



*Building Control Service  
Department of Public Health  
and Infrastructure*

**SERVICE PLAN - 2019 / 20**

**Date**

Consulted within staff team	14 / 03 / 2019
Discussed & signed off by Director	23/ 05 / 2019

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## **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:*

The main responsibilities of the Building Control Service are as noted below:

- 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 developments which also includes the delivery of the Dual Language Signage Policy.
- 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 and Engineers
• Licensing Applicants
• Elected Representatives
• PSNI and NIFRS
• NIHE
• Land and Property Services

### 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.

2018/19 Performance Overview	End of Year Progress Status: Completed/Commenced/Other
• <b>90% of all domestic applications were responded to by BC within 21 days</b>	652 domestic full plan applications were accessed with 90% of applications either being approval or a snag list being issued within 21 days from the date of validation
• <b>90% of all non-domestic applications were responded to by BC within 35 days</b>	138 non-domestic full plan applications were assessed with 91% 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"> <li>• <b>90% of all amended plans submitted were responded to by BC within 14 days</b></li> </ul>	1086 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"> <li>• <b>35% of Building Notice and Regularisation Applications to be submitted online</b></li> </ul>	41% of all applications for Building Notices and Regularisation Applications were submitted online
<ul style="list-style-type: none"> <li>• <b>50% of Property Certificate Applications to be submitted online</b></li> </ul>	34% of Property Certificate Applications were submitted online which is a 9% improvement on the previous year
<ul style="list-style-type: none"> <li>• <b>Embed a digitisation programme for 90% of full plan applications</b></li> </ul>	95% of all applications approved have their approved plans scanned onto Tascomi – all inspection notes and correspondence are recorded and retained on Tascomi
<ul style="list-style-type: none"> <li>• <b>Respond to 90% of Street Naming and Dual Language Nameplate Signage requests within 21 days</b></li> </ul>	94% of all requests were responded to within 21 days
<ul style="list-style-type: none"> <li>• <b>Respond to 90% of Licensing Applications within 21 days</b></li> </ul>	87% of applications were responded to within 21 days
<ul style="list-style-type: none"> <li>• <b>Online survey of customers completed</b></li> </ul>	553 questionnaires issued with a 10% rate of return. High percentage of feedback was positive

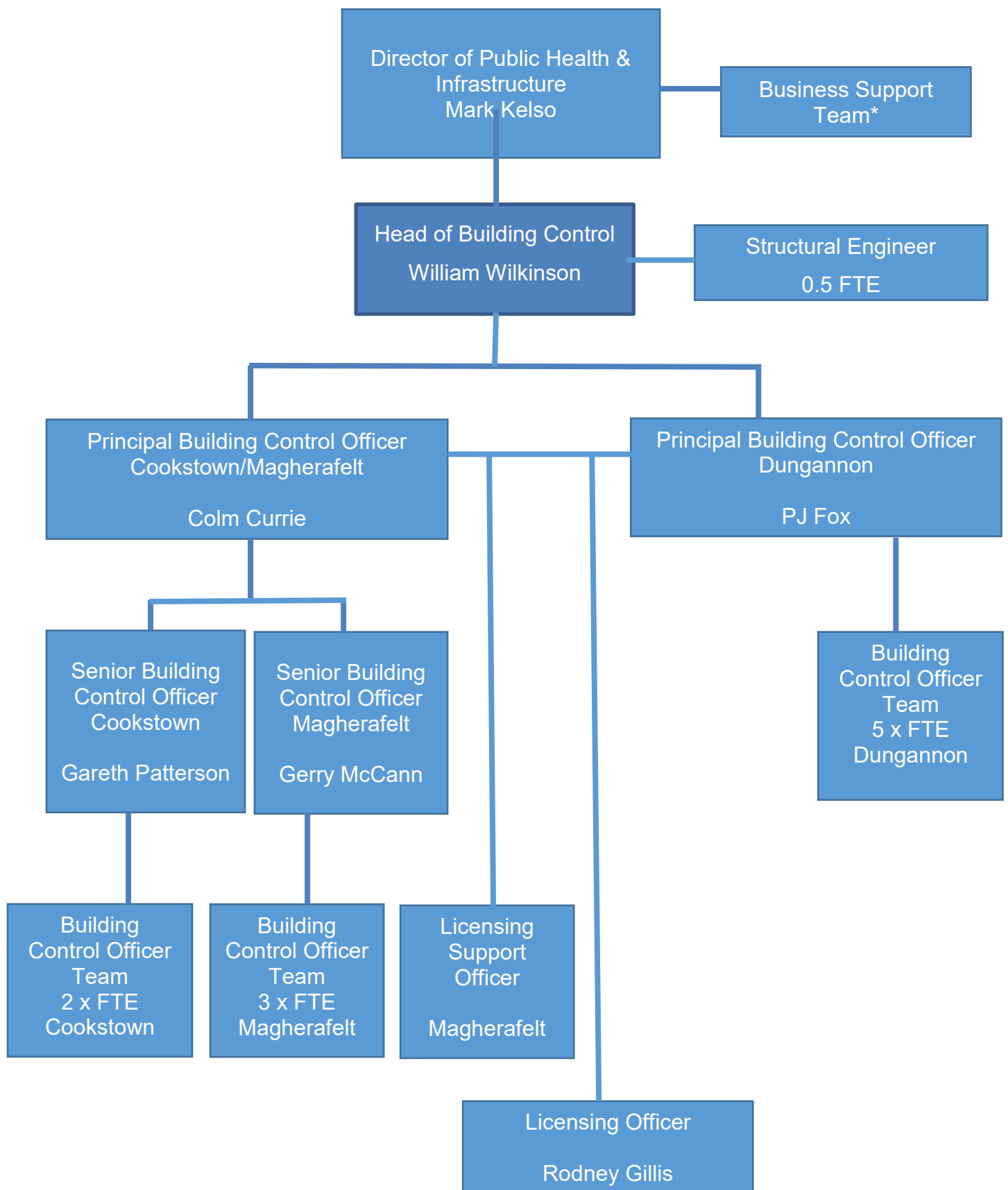
## 2.0 SERVICE WORKPLAN 2019/20

The following tables confirm the resources, financial and people, which the Service has access to throughout 2019-20 to deliver its actions, activities and core business.

### 2.1 Budget 2019/20 (TO BE CONFIRMED)

<b>Service Budget Headings</b>	<b>£</b>
Building Control Staff Costs (including mileage)	833,869
Building Control SLA Costs	45,000
Building Control Office Costs	5,900
Building Control Fees	(799,000)
Property Certificates	(80,000)
Consultancy Services	(2,650)
Licensing Staff Costs (including mileage)	74,847
Licensing Office Costs	650
Licensing Income	(56,925)
Gross Budget	960,266
Income	(938,575)
Net Budget for 2019-20	21,691

## 2.2 Staffing Complement - 2019/20



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

## 2.3 Service Work Plan - 2019/20

This plan confirms the core activities and actions, which will form your Service Work Plan for 2019-20. This should be a high-level capture of the Service activities and work which it will focus on throughout 2019-20. The Plan links to the Council's 2015-2020 Corporate Plan priorities (the Corporate Plan 2015/19 priorities were extended for another year to include 2019 to 2020), Annual Corporate Improvement Plan Objectives, Corporate Indicators and Mid Ulster Sustainable Community Plan themes & outcome

### SERVICE WORK PLAN

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 1.1 Economic Growth - We prosper in a stronger &amp; more</i>	<i>CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Respond domestic applications within 21 days	% Response times are continuously measured on Tascomi Te-Build	90% of applications were responded within 21 days in 2018/19	90% of all domestic applications responded to within 21 days	<ul style="list-style-type: none"> <li>Ensure procedures in place are followed to respond to Building Control Applications</li> <li>Ensure all applications are validated and allocated to officers for assessments</li> <li>All BC staff maintain their Te-Build Interactive calendar and Diary up to date</li> <li>Continuously monitor the response times for assesment</li> </ul>	March 2020	HoS. PBCO's SBCO's and BCO's	Customers have domestic applications responded to in a timely manner.



Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 1.1 Economic Growth - We prosper in a stronger &amp; more</i>	<i>CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Respond non - domestic applications within 35 days	% Response times are continuously measured on Tascomi Te-Build	91% of applications were responded within 35 days in 2018/19	90% of all non - domestic applications responded within 35 days	<ul style="list-style-type: none"> <li>Ensure procedures in place are followed to respond to Building Control Applications</li> <li>Ensure all applications are validated and allocated to officers for assessments</li> <li>All BC staff maintain their Te-Build Interactive calendar and Diary up to date</li> <li>Continuously monitor the response times for assesment</li> </ul>	March 2020	HoS. PBCO's SBCO's and BCO's	Customers have domestic applications responded to in a timely manner

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 1.1 Economic Growth - We prosper in a stronger &amp; more</i>	<i>CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Respond to Amended Plan Assessments within 14 Days	% Response times are continuously measured on Tascomi Te-Build	92% of amended plan assessments were responded within 14 days in 2018/19	90% of all non - domestic applications responded within 14 days	<ul style="list-style-type: none"> <li>Ensure procedures in place are followed to respond to Building Control Applications</li> <li>Ensure all applications are validated and allocated to officers for assessments</li> <li>All BC staff maintain their Te-Build Interactive calendar and Diary up to date</li> <li>Continuously monitor the response times for assessment</li> </ul>	March 2020	HoS. PBCO's SBCO's and BCO's	Customers have domestic applications responded to in a timely manner

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the</i>	<i>CRP 1.2 Delivering for Our People - Increase Access to services and customer experiences across the district</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Increase Building Notice and Regularisation online Applications	% Increase in the number of Building Notices and Regularisation Applications submitted online	41% of Building Notice and Regularisation Applications were submitted online in 2018/19	Receive minimum of 45% of Building Notice and Regularisation applications online	<ul style="list-style-type: none"> <li>Raise awareness of online facility with companies which make multiple applications</li> <li>Encourage applicants to make applications online</li> <li>Ensure all online applications are validated daily</li> </ul>	March 2020	HoS. PBCO's SBCO's and BCO's	Customers can avail of online facilities thereby have access to services 24/7

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the</i>	<i>CRP 1.2 Delivering for Our People - Increase Access to services and customer experiences across the district</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Increase Property Certificate applications online to 50% by Q4 of 2019/20	% Increase in the number of Property Certificate Applications submitted online	34% of Property Certificate Applications were submitted online in 2018/19	Receive minimum of 50% of Property Certificate applications online	<ul style="list-style-type: none"> <li>Continually raise awareness of online facility with Solicitors</li> <li>Actively encourage non participating Solicitors to utilise the online portal</li> <li>Staff to prioritise online applications to highlight the benefits of the online portal</li> </ul>	March 2020	HoS. PBCO's SBCO's and BCO's	Customers can avail of online facilities thereby have access to services 24/7

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the</i>	<i>CRP 1.2 Delivering for Our People - Increase Access to services and customer experiences across the district</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Pilot and develop online facility for the submission of Full Plan Applications	Successful implementation and provision of online portal for submission of full plan applications	Initiation of pilot project to develop online portal	Availability of online portal for submission of full plan applications by Architects/Agents	<ul style="list-style-type: none"> <li>• Liaise with Tascomi regarding provision of pilot scheme</li> <li>• Select agents to assist in the development of the online portal</li> <li>• Develop and finalise procedural document on successful implementation of pilot scheme</li> </ul>	March 2020	HoS, PBCO's and SBCO's	Customers can avail of online facilities thereby have access to services 24/7

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 1.1 Economic Growth - We prosper in a stronger &amp; more</i>	<i>CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Maintain a pre - application consultation service for applicants/ consultants by responding to all pre-application consultations	Number of requests being responded to within 10 days	100% response rate has been achieved to date for requests	Maintain a 100% response rate to requests for pre – application consultation requests	<ul style="list-style-type: none"> <li>• Ensure prompt response to all initial enquiries</li> <li>• Promote pre-consultation service on website</li> </ul>	March 2020	HoS, PBCO's and SBCO's	All requests are responded to within 10 days

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 1.1 Economic Growth - We prosper in a stronger &amp; more</i>	<i>CRP 2.3 Creating Growth - Maximise opportunities to create and grow district wide business and investment</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Maintain joint working programme with LPS identifying premises not producing an income to MUDC at present	Number of properties which are occupied and are not currently producing an income to MUDC	Ongoing working partnership	Maximise d potential income of occupied properties	<ul style="list-style-type: none"> <li>Carry out inspections of vacant property lists provided by LPS</li> <li>Return all relevant reports to LPS</li> </ul>	March 2020	HoS and all BC Staff	Optimisation of potential rateable income to MUDC

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the</i>	<i>CRP 1.2 Delivering for Our People - Increase Access to services and customer experiences across the district</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Promote online facility for inspection requests	Number of inspections requested online	1.75% of inspections were requested online in 2018/19	2.5% of inspections requested online	<ul style="list-style-type: none"> <li>Raise awareness of online inspection request facility to applicants and contractors</li> </ul>	March 2020	BC Staff	Increased utilisation of online inspection requests by customers thereby access to service requests available 24/7

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 5.1 Vibrant &amp; safe Communities - We are a safer Community</i>	<i>CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Undertake a review of the General Conditions of Entertainment Licensing	The Licensing Conditions will be amended and determined by the Environment Committee	General Conditions have primarily remained unchanged from the introduction of Licensing Legislation in 1985	Venues to develop an Event Management Plan to ensure compliance with General Conditions of Entertainment Licensing as revised	<ul style="list-style-type: none"> <li>All applicants for the Grant/Renewal of an Entertainment Licence to submit an Event Management Plan</li> <li>Inspections of venues to assess compliance of revised Entertainment Licensing Conditions</li> </ul>	March 2020	Hos, PBCO's SBCO's and Licensing Officer	Entertainment licensed venues will prepare an Event Management Plan which will demonstrate compliance with the General Conditions of the Entertainment Licence as approved

## 3.0 IMPROVING OUR SERVICE AND MANAGING PERFORMANCE

### 3.1 Annual Improvement Objectives and Associated Programs

The Council has set a number of annual improvement objectives and associated programs (projects and activities) for 2019/20, which aim to bring about improvement. The improvement objectives and key improvement programs, set out Council's contribution to the sustainable Community Plan for the District; against which we can monitor and report progress.

Each Council department provides resources to assist with the improvement activities contained within each improvement project (individual service improvement contribution activity linked to corporate improvement programs can be found in 3.2 of the service plan). The annual improvement objectives also align to the Council's main corporate planning document, which contains the council's strategic direction and main priorities.

The Council will focus on the following improvement objectives for 2019 to 2020:

**(i) *Post SMT initial consideration***

**(ii)**

**(iii)**

**(iv)**

We utilise outcome based accountability methodology to manage our performance. This tells us the impact our services are having on communities. Further detailed information relating to Council's improvement objectives, associated activities, outcome indicators, projects and targets is available at [www.midulstercouncil.org/Council/Performance](http://www.midulstercouncil.org/Council/Performance) (*Mid Ulster Council's Improvement Plan 2019- 2020*) or by contacting the Democratic Services Team on 03000 132132.

## 4.0 Equality

The council is committed to fulfilling its obligations under Section 75 of the Northern Ireland Act 1998. This commitment is demonstrated by allocating the appropriate time, people and resources to fulfil our equality duties. The Equality Scheme commits us to implementing our duties effectively and in a timely way alongside implementing this Service Plan. Without impacting upon our obligations, when carrying out our equality duties we will also take into account the desirability of promoting good relations between people of different religious belief, political opinion or racial group. We are also required to take into account the need to promote positive attitudes towards people with a disability and encourage the participation of people with a disability in public life. Mid Ulster District Council are committed to fulfilling our disability duties and we set out how we intend to do this in our disability action plan.

### 3.2 Service Contribution to the Corporate Improvement Objectives/Projects

Link to Community Plan Theme:		Corporate Plan Theme						
CMP 3.3 Education & Skills - We are more entrepreneurial, innovative & creative		CRP 1.2 Delivering for Our People - Increase Access to services and customer experiences across the district						
Improvement Plan Objective	Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
					Key Actions	Dates	Owners	Outcome
3.0 To improve the accessibility of our services by increasing the number available online	Provision of online portal for submission of full plans applications - pilot project	Initial development of online portal for submission of full plans	Online portal not currently available for submission of Full Plan Applications	An online facility available to architects /agents for the submission of full plan applications	<ul style="list-style-type: none"> <li>Agree a project plan and timelines with Tascomi</li> <li>Discussions with targeted architects/agents selected to be involved in the pilot scheme</li> <li>Deploy and develop online portal</li> <li>Develop procedural document and train staff</li> <li>Promote online portal for the submission of full plan applications</li> </ul>	Pilot project completed by March 2020	HoS, PBCO's & SBCO's	An online facility available for the submission of full plan applications

Link to Community Plan Theme:		Corporate Plan Theme						
CMP 3.3 Education & Skills - We are more entrepreneurial, innovative & creative		CRP 1.2 Delivering for Our People - Increase Access to services and customer experiences across the district						
Improvement Plan Objective	Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
					Key Actions	Dates	Owners	Outcome
3.0 To improve the accessibility of our services by increasing the number available online	Increase Building Notice and Regularisation online Applications from current levels	Number of applications submitted online	In 2018/19, 41% of all Building Notice and Regularisation applications were submitted online	By Q4 of 2019/20, 45% of all Building Notice and Regularisation applications to be submitted online	<ul style="list-style-type: none"> <li>Applicants to be encouraged to submit applications online by BC staff</li> <li>Promote online Building Notice and Regularisation applications on BC section on Council website</li> <li>Promote online facility to applicants regularly submitting Building Notice and Regularisation applications</li> </ul>	March 2020	HoS, PBCO's & SBCO's	Increased use of online facility for submission of Building Notice and Regularisation applications. Increased efficiencies within department

Link to Community Plan Theme:	Corporate Plan Theme
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CMP 3.3 Education & Skills - We are more entrepreneurial, innovative & creative		CRP 1.2 Delivering for Our People - Increase Access to services and customer experiences across the district						
Improvement Plan Objective	Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
					Key Actions	Dates	Owners	Outcome
3.0 To improve the accessibility of our services by increasing the number available online	Increase Property Certificate online Applications from current levels	Number of applications submitted online	In 2018/19, 34% of all Property Certificate applications were submitted online	By Q4 of 2019/20, 50% of all Property Certificate applications to be submitted online	<ul style="list-style-type: none"> <li>Solicitors to be encouraged to submit applications online by BC staff</li> <li>Promote online Property Certificate applications on BC section on Council website</li> </ul>	March 2020	HoS, PBCO's & SBCO's	Increased use of online facility for submission of Property Certificate applications. Increased efficiencies within department

### **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 2019-20.

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	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)