

PLBC Performance Monitoring

Review Period: June - July 2017

APPENDIX 2

Table 2 - Team Performance (Technical Support) Blackburn Office							
Ref	Task & Criteria	P.I. Target (working days)	Level of Performance <small>based on number of anomalies found in audit</small>			Comment of Level of Performance	Action Required
			Poor 5 or more	Good 2-4	Excellent 0-1		
1	BOOKING IN OF NEW APPLICATIONS 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. 1/10 didn't have audit info.	Due to staffing levels, whilst covering 2 offices and annual leave, this manually intensive task is generally dealt with on a weekly basis. i.e. 5/6 days as the norm. Can either adjust PI target or leave to demonstrate current ongoing
2	FORMAL DECISION To register all decisions onto the Database system within 3 working days from the plan checking surveyor signing off.	3 days			✓	Met - 10/10 applications processed within the desired times.	None.
3	INVOICING 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				No audit carried out.	No invoicing done. New BwD Financial system still not working correctly. i.e. producing double VAT on all PLBC invoices (Insp Fees & DBs) (last tested and reported to BwD Finance Manager 23.08.17) Income manually reported.
4	COMPLETIONS 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.	None.
5	SEARCHES 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: bc@penninelancsplace.org 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 - 6/10 LA & Con29 searches were processed within the required 5 days. Met - 100% EIR applications are dealt with weekly, under 20 days target.	Service delivery fluctuates almost daily with these based on number of queries, which can vary from nil to 35 per day and staffing levels due to annual leave, whilst maintaining cover across two offices. No current issues or changes to procedures required/available.
6	DEMOLITION SECTION 80 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			✓	Met - 1/1 processed on time.	None.

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