



Building Control Service Delivery Plan 2025 to 2026

Overview of the service

Building Control's primary function is to provide a service to the construction industry, residents, architects and agents, other professionals and internal customers. Building Control is a statutory service which administers legislation relating to the built environment and operates in such a manner as to establish and maintain a high reputation for both the department and the Council overall. As such, it aims to provide a proactive, responsive service which is of a consistently high standard and gives value for money to all its customers. To support this, a fees review has been conducted at the beginning of 2025 to update the hourly rate being charged (which will come into effect from April 2025) which underlines these commitments and gives complete transparency with regards to fee setting.

Overall, the service has two elements of work - fee earning and non-fee earning. The split of this work is approximately 75/25 in favour of fee earning work.

Fee earning work (income generating)

This element of work includes charging, validating and registering building control applications, checking applications for compliance, issuing statutory notices, carrying out site inspections and issuing completion certificates. This is all carried out within statutory time limits and new Building Safety Regulator Operational Standards Rules and Code of Conduct implemented from October 2023. This element of work can also include providing technical and professional guidance to members of the public, external agencies and other departments within the Council and externally where appropriate, including building regulations compliance and warranty inspection notes where applicable.

Non-fee earning work (Council funded) Includes:

- responding to dangerous structure reports including co-ordinating the response of external bodies such as structural engineers or statutory undertakers (which can be recharged back to the building owners in certain circumstances)
- process demolition notices
- carrying out enforcement action

- providing technical and professional support to the safety advisory groups and consultancy services and to other departments within the Council

The service is also subject to a continuous programme of both administrative and technical legislative change. This means management objectives and priorities may change at short notice. A new validation and competency process was implemented in 2024/25, and the majority of staff have achieved the required standards. The minority are now following a supervisory programme as per BSR requirements. In addition, 2024/25 saw the introduction of new Key Performance Indicators (KPI's), Operational Standard Rules (OSR) and the Building Inspector Competence Framework (BICoF) via Government and the BSR (Building Safety Regulator). The first set of quarterly reports will be submitted in April 2025 and the first annual reports (for 2025/2026) are due April 2026.

The BSR have introduced a register for all building control surveyors across the country. Every single building control surveyor will need to pass validation at their respective level based on the work they do and then apply to be on the formal register. Anyone not validated by October 2024 will now be following set of supervisory guidelines until they do pass.

Cost of service

The cost to run the service is £530,056 per annum.

Building Regulation fee earning service

This element of the service's work is subject to competition by the private sector.

The estimated income generation for 2025 to 2026 is £353,678.

Non-fee earning work

Building Control provides several services which are necessary as part of a local authority service. These include:

- dangerous structures
- enforcement of building regulations
- demolitions
- registering RBCA Initial Notices and Competent Person Scheme works
- processing disabled person's applications
- providing advice to other council services

These elements of building control work do not require payment of a building regulation charge and are not required to be self-financing. The estimated cost of the non-fee earning work in 2025 to 2026 is £132,514.

Staffing Information

As we enter 2025/26, Building Control is made up of the following staff members.

Building Control Manager - 1 full time

Senior Building Control Inspector - 2 full time

Building Control Surveyor 1 full time

Assistant Building Control Surveyor 1 full time – position currently vacant

Building Control Admin Manager 1 full time

Trainee - 1 part time (0.8 FTE) on secondment from LABC national office until March 2026 – no cost to department in terms of wages.

Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Half year report 2025 to 2026	November 2025	Operational Services
End of year report 2025 to 2026	March 2026	Operational Services
Service Delivery Plan 2026 to 2027	March 2026	Operational Services

Building Control Service Delivery Plan 2025 to 2026

This Service Delivery Plan describes what Building Control will be doing to deliver continuous improvement (service objectives). Each performance measure relates to the Council's strategic outcomes and Corporate Plan 2024 to 2027.

Council's strategic outcome: Maintain sound finances. Improve systems and practices.

Building Control's strategic objective: Actively market and promote the building control service to maintain market share.

Aligned to Corporate Theme: Sound Financial Management

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
Maintain/Increase market share of local authority building control (LABC) services for all applications submitted in the East Cambridgeshire district	Minimum 80%, annually	Market share stood at 78.6% up to January 31 st 2025.	Building Control Manager Registered Senior Building Inspector (2) Registered Building Inspector Building Control Admin Manager
Achieve a break-even budget for the fee earning account and be self sufficient	Break even budget annually	Budget is forecast to be around £60K overspend by end of March 2025.	Building Control Manager Management Accountant
Review/improve the Building Control area of the Council website to ensure the information available is up to date and relevant for all customers	As identified, annually	Was put on hold as the overall ECDC website was given a refresh at the end of 2024 – planned to go through the specific building control element of this during the first half of 2025/26.	Building Control Manager Senior Surveyor Web team/Comms Team

Council's strategic outcome: Customers are at the heart of everything we do.

Building Control's strategic objective: Provide a dedicated high quality technical service to our customers.

Aligned to Corporate Theme: Sustainable Communities

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
Register 85% of building regulations applications within 3 working days of submission and 100% within 5 days of submission and where initial plan check payment is made	85% within 3 days and 100% within 5 days: annually	Currently 93% for registrations within 3 days and 98% within 5 days for 2024 to 2025 as at 31 January 2025.	Building Control Manager Building Control Admin Manager
Ensure compliance with building regulations by carrying out plan checking within 3 working weeks, making decisions with 5 or 8 weeks as determined on application and aim to check applications for compliance within 3 working weeks	90% annually for plan checks within 3 weeks and 100% for decisions	99% of applications plan checked within 3 working weeks - 76% actioned within 1 week and 86% within 2 weeks. Decisions are 100% within timeframe.	Building Control Manager Registered Senior Building Inspector Registered Building Inspector

Council’s strategic outcome: Customers are at the heart of everything we do.

Building Control’s strategic objective: Determine building regulations applications and carry out site inspections within specified statutory timescales.

Aligned to Corporate Theme: Sustainable Communities

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
To ensure all of the required Government and BSR KPI’s, OSR’s and the Building Inspectors Competence Framework measures are accurately recorded and provided within specified timeframes.	100%, quarterly and annually to BSR, annually to committee – must not be missed – statutory requirement.	Currently nothing to report – reporting was delayed by the Government and BSR and will come into effect from April 2025.	Building Control Manager Building Control Admin Manager Registered Senior Building Inspector Registered Building Inspector
Carry out site inspections the next working day if requested before 4.30pm the day before and within 2 days for large completion inspections	100%, annually	99% for 2024/25.	Building Control Manager Building Control Admin Manager Registered Senior Building Inspector Registered Building Inspector

Council’s strategic outcome: Be an excellent employer.

Building Control’s strategic objective: Maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes. Ensure that the Council’s corporate risks are managed effectively, and mitigations are put in place to reduce impact.

Aligned to Corporate Theme: Sound Financial Management.

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
<p>Identify training needs across the service by following effective performance management processes, ensure succession planning is in place and maintain a full professionally qualified (applicable to post) team</p>	100%, annually	<p>Training courses successfully completed for 4 members of team during 2024/25 – also 4 staff successfully completed their competency validation by 01.07.2024. 5 staff booked on further training courses in 2025/26, both job specific and wider training on the system to further accelerate electronic working.</p>	<p>Building Control Manager Building Control Admin Manager Registered Senior Building Inspector Registered Building Inspector Trainee</p>
<p>Implementation of the Building Safety Levy – BSL collection will be allocated to Building Control from Autumn 2025. New burdens funding received from Government to help with set up including recruitment of new staff, package for delivery and equipment.</p>	<p>Quarterly and Annual Stata required with effect from Spring 2026</p>	<p>N/A - New performance measure for 2025/26 - Staff recruitment and training will be required once full details of the Levy are received from Government – expected Summer 2025. After this, reporting and collection regimes can be set and followed.</p>	<p>Building Control Manager Building Control Admin Manager Building Control Admin Assistant (New post)</p>
<p>To regularly review risks associated with Building Control, including:</p> <ul style="list-style-type: none"> • Building Safety Regulator – keep abreast of all updated requirements in terms of competency, validation and the results of the BSR audit being undertaken Jan 2025 – April 2025. • risk - review and update the Building Control risk register (last done November 2024) to ensure alignment with service delivery plan. 	<p>Minimum annually, annually</p>	<p>All risks reviewed and mitigated during 2024/25 as far as can be realised.</p> <p>Key performance indicator (KPI) requirements and reporting came into force 01.01.25 with first reporting required by 30.04.25.</p> <p>Risk register has been pulled apart and updated November 2024 to take into account all of the major changes to the industry.</p>	<p>Building Control Manager Building Control Admin Manager Registered Senior Building Inspector Registered Building Inspector Trainee</p>

Council’s strategic outcome: A clean, green and attractive place.

Building Control’s strategic objective: Ensure the provision of a safe and healthy environment.

Aligned to Corporate Theme: Sustainable Communities

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
<ul style="list-style-type: none"> Respond to 100% of demolition notices within 4 weeks (statutory requirement 6 weeks) in order to ensure compliance with statutory legislation and support customer needs. Respond to 100% of dangerous structures within statutory timeframes. Attend and provide technical guidance at all applicable Safety Advisory Group meetings both internally and externally 	100%, annually	100% attended within timeframe for 2024 to 2025. This a key requirement of the BSR Operational Standards Rules so records will be kept and monitored as an integral part of the works we deliver.	Building Control Manager Senior Surveyor Surveyor Assistant Surveyor Customer Service Team

Council's strategic outcome: A clean, green and attractive place.

Building Control's strategic objective: Undertake activities which help to mitigate/adapt to climate change.

Aligned to Corporate Theme: Cleaner, Greener East Cambridgeshire.

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
Implement further digitisation of our service to reduce paper use and postage/printing costs (specifically in 2025/2026 to complete the electronic journey and remove printing plans and making up folders as well as continuing to reduce postage costs wherever possible).	As identified, annually	99% of letters and communications now being sent out electronically – saving in excess of £4K in 2024/5 up to 31.01.2025 – further savings expected in 2025/26 as we totally remove paper files and go fully electronic. Printing stats shows a 12% decrease year on year.	Building Control Manager Building Control Admin Manager Registered Senior Building Inspector Registered Building Inspector Trainee