly Steering Group Meetings
B2	To develop benchmarking criteria with family of authorities by April 2013	Tony Van Veghel	Benchmarking table drawn up	Learning from best practice	Within current budget	Agreement with "family authorities" on benchmarking criteria by July 2012	Comparative data collected by March 2013

Sustainability							
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
S1	See 1.1 above reduction in transport cost would result in a reduction of mileage using various modes of transport			Reduction in CO2 emission			

Partnership Working							
Action		Lead person	Output	Impact	Resources	Milestones/P.I.s	Monitoring
P1	To ensure public safety by working in partnership with the Fire and Rescue Service to ensure fire procedures meet the requirements before and after occupancy	Phil Harris Operations manager	Number of successful consultations that resulted in no further work for the occupant	Customer satisfaction	Within current resources	Number of consultations carried out Develop a joint customer satisfaction questionnaire July 2010	Monthly at team meetings Half yearly meetings with the fire service
P2	To work as part of the Kent Building Control Partnership to provide knowledge and skills to deliver the 'Schools for the Future Programme'	Tony Van Veghel Director	Number of successful bids	Value for money Customer satisfaction	Within current resources	Terms of reference to be developed for the partnership by May 2010 Number of bids	Monthly at team meetings Bi monthly KBC meetings

4. SERVICE RISKS

Risk rating key

Likelihood

- A. Very high
- B. High
- C. Significant
- D. Low
- E. Very low
- F. Almost impossible

Impact

- 1. Catastrophic (showstopper)
- 2. Critical
- 3. Marginal
- 4. Negligible

Host Directorate: RCC		Service: STG Building Control			Manager: Tony Van Veghel		Portfolio Holder: STG Joint Committee	
Risk Title: Finance and Strategy					Description of Risk: Reduced income			
Date	Risk No	Risk Rating	Vulnerability	Trigger	Consequences if Risk Realised	Mitigation/Action Points for Risk Owners	Service Plan Ref.	Council Priority
29/07/11	01	C3	Continuation of economic downturn resulting in low numbers of applications	10% fall in income	Insufficient income to cover expenditure on fee earning account resulting in an increase on the followings year's chargeable rate which may make us uncompetitive.	Reduced expenditure to limit income deficiency. Look for alternative income streams through consultancy service.	1.2, 1.3, 2.1, 2.3, 3.2, 4.0	G4 MV2 S4
29/07/11	02	C3	Inability to sustain growth and acquire additional business.	All three schedules, residential, commercial and	Inability to match income with expenditure resulting in increase in	Invest in training and development of staff so as to diversify resources into consultancy work. Increased	4.0, 5.3	G2, 4 M1 & 5 MV2 S1, 2 & 3

Host Directorate: RCC		Service: STG Building Control			Manager: Tony Van Veghel		Portfolio Holder: STG Joint Committee	
Risk Title: Finance and Strategy					Description of Risk: Reduced income			
Date	Risk No	Risk Rating	Vulnerability	Trigger	Consequences if Risk Realised	Mitigation/Action Points for Risk Owners	Service Plan Ref.	Council Priority
				domestic show little sign of recovery between 2011/2014.	following year's chargeable rate. Surveyors chargeable time transfers to enforcement activity which would not be sustainable from the contributions.	time allocation monitoring.		
29/07/11	03	D3	Current economic situation leading to increased debt arising from unpaid invoices.	Increased number of applicants unable to pay invoices.	Number and value of debtors increased affecting the budgeted income figure. Unpaid invoice provision within budget would need to be increased.	Careful monitoring of debtors list. Vigorous pursuit of large debts. Files clearly marked where invoice remains unpaid so as site surveyor can pursue on inspection. Taking over the functions of invoicing and dept collection from the finance department.	1.2, 5.4	G4 MV2 S4

Host Directorate: RCC		Service: STG Building Control			Manager: Tony Van Veghel		Portfolio Holder: STG Joint Committee	
Risk Title: Inadequate Staff Development					Description of Risk: Insufficient investment in staff			
Date	Risk No	Risk Rating	Vulnerability	Trigger	Consequences if Risk Realised	Mitigation/Action Points for Risk Owners	Service Plan Ref.	Council Priority
29/07/11	04	D3	Failure to suitably develop staff to meet the needs of the business and match personal self improvement	The market is regularly changing to offer alternative services to clients which compliment building regulation	Insufficient skill base would result in customers being more attracted to the competition with a	Ensure staff are well trained and able to compete with the services offered by the private sector. Develop training matrix to	1.3, 3.2, 3.3, 4.1, 4.2, 5.3, 5.5	G3 & 4 M1 & 5 MV1 S1 & 4

Host Directorate: RCC			Service: STG Building Control		Manager: Tony Van Veghel		Portfolio Holder: STG Joint Committee		
Risk Title: Inadequate Staff Development					Description of Risk: Insufficient investment in staff				
Date	Risk No	Risk Rating	Vulnerability	Trigger	Consequences if Risk Realised	Mitigation/Action Points for Risk Owners	Service Plan Ref.	Council Priority	
			expectations.	work. The Partnership requires staff to be trained to deliver a more diverse service and remain competitive.	resultant loss in work.	ensure staff development through PDR process.			

Host Directorate: RCC			Service: STG Building Control		Manager: Tony Van Veghel		Portfolio Holder: STG Joint Committee		
Risk Title: Inability to develop IT to match expectations					Description of Risk: Ineffective IT				
Date	Risk No	Risk Rating	Vulnerability	Trigger	Consequences if Risk Realised	Mitigation/Action Points for Risk Owners	Service Plan Ref.	Council Priority	
29/07/11	05	B2	Inability to provide remote working and make consequence service improvements and cost savings.	Inability of software system to be accessed effectively in real time	Unable to change working practices, unable to save transport costs and unable to compete effectively with the private sector on site.	Trialling alternative software providers. Investigate `best practice' in other building control bodies. Possible use of IT consultant.	1.1, 1.2, 2.2, 2.3, 5.2, 5.4	G6, M5, MV1, MV2, S4	
29/07/11	06	B2	Inability to develop web based self-service.	Customers unable to research information/check progress on applications on website	Unable to divert staff away from this function therefore unable to make necessary savings.	Investigate `best practice' in other building control bodies. Agreed action plan with web provider.	1.1, 1.2, 2.2, 3.1, 4.4, 5.3, 5.4, 5.5	G6, M5, MV1, MV2, S4	

5. PERFORMANCE INDICATORS FOR BUILDING CONTROL

PERFORMANCE INDICATORS FOR BUILDING CONTROL

Name	<i>Tony VanVeghel</i>
Job Title	<i>Director</i>
Contact Number	<i>0163433 1522</i>
Contact e-mail	<i>Tony VanVeghel@STGBC.org.uk</i>
Organisation	<i>South Thames Gateway Building Control Partnership</i>

CONTEXTUAL DATA

a) Number of domestic projects

	Number of residential projects
Dwellings (each house/flat/unit counts as a project)	354
Alterations and extensions (each application counts as a project)	1660
Total	2014

What 12 month period was this data collected over?

April 2010-March 2011

b) Number of non-domestic projects undertaken in each of the following construction value bandings

	Number of non-domestic projects
Band 1 - Under £20'000	184
Band 2 - £20'000 - £49'999	31
Band 3 - £50'000 - £99'999	29
Band 4 - £100'000 - £499'999	70
Band 5 - £500'000 - £1million	13
Band 6 - Over £1million	4
Total	331

What 12 month period was this data collected over?

April 2010 to March 2011

Please list below any projects of high value that have been excluded from the above figures where they are deemed to be 'one-off' events

Project	Value
Strood academy	£24,000,000

c) Average total hours input per project

Should be all input including site visits and office based tasks

	Average number of hours input to project
Dwellings	15
Alterations and extensions	12.5
Band 1 - Under £20'000	8
Band 2 - £20'000 - £49'999	15
Band 3 - £50'000 - £99'999	20
Band 4 - £100'000 - £499'999	40
Band 5 - £500'000 - £1million	65
Band 6 - Over £1million	? 130

What Period was this data collected over?	<i>Apr - march 2010-2011</i>
Is this data for all projects in this period or a sample of projects?	<i>sample</i>
If the data was for a sample of projects how was the sample identified?	<i>Random pus guesstimate due to wide range considered</i>

d) Resource information

	Number of full-time equivalent
Qualified and experienced Building Control Officers	9.3
Part-qualified Building Control Officers	6.8
Other staff employed by the service	9.25

Total	25.35
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What 12 month period was this data collected over?

Apr 2010 - Mar 2011

Contextual data narrative

Please add any narrative in the box below which you feel would help an external audience to interpret your contextual data.

This could be issues which you feel are specific to your circumstances

South Thames Gateway Building Control Partnership also provide a consultancy to which the building control staff are seconded. The consultancy deals with related building control assessments including Code for Sustainable Homes, SAP assessments, SBems, party wall awards, fire risk assessments, access audits, and also providing Clerk of works services for the decent homes programme

BC 1

For each question place a '1' in the box corresponding to the correct answer. Leave the incorrect answer blank.

Question Number	Question	Yes	No
1	Is a standard process used to ensure that all advice given is recorded by the service provider, and is accessible to the client throughout the life of the project and afterwards?	1	
2	Is the Building Control Service enabled for the on-line submission of plans by applicants and an on-line response by the Building Control Body?	1	
3	Does the Building Control Body have a recognised external accreditation of service quality? (recognised external accreditations are those which involve external validation of the service through an on-site process of assessment such as ISO9000 and Charter mark)	1	
4	Is there formal adoption of an inspection regime at the outset of each project, and is this notified to the client?	1	
5	Does the Building Control Body have a published complaints procedure which complies with the Performance Standards document and is actively published?	1	
6i	Is there a system in place to ensure that client requests are responded to by a case officer within a reasonable timeframe?		1
6ii	Is contact by all methods (phone, fax, e-mail, and office address) clearly advertised to all customers at the outset of the project and on all relevant correspondence?	1	

Total	6	1
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BC2

BC2
<i>Consultation with the Fire Authority</i>

a) Schemes on which the Building Control Body (BCB) carries out a formal written consultation with the Fire and Rescue Authority expressed as a percentage of the number of schemes received by the BCB

	Number of schemes
Number of schemes that received a formal written consultation with the Fire and Rescue Authority	<i>152</i>
Total number of schemes received by the BCB	<i>152</i>
Percentage of schemes received by the Building Control Body which received a formal written consultation with the Fire and Rescue Authority	<i>100%</i>

b) Average number of working days

	Average number of working days
Average number of working days elapsing between the Building Control Body receiving the "plans to be used for consultation purposes" and the plans being forwarded to the Fire and Rescue Authority	<i>10</i>
The Building Control Body receiving the written observations of the Fire and Rescue Authority and the observations being passed on to the applicant	<i>10</i>

What Period was this data collected over?	<i>guestioned not recorded</i>
Is this data for all projects in this period or a sample of projects?	<i>sample</i>
If the data was for a sample of projects how was the sample identified?	<i>random</i>

c) Fire and Rescue Authority perceptions of liaison with the Building Control Body in terms of 4 key questions

Use BC2i to help fill out this form

	Total Number of Respondents	Number "Fairly" and "Very" satisfied	Percentage "Fairly" and "Very" satisfied
Adequacy of discussions with the Building Control Body	152	152	100%
Timeliness of the consultation process	152	152	100%
Effectiveness of the ongoing dialogue	152	152	100%
Effectiveness in communicating the issues raised during consultation to the client	152	152	100%
Total	608	608	100%

<i>BC3 - Staff skills</i>	
<i>Qualified and experienced staff as a percentage of the total staff employed by the Building Control Body</i>	

Total number of qualified and experienced staff	9.3
Total number of staff employed by the service	25.35

Qualified and experienced staff as a percentage of total staff	37%
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It may be helpful for each member of staff to complete the spreadsheet BC4i and the results can then be amalgamated into this spreadsheet

a) Average number of hours of relevant training provided per annum by the Building Control Body per member of qualified and experienced staff

	Total
Grand total hours of training provided for qualified and experienced staff (the total of the individual BC4i worksheets for qualified and experienced staff)	340
Average	36.55913978

b) Average number of hours of relevant training provided per annum by the Building Control Body per non-qualified member of staff

	Total
Grand total hours of training provided for non-qualified staff (the total of the individual BC4i worksheets for non-qualified staff)	219
Average	13.64485981

BC5
On-site input

For assistance in completing this sheet use workbook BC5i

ai) Average number of hours on-site planned for each category of non-domestic work (voluntary indicator)

	Average number of hours planned
Band 1 - Under £20,000	4
Band 2 - £20,000 - £49,999	6
Band 3 - £50,000 - £99,999	9
Band 4 - £100,000 - £499,999	28
Band 5 - £500,000 - £1million	54
Band 6 - Over £1million	70+

aii) Average number of hours on-site planned for each category of domestic work (voluntary indicator)

	Average number of hours planned
Dwellings	10.5
Alterations and extensions	9.2

bi) Average number of hours on-site completed for each category of non-domestic work

	Average number of hours completed
Band 1 - Under £20,000	3.8
Band 2 - £20,000 - £49,999	6.5

Band 3 - £50,000 - £99,999	9.2
Band 4 - £100,000 - £499,999	27
Band 5 - £500,000 - £1million	56
Band 6 - Over £1million	70+

bii) Average number of hrs on-site completed for each category of domestic work

	Average number of hours completed
Dwellings	10
Alterations and extensions	11.4

BC6
Ensuring compliance

Percentage of projects reaching a satisfactory conclusion

Number of projects completed	2284
Number of completion certificates issued for completed projects	2284
Percentage of projects where completion certificates issued as proportion of projects completed	100%

BC7
Customer satisfaction

a) Percentage of responses from domestic customers invited to complete a customer satisfaction form

Total number of survey forms issued	2225
Total number of completed forms received	58
Percentage of responses	3%

b) Percentage of domestic customers who are satisfied with the service they received from the Building Control Body (use BC7i to help fill out the information below)

	Total Number of Respondents	Number "Fairly" and "Very" satisfied	Percentage "Fairly" and "Very" satisfied
Added value to the finished product	56	51	91%
Being helpful and responsive to needs	56	55	98%
Applying the Building Regulations professionally	58	57	98%
The overall service	58	56	97%
Total	228	219	96%