

# PLBC Performance Monitoring

Review Period: August - September 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	<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 - 5/10 applications were input under the 3 days target. 5/10 were between 4-10 days.	No issues. This task is currently being done on average once a week, subject to staffing and workload. Consider altering PI target to 5 working days.
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 - 8/9 applications processed within the desired times.	No Issues.
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.	All invoicing from April17 to present is now up to date. New system appears to be working. This has been a huge piece of work. TSOs have worked extremely hard to get this back on track. However dealing with such backlogs takes time from performing other tasks i.e. Searches.
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 - 8/8 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 - 4/9 LA & Con29 searches were processed within the required 5 days. Met - 100% EIR applications are dealt with weekly, under 20 days target.	No specific issues. No further way of adjusting this. Staff are doing their best. ICT issues and staff leave can't be avoided. Perhaps the new Searches ICT system will streamline the procedure and possibly encourage private search companies to search on line, especially when PLBC have a public interface but that is some months away as approval for the new BC Northgate system is still pending.
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			✓	Met - 1/1 processed on time.	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