

## **Building Control**

### **ACTION PLAN FOR SERVICE IMPROVEMENTS - DRAFT**

The Building Control Team provides a range of professional services based around the protection of people in and around buildings. Environmental protection through the conservation of fuel and power and access to and facilities with buildings. All of this work is based on the discharge of statutory requirements and ensuring regulatory compliance.. In addition the Service covers Dangerous Structures Demolitions and Street Naming and Numbering. These are statutory duties for the Authority to provide and result in close relations with other services in the Authority.

The service review has identified six key areas for consideration and improvement, these being:

- Promotion of the service
- Staffing and resources
- Provision of guidance documents
- Links with Planning/ Stakeholders
- Promotion of Good Builders/use of contracts
- Street Naming and Numbering

In order to ensure continued service improvement, the action plan has been developed to highlight agreed points of action and timescales for delivery.

The action plan is reflective of service priorities and will be of direct benefit in its incorporation within the current service plan.

This action plan is a working document and may be subject to change.

**David Harris**

**Acting Building Control Manager  
August 2007**

Obj	Action	Target Date	Lead Officer	Additional Resources
<b>A</b>	<b>SHORT TERM – NEXT 2 MONTHS</b>			
	<p><b>1 Provide Information on Scope of Services Offered</b></p> <ul style="list-style-type: none"> <li>• Provide written overview of service areas</li> <li>• Provide a detailed listing of service areas for internal/ customer service usage.</li> <li>• Add general and detailed listings to website and intranet</li> </ul> <p><b>Progress</b></p>	Oct 07	D.Harris	Within existing resources
	<p><b>2 Organise a Team Away Day for D.C/ B.C/ E.H Managers</b></p> <ul style="list-style-type: none"> <li>• Establish date and book external meeting venue</li> <li>• Implement event programme to promote liaison and better integration</li> </ul> <p><b>Progress</b></p>	Sept 07	M. Evans	Within existing resources
	<p><b>3 Review Website</b></p> <ul style="list-style-type: none"> <li>• Review information content of website</li> <li>• Review accessibility of information.</li> <li>• Test suitability with internal stakeholders, citizens panel and members of the public</li> </ul> <p><b>Progress</b></p>	Sept 07	R. Hames	Within existing resources

Obj		Action	Target Date	Lead Officer	Additional Resources
	4	<p><b>Guidance Document on development</b></p> <ul style="list-style-type: none"> <li>• Produce Guidance leaflet for applicants on the BC/DC system and legislation</li> <li>• Provide detail listing of service area for internal and external service use</li> <li>• Add general and detailed listings to website and internet</li> </ul> <p><b>Progress</b></p>	Sept 07	R. Hames	Within existing resources
	5	<p><b>Raise profile of BC issues with DC</b></p> <ul style="list-style-type: none"> <li>• Provide DC with a check list of common BC site problems and present at Planning Forum</li> <li>• Also put on Web site</li> <li>• Review liaison and knowledge sharing between functions</li> </ul> <p><b>Progress</b></p>	Sept 07	R. Hames R. Jackson N.Hince	Within existing resources
	6	<p><b>Improve Website information</b></p> <ul style="list-style-type: none"> <li>• Up date website with recommendation to have a contract with the Builder</li> </ul> <p>Write model letter for owners re completion certificates</p> <p><b>Progress</b></p>	Sept 07	D. Harris R. Hames	Within existing resources

Obj		Action	Target Date	Lead Officer	Additional Resources
<b>B</b>		<b>MEDIUM/ LONG TERM</b>			
	<b>1</b>	<b>Leaflet/website on how to find a builder</b> <ul style="list-style-type: none"> <li>• Produce leaflet/website on how to find a suitable builder</li> <li>•</li> </ul> <b>Progress</b>	Oct 07	R. Hames D. Harris	Within existing resources
	<b>2</b>	<b>Review BC staffing levels</b> <ul style="list-style-type: none"> <li>• Review BC staffing levels and try to recruit full time staff with continuing training</li> <li>•</li> </ul> <b>Progress</b>	Oct 07	D.Harris M Evans	Increase in staff costs

Obj		Action	Target Date	Lead Officer	Additional Resources
	<b>3</b>	<b>Raise profile of Building Control</b> <ul style="list-style-type: none"> <li>• Write article for Hart News on the Building Control Process</li> <li>•</li> <li>• Try to involve local press</li> </ul> <b>Progress</b>	Oct 07	D.Harris	Within existing resources

	<b>4</b>	<p><b>Promote future changes to the Regulations</b></p> <ul style="list-style-type: none"> <li>• Use press releases to promote any future changes to the building regulations</li> <li>• Promote Local Authority Building Control Both internally and externally</li> <li>• Produce more guidance leaflets on the Building Regulations</li> </ul> <p><b>Progress</b></p>	Oct 07	D. Harris	Within existing resources
	<b>5</b>	<p><b>Links with Planning/Enforcement/ Building Control</b></p> <ul style="list-style-type: none"> <li>• Review physical location of office space within the building</li> <li>• Establish regular 'Planning and Environmental Regulation' Service meetings</li> <li>• Review and implement joint systems of working</li> </ul> <p><b>Progress</b></p>	Oct 07	M. Evans	Within existing resources

Obj	Action	Target Date	Lead Officer	Additional Resources
<b>C</b>	<b>LONG TERM 7-12 MONTHS</b>			
	<p data-bbox="353 373 1292 403"><b>1 Review delivery of the Street Naming and Numbering</b></p> <ul data-bbox="421 437 1223 592" style="list-style-type: none"> <li>• Carry out review of how Hart deals with street naming and numbering issues</li> <li>• Invest in new software to improve the existing service and system</li> <li>• Agree new policy and procedure</li> </ul> <p data-bbox="421 687 551 718"><b>Progress</b></p>	Feb 08	D.Harris M. Evans	<p data-bbox="1601 437 1935 467">Within existing resources</p> <p data-bbox="1601 499 1928 561">Additional cost currently unfunded</p>
	<p data-bbox="353 783 383 813"><b>2</b></p> <ul data-bbox="421 852 439 906" style="list-style-type: none"> <li>•</li> <li>•</li> </ul> <p data-bbox="421 943 551 973"><b>Progress</b></p>			
	<p data-bbox="353 1038 383 1069"><b>3</b></p> <ul data-bbox="421 1107 439 1190" style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul> <p data-bbox="421 1230 551 1260"><b>Progress</b></p>			