

EXECUTIVE SUMMARY

FUTURE OF 3C BUILDING CONTROL SHARED SERVICES OPTIONS			
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Building Control is a statutory service within the Council that is part fee earning and part non fee earning. The fee earning element is financed by external income and the non-fee earning element is financed internally through Revenue Support Grant or other general fund income.

3C Shared Services Building Control has undertaken a period of consolidation over the last 18 months. The team is stable following a successful recruitment campaign with emphasis on career progression and fulfilling succession-planning requirements. Employment of agency staff ceased in July 2017 with the successful recruitment of 4 team members in autumn 2017 and 2 team members in early autumn 2018 to the Professional team. The service has successfully increased the ratio of female to male members of the professional team from 26% in 2017/2018 to 33% in 2018/19 with both of the most recent recruits being female. The construction industry generally only has around 11% female to male ratio with only 1% site operatives.

Objectives met 2018/19:

- (a) Development of the Professional and Business Development team – staff recruitment, retention and development strategy:
Team development days; opportunities for training and personal development, acting up opportunities, LABC competency framework.
- (b) Development of the Quality Management System to align process and procedures:
Review of all processes and procedures to ensure effectiveness and efficiency, phased implementation of digital in progress, applications processed virtually.
- (c) Develop brand awareness – implementing a marketing and communication strategy for the service:
Soft marketing culminating in the celebration for three years, finalists in APSE 2018 Service Awards for Best Construction Team, nominees in South Cambridgeshire Team Awards, National finalist in the LACB Building Excellence Awards 2018 Grand Final for the Stephen Perse Foundation best Educational Building.

The team are now operating as a single unit and this has a positive impact on performance and morale of individuals. Customer satisfaction surveys are routinely undertaken and the team present a unified brand to customers.

Over the last year, the service has expanded its reach and profile through local CPD sessions, surgeries, consultation events, building control user panel and other educational events. In addition the service has provided input into the Hackitt review of the future of building control.

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