



Comhairle Ceantair
Lár Uladh
Mid Ulster
District Council

*Building Control Service
Department of Environment and
Infrastructure*

SERVICE PLAN - 2020 / 21

Date

Consulted within staff team

12 /03/2020

Discussed & signed off by Director

/ /2020

CONTENT

SECTION	TITLE	PAGE NUMBER
1.0	OVERALL PURPOSE & SCOPE OF THE SERVICE	
1.1	Purpose and scope of the service	
1.2	Responsibilities	
1.3	Customers & Stakeholders	
1.4	Performance Overview in 2019/20	
2.0	IMPROVING OUR SERVICE AND MANAGING PERFORMANCE - 2020/21	
2.1	Budget - 2020/21	
2.2	Staffing Complement – 2020/21	
2.3	Service Work Plan – 2020/ 21	
3.0	OUR STATUTORY CONSIDERATIONS: RURAL NEEDS AND RISK	
3.1	Equality Duty	
3.2	Rural Needs Duty	
3.3	Risk	

1.0 OVERALL PURPOSE AND SCOPE OF THE SERVICE

1.1 Purpose and Scope of the Service

The Building Control Service has primary responsibility for the enforcement of the Building Regulations in accordance with Building Regulations (Northern Ireland) Order 1979 (as amended) within Mid-Ulster District.

The BC Service is responsible for the administration of Property Certificates on behalf of the Council as well as the Policy on Street Naming and Dual Language Signage.

The BC Service has also responsibility for the enforcement of the Energy Performance of Buildings Regulations throughout the District.

In addition, the BC Service carries out the licensing function for Entertainment Licensing, Petroleum Licensing, Cinema Licensing and Approved Places for Marriages and Civil Partnerships.

Currently there are 15 Building Control Officers and 1 Licensing Officer assisted by 5.5 Business Support Officers and 1 Licensing Support Officer located in 3 offices at Cookstown, Dungannon and Magherafelt to ensure that a high level of service is available across the District.

1.2 Responsibilities

The section is specifically responsible for the following functions:

- All plans submitted in accordance with the relevant legislation will be assessed and decisions issued.
- Building works in progress will be inspected as necessary to ensure as is reasonably practicable, Building Regulations are not contravened.
- The administration of Property Certificates which primarily details relevant information in relation to a property with regards to Building Control and Environmental Health issues where applicable.
- The administration of Street Naming and Property Numbering for all new streets – both Residential and Commercial developments
- The administration of the Dual Language Signage Policy.
- The inspection of Dangerous Structures in accordance with “The Public Health Acts Amendment Act 1907 – Section 30”
- The enforcement of The Energy Performance of Buildings Regulations to ensure the production of Energy Performance Certificates, Display Energy Certificates and Air Conditioning Certificates.

- The Licensing of Places of Entertainment in accordance with The Local Government (Miscellaneous Provisions) (NI) Order 1985
- The Licensing of Premises for the storage of Petroleum in accordance with the Petroleum (Consolidation) Act (NI) 1929.
- The Licensing of Cinemas in accordance with The Cinemas (NI) Order 1991
- Approval of venues for Civil Marriages and Civil Partnerships in accordance with The Marriage Regulations (NI) 2003, The Civil Partnership Act 2004 and The Civil Partnership Regulations (NI) 2005.

1.3 Customers & Stakeholders

Customers & Stakeholders
• Residents of the District
• Building Control Applicants
• Architects, Agents, Engineers and Contractors
• Licensing Applicants
• Elected Representatives
• PSNI and NIFRS
• NIHE
• Land and Property Services
• Solicitors and Estate Agents

1.4 Performance Overview in 2019/20

The following table provides a progress summary and the impact made by last years' Service Plan (2019-2020). It also details key successes, a summary of the end of year progress, remaining challenges for the Service and how it made a difference.

2019/20 Performance Overview	End of Year Progress Status: Completed/Commenced/Other
<ul style="list-style-type: none"> • 90% of all domestic applications were responded to by BC within 21 days 	637 domestic full plan applications were accessed with 91% of applications either being approval or a snag list being issued within 21 days from the date of validation

<ul style="list-style-type: none"> 90% of all non-domestic applications were responded to by BC within 35 days 	177 non-domestic full plan applications were assessed with 93% of applications either being approval or a snag list being issued within 35 days from the date of validation
<ul style="list-style-type: none"> 90% of all amended plans submitted were responded to by BC within 14 days 	1037 set of amended plans were submitted with 92% of applications either being approval or a further snag list being issued within 14 days from the date of submission
<ul style="list-style-type: none"> 45% of Building Notice and Regularisation Applications to be submitted online 	57% of all applications for Building Notices and Regularisation Applications were submitted online
<ul style="list-style-type: none"> 50% of Property Certificate Applications to be submitted online 	36% of Property Certificate Applications were submitted online.
<ul style="list-style-type: none"> Pilot and develop online facility for the submission of full plan applications 	Ongoing development of online portal for submission of full plan applications
<ul style="list-style-type: none"> 	

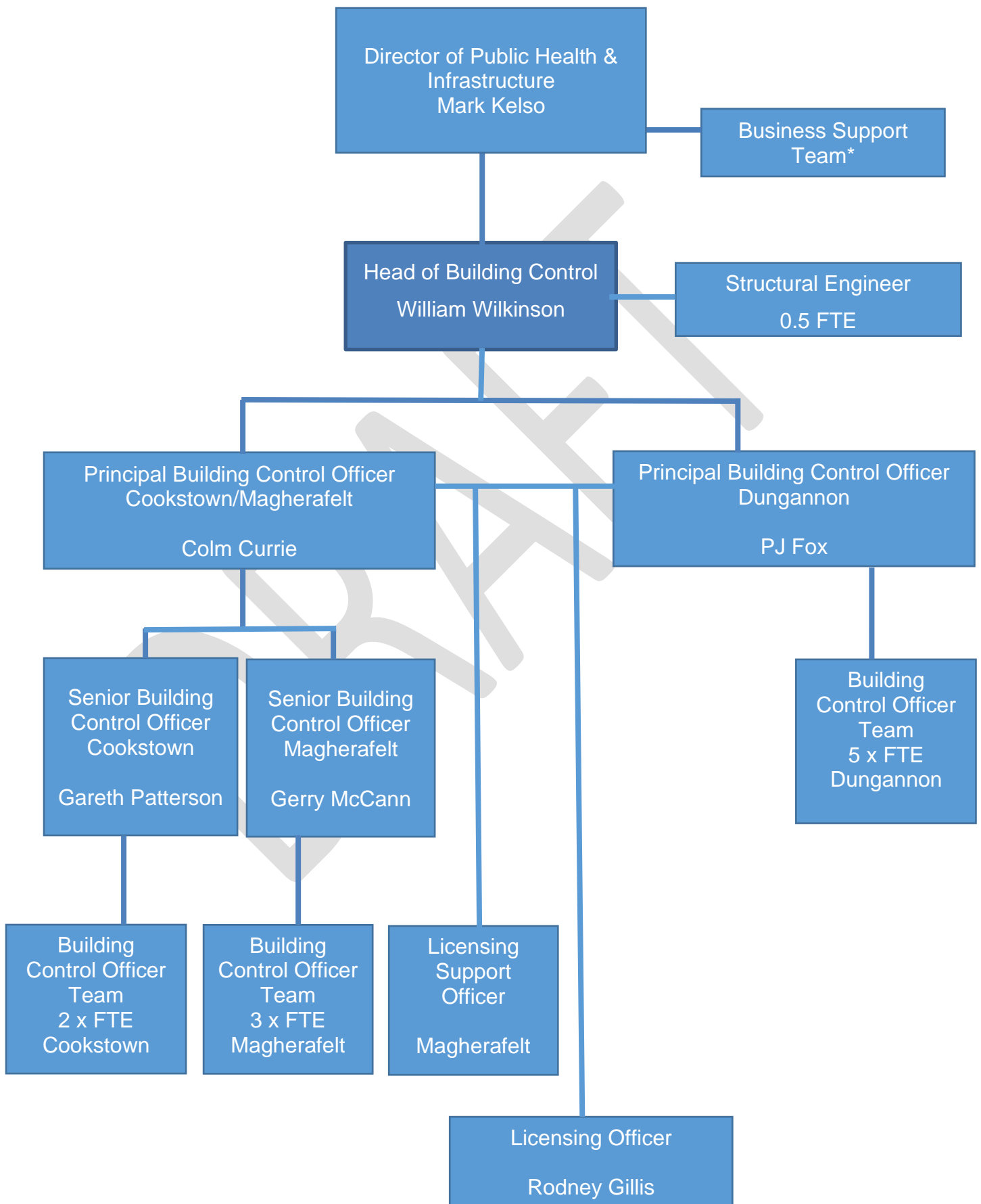
2.0 IMPROVING OUR SERVICE AND MANAGING PERFORMANCE - 2020/21

The following tables confirm the resources, financial and people, which the Service has access to throughout 2020-21 to deliver its actions, activities and core business.

2.1 Budget 2020/21

Service Budget Headings	£
To be confirmed following revisions .	
Gross Budget	
Income	
Net Budget for 2020-21	

2.2 Staffing Complement - 2020/21



Staffing	No. of Staff
Head of Service	1
Managers	4
Officers	11
Remaining Team	1
Total	17

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2.3 Service Work Plan - 2020/21

This plan confirms the core activities and actions, which will form your Service Work Plan for 2020-21. This is a high-level capture of the Service activities as well as some improvement undertakings which the service will focus on throughout 2020-21. The Plan links to the Council's new 2020-2024 Corporate Plan priorities, Annual Corporate Improvement Plan Objectives, Corporate Indicators and Mid Ulster Sustainable Community Plan themes &

SERVICE WORK PLAN 2020/21

Service Objective (What do we want to achieve?):		e.g. Write service objective here		
Link to Community Plan Theme:		Align to Corporate Plan Theme		
<i>CMP 1.1 Economic Growth - We prosper in a stronger & more competitive economy</i>		<i>Service Delivery: 2.1 We will improve services for our citizens through the development and delivery of an innovation agenda</i>		
What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
To ensure decisions are issued in respect of domestic applications within 21 days for 90% of applications <ul style="list-style-type: none"> Each application is allocated to an officer on validation of application with deadline detailed Daily monitoring of domestic applications by PBCO's to ensure deadlines are met 	31/03/2021	PJ Fox, Colm Currie	A high standard has been set for customers to have decisions issued in respect of domestic applications within 21 days	Decisions issued in respect of domestic applications within 21 days of validation for 90% of applications
To ensure decisions are issued in respect of non-domestic applications within 35 days for 90% of applications <ul style="list-style-type: none"> Each application is allocated to an officer on validation of application with deadline detailed Daily monitoring of non-domestic applications by PBCO's to ensure deadlines are met 	31/03/2021	PJ Fox, Colm Currie	A high standard has been set for customers to have decisions issued in respect of non-domestic applications within 35 days	Decisions issued in respect of non-domestic applications within 35 days of validation for 90% of applications

<p>To ensure decisions are issued in respect of amended applications within 14 days for 90% of applications</p> <ul style="list-style-type: none"> Each application is allocated to an officer on validation of application with deadline detailed Daily monitoring of amended applications by PBCO's to ensure deadlines are met 	31/03/2021	PJ Fox, Colm Currie	A high standard has been set for customers to have decisions issued in respect of amended applications within 14 days	Decisions issued in respect of amended applications within 14 days of receipt for 90% of applications
<p>To ensure that all debt is collected in a timely manner</p> <ul style="list-style-type: none"> Send regular reports to Finance Department detailing new inspection fees which are now due for invoicing Send regular reports to Finance Department detailing all outstanding debt due for collection Update Finance Department/Legal Services with applicant details to enable debt recovery process 	31/03/2021	PBCO's and SBCO's	Outstanding debt owed to Building Control Department for non-payment of inspection fees to be reduced	The level of outstanding aged debt to be reduced with continued liaison with the Finance Department and Legal Services.
<p>Investigate the development of a flexible home working process for Building Control Officers</p> <ul style="list-style-type: none"> Reduce requirement for desk space in offices Develop process for allocation of plans for assessment Commence work from home and carry out inspections prior to returning to office/home 	31/03/2021	PBCO's and SBCO's	Reduction of office space in the Building Control Department	Number of officers who work from home or commence work prior to visiting office

What Service Development/Improvement will we undertake in 2020/21? (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)

Service Objective (What do we want to achieve?):	e.g. write service objective here			
Link to Community Plan Theme:	Align to Corporate Plan Theme			
<i>CMP 4.2 Health & Wellbeing - We have better availability to the right service, in the right place at the right time.</i>	<i>Service Delivery: 2.1 We will improve services for our citizens through the development and delivery of an innovation agenda</i>			
What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
Increase Building Notice and Regularisation online Applications to 50% <ul style="list-style-type: none"> • Raise awareness of online facility with companies which make multiple applications • Encourage applicants to make applications online • Ensure all online applications are validated daily 	31/03/2021	PBCO's and SBCO's	Customers can avail of online facilities thereby have access to services 24/7	Number of applications received from the online portal for Building Notices and Regularisation Certificates
Increase Property Certificate applications received online to 50% <ul style="list-style-type: none"> • Continually raise awareness of online facility with Solicitors • Actively encourage non-participating Solicitors to utilise the online portal. Highlight introduction of £10 administration fee from 01/04/2021 for applications not submitted online • Staff to prioritise online applications to highlight the benefits of the online portal 	31/03/2021	PBCO's and SBCO's	Customers can avail of online facilities thereby have access to services 24/7. More efficient service for online applications	Number of applications received from the online portal property certificate applications

<p>Develop online facility for the submission of Full Plan Applications</p> <ul style="list-style-type: none"> • Liaise with Tascomi regarding provision of pilot scheme • Select agents to assist in the development of the online portal • Develop and finalise procedural document on successful implementation of pilot scheme • Initially accept the applications for alterations and extensions to domestic properties 	31/12/2020	PBCO's and SBCO's	<p>Customers can avail of online facilities thereby have access to services 24/7.</p> <p>Submission of plans online will lead to a fully digital service</p>	Availability of online portal for submission of full plan applications by Architects/Agents

What Service Development/Improvement will we undertake in 2020/21? (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
<p>Investigate/pilot the development of an online portal for the submission of applications for the Grant/Renewal of Petroleum/Entertainment Licences</p> <ul style="list-style-type: none"> • Investigate options available for online portal 	31/03/2021	PBCO's	<p>Customers can avail of online facilities thereby having access to services 24/7.</p> <p>Submission of applications for the Grant/Renewal of Entertainment and Petroleum Licences online will lead to a fully digital service</p>	Availability of online portal for submission of applications for the grant/renewal of Entertainment and Petroleum Licences

Service Objective (What do we want to achieve?):	e.g. write service objective here			
Link to Community Plan Theme:	Align to Corporate Plan Theme			
<i>CMP 4.1 Health & Wellbeing - We are better enabled to live longer healthier & more active lives</i>	<i>Environment: 4.4 We will work to mitigate against impacts of climate change by taking steps to reduce our carbon emissions as an organisation.</i>			
What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
Enforcement of Energy Performance of Buildings Regulations <ul style="list-style-type: none"> • Inspection of premises for compliance • Provide additional information to estate agents • Enforcement in relation to non-compliant estate agents and premises 	31/03/2021	PBCO's	Increased awareness of the energy performance of buildings	Monitoring of premises to access level of compliance with the requirements of the EPB legislation

What Service Development/Improvement will we undertake in 2020/21? (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)

Performance Measures: <i>Should include any measures as outlined in work above and relevant measures from Community, Corporate, Performance Improvement Plan, Statutory, Corporate Health Indicators etc.</i>	Is the Measure, Statutory, Corporate, Existing, or New?	2017/18	2018/19	2019/20	2020/21 Target/Standard
BC to respond to 90% of domestic applications within 21 days	Corporate	94%	90%	91%	90%
BC to respond to 90% of non-domestic applications within 35 days	Corporate	96%	92%	93%	90%
Promotion of online facility for the submission of Building Notice and Regularisation Applications	Corporate	27%	41%	57%	50%

3.0 OUR STATUTORY CONSIDERATIONS

In carrying out our responsibilities, the Service is cognisant of the statutory duties placed upon the council in the delivery of its services. Whilst the Service operates, under various obligations it is however mindful of the changing context in which it operates and endeavours to mainstream the equality and rural needs duties in the design and delivery of our functions.

3.1 EQUALITY DUTY

The council and by consequence our Service is committed to contributing towards its part in working towards fulfilling obligations under Section 75 of the Northern Ireland Act 1998 to ensure adequate time, staff and resources to fulfil our duties.

The Service will also work towards adherence to the council's Equality Scheme ensuring equality duties, together with promoting positive attitudes towards persons with a disability and the participation of people with a disability in public life when carrying out our functions.

3.2 RURAL NEEDS DUTY

The Service will be mindful of the rural needs of its customers when carrying out its functions and subsequent responsibilities, particularly in developing any new policies, plans or strategies throughout the year. In line with the Rural Needs Act (NI) 2016 we will give due regard to rurality in terms of needs in carrying out the activities within our Service.

3.3 RISK MANAGEMENT OF SERVICE

The purpose of risk management is to manage the barriers which prevents the Council from achieving its objectives. This section of the service plan includes space for the Service to input their key risks (in summary form), which have been identified during the business planning process. The Council uses risk management to maximize opportunities and minimize risks. This improves its ability to deliver priorities and improve outcomes. This is why the Council deems it important to link business planning and risk management. Risk Management aims to:

- Help the Council achieve its overall aims and objectives
- Manage the significant risks the Council faces to an acceptable level
- Assist with the decision making process
- Implement the most effective measures to avoid, reduce and control those risks
- Balance risk with opportunity
- Manage risk and internal controls in the most effective way.

This table illustrates the risks identified to deliver the Services business in 2020-21. This table illustrates the risks identified to deliver the Services business in 2020-21.

Risk Ref Number	Description of Risk	Risk Rating	Mitigation Activity
1.	Non-Compliance of Building Regulations	6	1) Timetabled Staff meetings to discuss any discrepancies that may have occurred on site 2) Continue to monitor and develop system for ensuring consistency of inspections
2.	Delivery and consistent implementation of Policies & Procedures across Mid Ulster Council	6	Monitoring of Policies being carried out on a regular basis by Principal Officers
3.	Health & Safety: Scope of risk extends to: (1) Lone working (2) Daily visits to sites where safety risks are evident to officers	6	Risk assessments reviewed in conjunction with Health and Safety Advice team
4.	Fraud Scope of risk extends to: (1) Fraud generally (2) Cash and Cheque Handling	6	(1) Review financial procedures with Finance Service to ensure compliance with Council procedures for cash handling (2) Monitoring of finance procedures by Principal Officers on a regular basis
5.	Downturn in construction sector as a result of the implementation of Brexit and Covid - 19	6	Continually monitor applications to identify any marked reduction in activity within Construction Sector

Rating	Descriptor
16 - 25	Extreme Risk (immediate action required)
10 - 15	High Risk (urgent action required)
7 - 9	Moderate Risk (action required)
1 – 6	Low Risk (keep under review)