

PENNINE LANCASHIRE BUILDING CONTROL



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PORTFOLIO	Pennine Lancashire Building Control
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Performance Monitoring

PURPOSE

1. To provide the Joint Committee with performance monitoring information updated to include period October 2012 – December 2012.

RECOMMENDATION

2. That the Joint Committee notes the performance monitoring data provided.

REASONS FOR RECOMMENDATION

3. To ensure that the Joint Committee is kept fully informed of Pennine Lancashire's Building Control's operational performance against the targets set out in the Business Plan and the Policy and Procedures Manual.

SUMMARY OF KEY POINTS

4. Performance monitoring takes place on a continuous basis and the data from this is contained within Appendices 1-5.

Appendix 3 – indicates a lower number of applications received for Q3. down compared to the previous year – 2012/13 Q3. – 190no. submissions compared to 2011/12 – 215no. Consequently, running totals thus far indicate a general downturn in submission numbers – 2011/12 – 762no. against 692no. 2012/13 – approximately a 10% fall. Although, as previously reported within fee income monitoring report, actual fee income levels are currently above target.

Appendix 4 - as reported previously at the Joint Committee, 13th November 2012, September site commencements were low, 38no., as a result of the early closure of the invoicing procedures due to the recent Blackburn office move. The figure of 129no. for October commencements was higher than previous year's data and reflects take up from the early September shut-down of invoicing. The combination of this figure with both November 66no. and December 48no. commencements illustrate that for Q3. this year

starts are up on previous data for the same Q3. periods in previous years. However, in terms of running total numbers for the year, volumes thus far are down – 2011/12 – 794no. compared against 2012/13 – 701no. – approximately an 11.5% fall. Again, with reference to the fee monitoring report, actual fee income levels are currently above target.

Appendix 5 highlights an increase in private sector Approved Inspector (AI) market share data, as a percentage, for months October and November of PLBC applications lost to the private sector – 19.6% and 20.27% respectively. However, December activity was low – 7.55%. Consequently, the current average market share for AI submissions against PLBC is trending at 11.39% which is still below the Lancashire LABC average.

In response to AI activity, the Lancashire group of LABC managers have initially formed two separate East and West Lancashire marketing groups to co-ordinate a joint marketing strategy to enable LABC service promotion through improved and co-ordinated marketing activities. As a result, both chairs of each group, Michael Ashworth (Blackpool BC Building Control Manager) and Nick Bargh met with Gareth Barnbrook, LABC Business Development Director, on the 17th December 2012 to explore marketing techniques and opportunities with LABC assistance. Further works have started to be put in place to market and brand LABC for the 14no. L.A.'s as one complete Lancashire region. This mirrors a similar exercise, co-ordinated by Gareth, which has been implemented within the Merseyside group of LABC in response to a request from Merseyside based L. A.'s to increased exposure to competition.

Further up-dates on progress will be duly reported.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION

5. None.

POLICY IMPLICATIONS

6. None.

DETAILS OF CONSULTATION

7. Mike Cook, Director of Economic Regeneration - Burnley Borough Council;
Brian Bailey - Director of Regeneration - Blackburn with Darwen Borough Council;
Neil Rodgers – Head of Planning and Transport;

BACKGROUND PAPERS

8. Business Plan 2011/14 & Building Control Policy and Procedures Manual 2011

FURTHER INFORMATION

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ALSO:

