

IMPROVEMENT PLAN: Building Control Service

(To be used to set out plans of the service to address inescapable requirements and service developments or improvements)

Relevant Council Aim/s: A: We are committed to being a listening Council, Providing first class services accessible to all. C.) We are committed to making South Cambridgeshire a place in which residents can feel proud to live.

Relevant Council Approach/es: Ai Listening and engaging with our local community. Aiv Achieving improved customer satisfaction with our services. Av. Ensuring the Council demonstrates value for money in the way it works. Cvii Taking account of climate change in all the services we deliver. Promoting low carbon living and delivering low carbon growth through the planning system.

Service Objective: Provide an efficient and effective service achieving improved public satisfaction. Safeguard and improve the built and natural environment of the district. Ensure the continued reductions in carbon growth in line with changing legislation and sustainable development

Improvement or Change Objective	Actions	Supporting Information	Completion by Month	Responsible Officer
<u>To improve operation and enable acceptance of on line applications, information and compatible integration with existing council software and enable the E gov initiative to continue</u>	To up grade the existing building control computer system to a supported or web based version and provide software and hardware to plan check and record on site	Additional Resources Required: Funding for software and equipment Outputs: Improved service and integration with other services Outcomes: Greater efficiency, Compliance with government guidelines Risks: Critical unsupported system risks total failure. Other services affected: Planning, Legal. Finance	06/09	A Beyer /Paul Grainger
<u>Increase staff resource to provide additional monitoring of planning conditions, increased marketing potential, more robust service improved policing and enforcement and addition resilience to address revised legislation</u>	<i>Employ an additional qualified surveyor to carry out monitoring of planning conditions and provide additional surveying cover to free up manager time to market and increase service profile. In addition employ a trainee to provide additional inspection cover and ensure succession planning in the service</i>	Additional Resources Required Additional funding for one surveyor and trainee as preliminary bid cost Outputs: Increased efficiency increased marketing ability. Better policing and monitoring of site work Outcomes. Increase market share, better monitoring, improved customer service, increased income Risks: Service stagnation, limited improvement, resources. Other services affected: Planning.	06/09	A Beyer

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To explore the sharing and pooling of resources with adjoining authorities to provide a consistent county wide approach to improve market share and service to our customers

Discuss with adjoining authorities the sharing of training, expertise, methods of working and secondment possibilities when workload dictates.

**Additional resources required minimal some development of SLAs etc,
Outputs: Increased marketing, greater levels of expertise, increased consistency.
Outcomes: Possible increase in market share, improved customer service. Income.
Other services affected.: Legal, Planning**

09/09

A Beyer/ A Dearlove.