

## **ANNUAL REPORT OF 3C BUILDING CONTROL SERVICE 2021/2022**

### **1. Executive Summary**

- 1.1 This report summarises the performance of the 3Cs Building Control Shared Service during 2021/2022.
- 1.2 The principle of producing a single annual report for the 3Cs shared services was agreed at committee in July 2015.
- 1.3 The Annual Report for the 3Cs Shared Services, submitted to South Cambridgeshire and Huntingdonshire District Council Committees for scrutiny, includes ICT, Legal and Building Control Shared Services.

## **2. Background**

- 2.1 The service business plan for the Shared Building Control service was approved by the City, Huntingdonshire District and South Cambridgeshire District Councils' committees in March 2021.
- 2.2 The business plan contains the priorities, key performance indicators and budgetary profiles for 2021/2022.

## **3. Building Control Shared Service Annual Report 2021/2022**

### **3.1 General Information**

3.1.1 3C Building Control was set up in October 2015 with the following objectives:

- Protection of services which support the delivery of the wider policy objectives of each Council.
- Creation of services that are genuinely shared between the relevant councils with those councils sharing the risks and benefits whilst having in place a robust model to control the operation and direction of the service.
- Savings through reduced managements costs and economies of scale.
- Increased resilience and retention of staff.
- Minimise the bureaucracy involved in operating the shared service.
- Opportunities to generate additional income, where appropriate.

3.1.2 When creating the shared service, the priorities were to improve capacity by expanding the skilled team with management arrangements that enabled resources to be deployed effectively and efficiently, the adoption of best practices and processes and to improve recruitment and retention in local authority building control services.

3.1.3 This Annual Report reflects progress against the Business Plan for 2021/22. The Plan contained detailed service information and was approved at partner committees in March 2021. Given the commercial nature of the service, only limited information has been included in this public report.

### **General Progress**

3.1.4 The service review growth strategy is now complete, and the new structure is in place as of 1 April 2021. Although the impact of Covid-19 caused some delay in implementation it provided a real opportunity in respect of transforming the service position in respect of future ICT and accommodation.

3.1.5 Recruitment has progress and although there are still difficulties in recruiting more experienced surveyors, the service has been very successful in recruiting new entrants and those who are transferring from other construction roles, resulting in 4 new team members. In addition, the service has recruited a fixed term Project Officer to progress with investigating a new model of service delivery and ICT system.

- 3.1.6 The Street Naming and Numbering function is now operating effectively and will soon be transferred into a single system moving forward.
- 3.1.7 The team continues to improve its processes. Most applications are submitted electronically, and the service incorporates digital processes. The planned programme of scanning of live historical files is now underway, following accommodation moves within the Councils.
- 3.1.8 In terms of the recognition received by staff during the year, the team were finalists again in the iESE Public Sector Transformation Awards in March 2022 for the efficiency and effectiveness category, successfully winning Gold, an excellent testament to the team.

### **Financial Performance**

- 3.1.9 The outturn position for 2021/2022 is recorded in the table below:

£	Budget	Actual	Variance/Outturn	Underspend/Overspend
3C Building Control	£575,250	£338,206	£- 237,043	Underspend
3C BC SNN & CoC	0.00	£51,130	£51,131	Newly incorporated service without budget

- 3.1.10 It is a requirement that each Council contributes to the non-fee earning account for all statutory works for which the service is unable to charge. This has changed during the year to reflect the current position.
- 3.1.11 The service is forecasting an increase in the deferred income, based on increased application numbers.

### **Service Performance**

- 3.1.12 Building Control had eight Key Performance Indicators for 2021/2022 ranging from acknowledging and determining applications to customer satisfaction levels. These KPIs form part of the quality management system adopted by the service. The performance indicators for 2021/2022 indicate the service continues to provide a quality service to its customers and exceeds performance targets.

### **Customer Feedback**

- 3.1.13 For 2021/2022 the Building Control Partnership has been collating data on the percentage of customers who overall have rated the service as good and above. The service forwards customer satisfaction surveys to all customers, including those who submit regularisations. This is captured via an online survey forms utilising Microsoft teams and returns are generally positive. An interim target of 75%

has been exceeded with an actual rate of over 95% satisfaction which is an increase from last financial year.

### **Key Projects**

3.1.15 3C Building Control has four projects identified in 2021/2022 Business Plan.

3.1.16 The first two projects consist of a full review of the ICT infrastructure to maximise effectiveness of the team and enable agile working. This is interlinked with the second project, change management and implementing a digital service. The service is now progressing these with an ideology of a fully digitalised service and use of automation to improve the customer experience. A project initiation document will be submitted into CCC corporate programme office, following the appointment of a fixed term project officer within the team.

3.1.17 Various workstreams have been identified in the final two projects to extend discretionary services to customers and to regrow market share and develop commercial opportunities. These include providing energy, sustainability and climate change advice, clerk of works service and peer reviews in other Councils. These are all in train.

## **4. Implications**

### **a) Financial Implications**

The financial implications are shown in section 3.1.9 above.

### **b) Staffing Implications**

There are no staffing implications.

### **c) Equality and Poverty Implications**

Not required for this report.

### **d) Environmental Implications**

None for this report.

### **e) Procurement Implications**

None specific related to the service. Any procurement relating to the service provision is carried out in line with the Councils' policies.

**f) Community Safety Implications**

There are no community safety implications.

**g) Consultation and communication considerations**

This will be conducted in accordance with the Council's agreed policy.

**h) Appendices**

None