

# PLBC Performance Monitoring

August - September 2019

APPENDIX 2

Table 2 - Team Performance (Technical Support) Blackburn Office							
Ref	Task & Criteria	P.I. Target (working days)	Level of Performance based on number of anomalies found in audit			Comment of Level of Performance	Action Required
			Poor 5 or more	Good 2-4	Excellent 0-1		
1	<b>BOOKING IN OF NEW APPLICATIONS</b> To register all new applications onto the Database system within 3 working days from being received by PLBC.	3 days		✓		Met - 6/10 applications were input under the 3 days target. 3/10 took 4 days and 1/10 took 5 days.	No Action Required. During this period, short staffed following retirement of TSO 20hrs/wk. Job now filled on temporary contract. Annual leave and Blackburn office move.
2	<b>FORMAL DECISION</b> To register all decisions onto the Database system within 3 working days from the plan checking surveyor signing off.	3 days		✓		Met - 6/10 applications processed within the desired times. 4/10 processed in 6 days or less.	No Action Required. During this period, short staffed following retirement of TSO 20hrs/wk. Job now filled on temporary contract. Annual leave and Blackburn office move.
3	<b>INVOICING</b> To request an account no. from the Debtors team following Site Surveyor recording an application as commenced on the monthly Site Inspection register, not required payment if any, create & send out invoice, update database. Ensure transfers are placed on following month sheets.	Monthly			✓	Met - 10/10 applications approved within the desired times.	No Issues.
4	<b>COMPLETIONS</b> To carry out the Completion validation checks, if able complete and produce a Completion Certificate. Ensure queries are followed up and deferred onto next months sheets as necessary. Validation checks include: Final Inspection fee paid and Part P Electrical notification or paperwork received.	Monthly			✓	Met - 10/10 Completions had been correctly processed.	No Issues.
5	<b>SEARCHES</b> To process fee paying search lists 5 working days from receipt into PLBC to supplying the completed response proformas to the Land Charges team. A fee paying search maybe a Local Land Search from Solicitors or as a Con29 from private search companies. Search lists are received electronically into the PLBC teams generic email address: <a href="mailto:bc@penninelancsplace.org">bc@penninelancsplace.org</a> on almost a daily basis. This email address is checked each morning and afternoon. Requests made under the Freedom of Information or Environmental Information Regulations legislations are subject to their own legal timescales of 20 working days from receipt into the Council to response being given.	LA/Con29 5 days.  EIRs 20 days		✓		Met - 5/9 LA & Con29 searches were processed within the required 5 days. 4/9 LLC&Con29 took 8 or less days. EIRs are being processed within desired timescales.	No Action Required. During this period, short staffed following retirement of TSO 20hrs/wk. Job now filled on temporary contract. Annual leave and Blackburn office move.
6	<b>DEMOLITION SECTION 80</b> To record Demolition Section 80 notices within 5 working days being received by PLBC. Recording consists of registering, issue a Section 81 notice and send out letters to statutory undertakers.	15 days			✓	1/2 Blackburn demolitions processed within requirement. 1/2 was delayed pending information from Demolition contractor, processed in 9 days.	No issues.

NB. Due to the restrictions on extracting data from the existing Building Control database system, only manual audits are available and therefore a % sample of data is used from the Blackburn team in agreement with the Audit team for auditing of Technical Performance Monitoring.

Key: TSOs - Technical Support Officers