

CONTRACT REVIEW PERFORMANCE PACK BUILDING CONTROL

Service Performance Summary

The financial performance of the service has been disappointing, with income declining by around 50% since 2018/19 and falling far short of the targets set out in the contract. Whilst the pandemic has clearly had an impact, competition for this service has become increasingly challenging over the years and there has been a fall in market share. However, Building Control seeks to deliver a reliable and fairly-priced service, compared with other players in the market, and is well regarded by those that use it.

The service is considered to have a good base, from which to rebuild. In particular, it needs to continue to win back business in relation to larger developments to increase its market share and meet income targets. Crucially, the income generated has helped to subsidise the cost of meeting the council's duties in relation to oversight and action required in relation to dangerous structures, which is something that competitor organisations are not responsible for delivering.

The service is also continuing to support the council to respond to fire safety issues and changes in policy and responsibilities (Building Safety and Fire Safety legislation and revisions to building regulations) following the Grenfell tragedy. In all these specialist areas of work the team have been helpful and supportive.

Key figures 2018 - 2021

	2018/19	2019/20	2020/21
Management Fee (as per Financial Model 2013)	901,659	906,269	907,336
Indexation	60,484	80,453	80,557
Change Request	26,585	27,117	27,653
Total	988,728	1,013,839	1,015,546
Special Projects	0	9,000	0
Income (target)	(1,483,940)	(1,517,206)	(1,539,288)
Income (actuals)	(1,107,740)	(799,529)	(593,354)

Service Journey (Including Achievements) 2018 – March 2021

The Building Control function operates within a competitive marketplace, and since 2018 the number of alternative Approved Inspectors operating within the borough has been increasing. As a result, fee earning applications have been in decline and this is also represented in a decline in the LBB/RE market share.

Whilst the service has looked to remain fully resourced, the industry sector remains volatile, with market forces creating a high demand for surveyors but with only a low supply available. Therefore, a key priority is to focus on retaining workforce and upskilling, primarily in response to the significant changes in “dutyholder” roles set out in the draft Building Safety Bill.

Notably, the service has maintained several key partnerships and secured projects including Colindale Gardens (Redrow), Beaufort Park (St George) and Park Royal Brent (Fairview). In addition, several projects have been nominated and have won London regional LABC awards – including Celeste House within the Beaufort Park scheme in Colindale.

Furthermore, the service has recently helped to deliver the Colindale Offices project and is currently overseeing the construction of the new West Stand at Saracens.

Performance to Date – KPIs Annual Outturn

KPI No	KPI Description	2018/19		2019/20		2020/21	
		Target	Result	Target	Result	Target	Result
KPI001 (BC)	Number of decisions within statutory timescales – Meet building regulation statutory timescales – decisions in 5 weeks or 2 months (dependent on the choice of applicant at the time of application). This excludes the impact of any delayed decisions by an authorised officer of the Authority.	96%	99.7%	100%	99.7%	100%	99.6%

This KPI is measured annually with quarterly reports on progress.

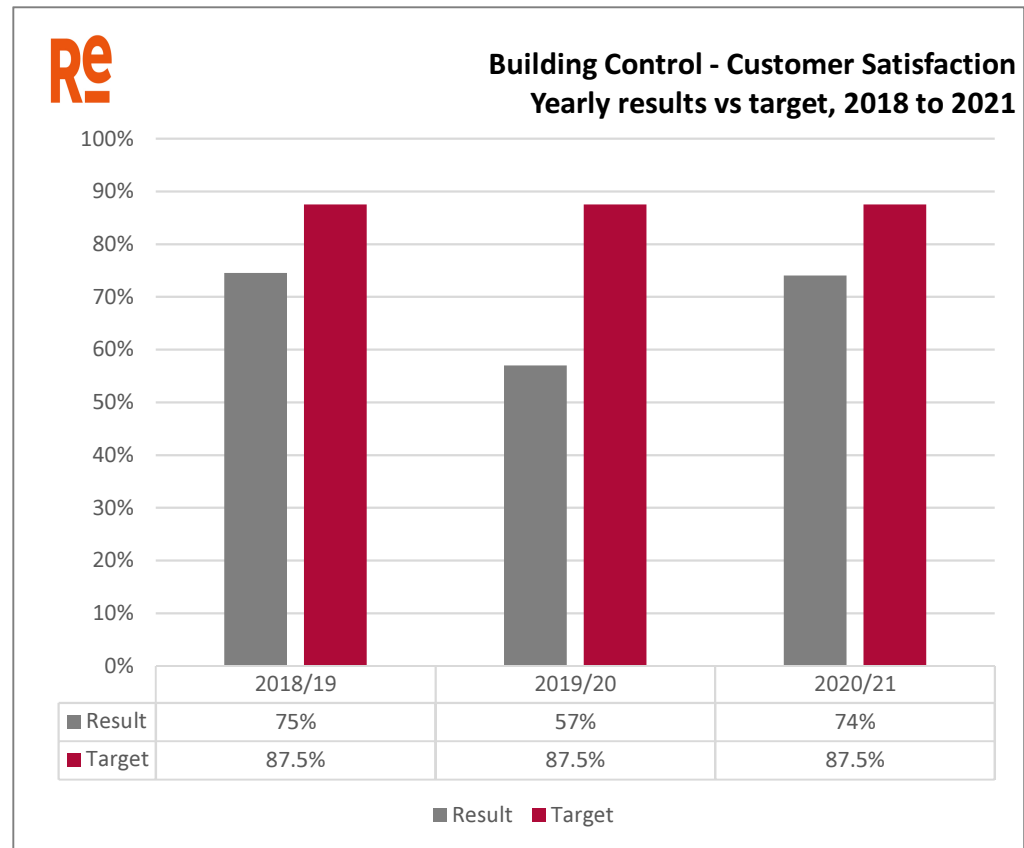
In the few instances where a single case out of timescales has resulted in the 100% target being missed, these have been recognised as exceptional and due to circumstances outside of the control of Re.

Customer Satisfaction Results

Building Control customers are emailed a specific survey link at the end of a month or at the end of an enquiry or service request. This link is solely for clients who have used the services of Building Control.

Due to the nature of the service and its customer base, it is often the same group of agents accessing the service on behalf of residents/customers. Surveys are served on the agents to provide feedback, with survey results reviewed at the end of each reporting period.

Scores are based on the % of customers that score Re either 4 (Good) or 5 (Very Good) on the survey questions. Whilst the client base is small, Building Control have consistently achieved an average rating of 68% as good or very good.



The customer satisfaction targets are ambitious for a Regulatory service that enforces building regulations. Hence the scores do not reflect the consistently high performing KPIs on building control applications turnaround timescales. The impact of a temporary slow-down in the market due to the Covid-19 pandemic is also seen in 2019/20 and 2020/21, with less activity, and therefore even fewer agents completing the feedback forms.