



Building Control Service Delivery Plan 2026 to 2027

Overview of the service

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. In short, it is about providing a service to the construction industry, builders, architects and the public to ensure all building work carried out in East Cambridgeshire is done so to the required standards and meets Health and Safety protocols.

The service operates within two elements of work - fee earning and non-fee earning. Currently, the split of this work is approximately 75/25 in favour of fee earning work. In December 2025 a government consultation began looking into the amount of non-chargeable work undertaken by Local Authority Building Control departments and whether certain functions should be chargeable. The outcome of this (due spring/summer 2026) could significantly change both the split of work and increase income levels of the department from late 2026 onwards.

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 Building Safety Regulator (BSR) Operational Standards Rules and Code of Conduct. This element of work can also include providing technical and professional compliance clarification to members of the public, external agencies, architects and other departments within the Council where appropriate, including building regulations validity 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
- processing and recording of projects undertaken by private building control companies (RBCA's) in East Cambridgeshire.

Quality Management and Audit:

During 2025 ECDC Building Control was among the first tranche of Local Authority Building Control bodies to be externally audited by the Building Safety Regulator. This new audit is undertaken to ensure compliance with government operational standards, codes of conduct and competency frameworks. It covers risk areas such as governance, people, resources and operational procedures. In December 2025, we were informed we received a full clean bill of health without any areas of non-conformity. Audits are scheduled to take place once every 5 years. To facilitate future audit requirements, an internal audit team has been set up to continuously monitor and review Building Control policies and procedures, their compliance, robustness and suitability for the industry.

An updated risk register has been produced (which is reviewed annually) listing all identified areas of risk and the associated mitigations put in place to minimise any impact. The department is aligned to the national LABC Quality Assurance programme which means any updates, changes to legislation and government requirements are passed to us constantly and consistently. All staff are registered to "MyLABC", a professional development programme designed to offer tailor-made training and knowledge which will facilitate keeping competency validation for all surveying staff. During 2026/27 staff will begin their journey to re-validate, which will come into force by April 2028. The intention is to put staff through re-validation early to avoid any complication with mass enrolments during late 2027/early 2028.

Local Government Reorganisation (LGR)

To prepare the department for LGR in 2028 a series of measures have already begun which should help to ensure any transition is as seamless as possible. Firstly, the electronic system used to document all Building Control work (Uniform) is being reviewed and tidied up to create records which are reflective of the actual work outstanding. This includes chasing old projects not yet complete, old records not closed down and private BC companies projects left live that have completed.

Appendix 1(b)

All staff are looking to continue their training and qualification journey. Some areas outside ECDC that may become part of a larger collaboration have buildings of a higher scope and therefore it is important staff gain accreditation to be able to cover these in the future. Finally, staff will be seeking to build rapport with other building control staff from other Local Authorities and begin discussions about ways of working, procedures etc.

Cost of service

The cost to run the service is £500,520 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 2026 to 2027 is £375,390.

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 internal council services

These elements of building control work cannot currently command a payment of a building regulation fee and are not required to be self-financing. The estimated cost of the non-fee earning work in 2026 to 2027 is £125,130.

Staffing Information

As we enter 2026/27, 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

Appendix 1(b)

Trainee – currently awaiting confirmation from LABC national office that they have a trainee in our area – this would be on a secondment basis – no charge to the council. As and when someone becomes available, we will provide 3 days per week on the job training, whilst the person undergoes formal building control qualifications the other two days a week through LABC. They will be employed by LABC on an initial three-year contract. ECDC will have first opportunity to make the trainee an offer of permanent employment should it suit both parties.

Administration staff - Within this service delivery plan there is provision made for an additional member of administration staff to be employed with effect from the middle of 2026. This post will be funded through a government levy payment to help with the set up and administration of the building safety levy, which comes into effect from October 2026.

Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Half year report 2026 to 2027	November 2026	Operational Services
End of year report 2026 to 2027	March 2027	Operational Services
Service Delivery Plan 2027 to 2028	March 2027	Operational Services

Building Control Service Delivery Plan 2026 to 2027

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 2025 to 2026	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 79.6% up to February 28 th , 2026.	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 2026.	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 during 2025 – planned to go through the specific building control element of this during second half of 2026.	Building Control Manager Senior Surveyor Web team/Comms Team
To actively facilitate and engage with the Local Government Reorganisation (LGR) programme and be operationally ready to transition into the new authority model without service disruption.	Implement throughout 2026/27 Review electronic DMS (uniform) to tidy and cleanse records. Look to upskill skill with qualifications required to work on projects not in ECDC portfolio Liaise with staff from other BC departments in other LA's – begin to build rapport	No baseline to be brought forward:	Building Control Manager Registered Senior Building Inspector (2) Registered Building Inspector Building Control Admin Manager

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 2025 to 2026	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	88% 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 28 th February 2026.	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 2025 to 2026	Owner and co-owners
<p>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.</p>	<p>100%, quarterly and annually to BSR, annually to committee – must not be missed – statutory requirement.</p>	<p>All quarterly submissions have been made to Government as required – no issues or queries from them. First set of annual reporting will take place in April 2026.</p>	<p>Building Control Manager Building Control Admin Manager Registered Senior Building Inspector Registered Building Inspector</p>
<p>Carry out site inspections the next working day if requested before 4.30pm the day before and within 2 days for large completion inspections</p>	<p>100%, annually</p>	<p>99% for 2025/26.</p>	<p>Building Control Manager Building Control Admin Manager Registered Senior Building Inspector Registered Building Inspector</p>

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 2025 to 2026	Owner and co-owners
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	100%, annually	Training courses successfully completed for 4 members of team during 2025/26. All members of staff now also have individually MyLABC accounts to undertake and record CPD	Building Control Manager Building Control Admin Manager Registered Senior Building Inspector Registered Building Inspector Trainee
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.	Quarterly and Annual Stata required with effect from Autumn 2026	No Baseline to carry forward – Government postponed implementation of Building Safety Levy until October 2026. Staff recruitment and training will be required once full details of the Levy are received from Government – expected April/May 2026. After this, reporting and collection regimes can be set and followed.	Building Control Manager Building Control Admin Manager Building Control Admin Assistant (New post)
<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 changes to working practices brought about by legislation between April 2026 and March 2027 • risk - review and update the Building Control risk register (last done January 2026) to ensure alignment with service delivery plan. 	Minimum annually	All risks reviewed and mitigated during 2025/26 as far as can be realised. Risk register has been pulled apart and updated November 2024 to take into account all of the major changes to the industry.	Building Control Manager Building Control Admin Manager Registered Senior Building Inspector Registered Building Inspector Trainee

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 2025 to 2026	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 2025 to 2026. 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. During 2025/26 an additional member of staff has obtained the Safety at Sports Grounds Degree qualification to provide further resilience to this facet of work.	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 2025 to 2026	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 £3K in 2025/6 up to 31.01.2026 – Printing stats shows a 15% decrease year on year. 41% decrease over past 3 years.	Building Control Manager Building Control Admin Manager Registered Senior Building Inspector x 2 Registered Building Inspector