

PLBC Performance Monitoring

October - December 2021

APPENDIX C

Table 2 - Team Performance (Technical Support) Blackburn Office							
Ref	Task & Criteria	P.I. Target (working days)	Level of Performance <i>based on number of anomalies found in audit</i>			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	✓			Recently signed off by development team. Now being processed in M3 Assure by the PLBC team. Task is uptodate	No action required. Backlogs were due to staff shortages / illness which have now been resolved. Operating well and uptodate
2	FORMAL DECISION To register all decisions onto the Database system within 3 working days from the plan checking surveyor signing off.	3 days	✓			Area currently in development, so delays previously experienced. Backlogs have been dealt with and currently up to date.	No issues. Development due to be signed off in January 2022. Task will be handed back to PLBC TSOs to process in M3 Assure.
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			✓	Processed on the BwD Debtors system and task continues as previous. Up to date.	No Issues.
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			✓	Processed on old BwD Building Control Database. Up to date	No issues. Area has been in development but training and handover booked in w/c: 03/01/2022.
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			✓	Planning provided assistance with this task over a few months. Following successful recruitment of staff this task has been brought back in house. Up to date.	No issues.
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			✓	This task is being dealt with by the development team and is currently up to date	No Issues. Development due to be signed off in January 2022. Task will be handed back to PLBC TSOs to process in M3 Assure.

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