

**OPERATIONAL PLAN: Building Control Service**

**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.

Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
		2009/10	2010/11	2011/12	
To provide accurate current and consistent advice on Building Regulations sustainability and energy efficiency and allied legislation using Audited sources	Responses from annual customer survey and Customer forum in addition training technical meetings and seminars to ensure accurate and consistent advice	12/09 SP931	12/10 SP931	12/11 SP931	Andy Beyer
To ensure all Building Regulation Applications are Registered and processed efficiently.	Monitor time taken to acknowledge applications or provide a meaningful response and ensure procedures are updated	SP923	SP923	SP923	Andy Beyer
To ensure all Full Plans applications and Building Notices are checked efficiently and consistently and within statutory and internal target time limits	Monitor and check time taken to check applications and issue decisions and ensure consistency of approach through guidance and training	SP924 SP925	SP924 SP925	SP924 SP925	Andrew Dearlove, Nick Kendall
To inspect all building work under our control to ensure compliance with current building regulations efficiently and effectively	Monitor the number of inspections and time taken to carry out and ensure the resources are targeted to ensure speed and accuracy, consistency and recording	SP926	SP926	SP926	Andrew Dearlove

To respond to all dangerous structure reports efficiently and within specific time limits	Ensure time taken to respond is commensurate with risk. Procedures are in place to ensure consistency of response on notification	SP928 SP929 SP930	SP928 SP929 SP930	SP928 SP929 SP930	Andy Beyer Andrew Dearlove
To enforce building regulations throughout the district in a consistent and professional manner	To ensure any enforcement takes place in a consistent manner and follows a specific procedure maintaining accurate records of any action	06/10			Andy Beyer
To provide additional monitoring of planning conditions and consultations (subject to current financial bid)	Monitor time taken to respond to consultation requests and ensure site monitoring and accurate responses process audit	06/10			Andy Beyer/ Andrew Dearlove