Department for
Communities and
Local Government

Annual Report and Analysis of Building Control Performance Indicators

Building Control Performance Standards Advisory Group Report: 2013/14

February 2015
Building Control Performance Standards Advisory Group
Department for Communities and Local Government

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Introduction

Developing the Building Control Performance Standards Advisory Group's work in support of Building Control Service delivery

Welcome to the latest Building Control Performance Standards Advisory Group ("the Group") Report for the survey conducted during 2014.

As you know, the primary purposes of the Group are to monitor and review the effectiveness of the Performance Standards and Guidance used by Building Control Bodies, to collect performance based evidence related to those Standards such that assessment can be made that current and future performance outcomes will meet the needs of customers and provide information to support self-improvement, and to report annually to all interested parties.

As reported last year the Group has now become a sub-committee of the Building Regulations Advisory Committee for England and the Building Regulations Advisory Committee for Wales. Both Committees have seen and approved the publication of this report.

The 2013/14 survey analysis constitutes the main purpose and body of this Report and I want to thank all those Building Control Bodies who submitted their data using the *surveymonkey* tool for the first time. I am pleased to report that there were 222 respondents to this year's survey, a significantly higher response rate than last year and the highest received since the survey started. Unfortunately not every respondent returned all the data requested and although the percentage response rate for Local Authorities in England was higher than last year's it was still less than would be ideal.

The Report sets out the key areas where performance is satisfactory as well as those that require improvement. The summary of findings on page 14 provides a comprehensive overview and compares this year's data with the previous two years. However, I must highlight one area (as reported last year) that continues to raise concerns and that is the Age Profile data which shows a high level of staff being over 55; creating potential of a serious shortfall in being able to replace older staff heading towards retirement. I am however pleased to report that there has been a slight improvement on last year's position.

For the first time we have included in the Report separated data tables for Approved Inspectors and Local Authorities. We hope you find this additional information helpful. We will continue to review the information the Report provides to ensure the information provided is still relevant and of benefit to Building Control Bodies and other interested parties.

We are extremely grateful to the Building Control Alliance, its constituent members LABC Limited[1] and The Association of Consultant Approved Inspectors in particular, CICAIR Limited[2] and others who have contributed to the work and data which forms the basis of this report, and to the Group's Secretariat for carrying out the analysis and producing this report.

In last year's report I committed us to completing a fundamental review of the Performance Standards and Guidance, and the new document was published in July 2014 alongside the Report for 2012/13.

During 2014 the Group have been reviewing whether additions and/or clarifications are needed to the current performance indicators to reflect the changes that have been made to the Standards and queries that have arisen during the analysis of the 2013/14 data . This work will continue into 2015 and we expect to inform Building Control Bodies of any changes to the performance indicators by April 2015.

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[1] The membership organisation representing all Local Authority Building Control teams in England and Wales.

[2] The body designated by the Secretary of State in England and Welsh Ministers in Wales to approve inspectors. Previously, before designation, known as the Construction Industry Council Approved Inspectors Register (CICAIR).

However, any changes to the performance indicators will not be applied until the survey for 2015/16. There will be no significant change for the next survey period 2014/15 except for clarifications. Additional guidance will also be produced to assist Building Control Bodies in completing their survey returns and to hopefully improve even further the responses.

2014 has been a year of significant change for the Group and I want to place on record my thanks to all the individual members, who are unremunerated, for their commitment of considerable time and expertise, and where appropriate to their supporting organisations.

Building Control is an important public service, and this year's report illustrates how well you deliver this service notwithstanding scope for improvement; I know you will find it interesting and informative, and I commend it to you.

Alan Crane CBE, FCIOB, C.Eng, FICE, FCMI.
Chair, Building Control Performance Standards Advisory Group

Data collection process and reporting

Data were submitted to the Group's Secretariat from May until September 2014, using the surveymonkey tool for the first time. All Building Control Bodies were invited to complete the survey. The analysis of the submissions received has been carried out by the Group's Secretariat and involved four stages of work:

- data preparation – downloading the data from surveymonkey into a single database.
- data validation - this was focused on resolving obvious errors and inconsistencies.
- data analysis - this involved calculating measures of the distribution of each indicator (median, quartiles and deciles - see page 9 for a technical explanation of these measures), as well as other statistical manipulation of the data so that they could be presented graphically in the report.
- reporting - finally, this report was produced to present the results of the analysis and to enable the Group to publish the report so that participants can identify their comparative position on the indicators and help inform policy development in the future.

The Data Annex will be available from LABC Limited and CICAIR Limited for Building Control Bodies to use to be able to compare their performance with other Building Control Bodies.

Confidentiality

The Group was keen to ensure that all organisations could submit data without fear that their data could be identified. To meet this requirement, we have done our best to ensure that there is no way any individual organisation can be identified from this report. We have done this by:

- removing all reference to organisation names
- removing any data that would enable readers to identify any participant.

Statistics presented

In this report the main statistics presented a mean, a median or a ratio.

The mean is calculated as the sum of all response values divided by the number of responses; this average can be skewed by a small number of ‘outlying’ values which are much higher or lower than the majority of results. The median value is the middle value in the distribution of scores, and therefore in some cases provides a better representation of a ‘typical’ Building Control Body.

Some performance indicators are calculated as a ratio of another measure, so that results are not unduly influenced by a few large Building Control Bodies; for example the complaints performance indicators is calculated as the number of complaints received per building control application. In these cases this percentage is calculated for each respondent, and the ‘mean proportion’ is the mean percentage achieved by Building Control Bodies. This is rather than calculating overall total complaints received by respondents divided by total applications received.

On measures where the majority of responses take the same value, the median is not the best measure. For example the median value of staff turnover is zero, because over half of respondents had not replaced a member of staff in the 12 month period. In this case the mean gives a more accurate reflection, with the mean staff turnover being 4.3%.

The main body of the report shows the distribution of the results from all participants, and makes use of certain measures of the distribution of results. These are:

Measure	Explanation
Lowest decile	10% of results fall below this figure
Lower quartile	25% of results fall below this figure
Median	This is the mid-point - half of results fall below this figure
Upper quartile	75% of results fall below this figure
Highest decile	90% of results fall below this figure

The measures of distribution are calculated on a purely mathematical basis - we have not made assumptions about the 'polarity' of indicators (ie whether a high figure is good or bad).

Please note that ‘average’ has often been used instead of ‘mean’ in the text.

Limitations

In analysing these results, the following should be borne in mind:

- Whilst we have made efforts to ensure the validity of the data, our work in this regard has been limited, and the data are made up of unaudited returns made by individual participants. There is always a danger that individual participants have submitted incorrect data, either by accident or by design.

- Whilst the number of responses received is reasonable, and up on previous years, the overall response rate is about a half. There is therefore the possibility of 'response bias' - that is to say that the responses received are not representative of the population as a whole.

- Readers should be aware that some Building Control Bodies' figures are derived from relatively few responses, which could affect the results. This is more likely where there are small sample sizes.

Participation in the 2013/14 survey

Submissions were received from 222 separate organisations, comprising 76 approved inspectors, 130 local authorities in England and 16 local authorities in Wales. This represents a response rate of around 89% for approved inspectors, 41% for local authorities in England and 73% for local authorities in Wales.

The overall response rate is significantly higher than last year and is the highest received since the survey started. A detailed breakdown of the total responses can be seen in the table below:

	Local Authorities	**Approved Inspectors**	**Total**
2007/8	107	39	146
2008/9	68	36	104
2009/10	60	36	96
2010/11	45	40	85
2011/12	146	53	199
2012/13	82	59	141
2013/14	146	76	222

Of the 222 respondents who returned this year's survey, as in previous years, not every respondent returned data for every part of the survey. However all respondents answered the Process Management Performance Indicator. The table below sets out the response rate for data used in the calculation of the Performance Indicators. Each section of the report also notes the number of respondents to that part of the survey.

Performance Indicator		Number of responses
Process Management		222 Respondents, 158 with system in place and 64 without
Complaints		202 respondents, 117 received at least one complaint and 85 received none
Amount of Building Control Work		195
Building Control Staff	People & Skills	197
	Specialist Experience	191
	Age & Gender	196
	Respect for People:	
	Staff training	172
	Sickness Absence	169
	Staff Turnover	191
	Investors in People	177

Performance Indicators 2013-14 (2012-13 & 2011-12)

Performance Indicator Name	Description	Mean Score	Median Score
Process Management	Rating out of 100 based on coverage and operation of management system	84.5 (86.1) (84.9)	90 (90) (88)
Complaints	Number of complaints received as a proportion of building control applications	0.21% (0.37%) (0.42%)	0.08% (0.11%) (0.27%)
of which:			
Technical issues	Technical complaints received as a proportion of building control applications	0.12% (0.17%) (0.19%)	0.00% (0.06%) (0.14%)
Service issues	Service complaints received as a proportion of building control applications	0.10% (0.18%) (0.23%)	0.00% (0.07%) (0.15%)
Satisfactorily resolved	Proportion of complaints resolved to customers satisfaction	64% (62%) (67%)	75% (75%) (80%)
Staff turnover	Number of direct employees replaced during the year divided by number of direct employees	4.3% (4.0%) (2.9%)	-
Sickness Absence	Average number of days lost per employee	3.1 (2.7) (3.5)	1.5 (1.6) (2.3)
Training	Average number of training days given per direct employee	3.2 (4.2) (3.8)	2.3 (2.6) (2.6)
Investors in People	Proportion of direct employees covered by Investors in People commitment & recognition	31% (35%) (47%)	-
Staff make-up:			
Proportion under 24	Employees aged under 24 as a proportion of workforce	3.6% (2.6%) (3.2%)	0% (0%) (0%)
Proportion over 55	Employees aged over 55 as a proportion of workforce	16.8% (24.0%) (22.6%)	12% (20%) (20%)
Women	Female employees as a proportion of workforce	25.2% (24.6%) (24.0%)	25% (25%) (25%)

Summary of findings

- 222 Building Control Bodies participated this year, the highest number since the survey started and a 57% increase on the 141 who provided data last year. Of these, 46 (21%) respondents took part in the survey for the first time.
- Performance in the **Process Management Performance Indicator** for all areas required under the standards was good, with the majority of respondents covering 12 or more of the 14 areas questioned. Three areas were identified as having possible room for improvement; pre-application advice, checks on dormant jobs, and certification before completion. [3]
- Responses to the **Complaints Handling Process Performance Indicator showed** complaints rates were very low, with the average Building Control Body receiving only between two and three complaints in the last 12 months. This suggests that in the vast majority of cases, Building Control Bodies are providing a good service to customers.
- However Building Control Bodies did not perform as well in terms of dealing with complaints that did arise. On average just 64% of complaints were **Resolved Satisfactorily**, a small increase of 2% from last year's survey. Nine per cent (9%) of complaints were sufficiently severe to be escalated to, CICAIR Limited or the Local Government Ombudsman.
- The **Building Control Work indicator** clearly shows that, whilst domestic alterations, extensions and improvements made up on average 70% per cent of applications, this represented only 58% of fees, while on the other hand for other types of project the percentage of fees was higher than the percentage of projects.
- Responses to the **Building Control Staff** questions show a slight decrease in the skill level of Building Control Bodies workforces. On average 57% of staff were fully qualified with corporate membership of relevant professional bodies, down from 59% in 2012-13, but still more than the 55% in 2011-12.
- The **Age profile** of Building Control Bodies suggests that Building Control Bodies will face significant problems replacing experienced staff as their workforce approaches state pension age. Seventeen per cent (17%) of the average Building Control Bodies' work force are aged over 55, compared to 11% who are under 30 and 3.6% under 24.
- Over the past year more Building Control Bodies lost employees than gained, but the majority of respondents reported no change from last year. This

[3] Provide a process to allow certification before completion (Occupation Certificate) on the basis that recorded minor issues will be closed out.

suggests another slight reduction in the size of Building Control Body workforces over the last 12 months.

- Performance on the **Respect for People** indicators is roughly in line with last year's survey. Encouragingly, the average levels of sickness absence have fallen again, although only slightly. Coverage of employees by Investors in People recognition has also fallen from last year's survey.

Analysis

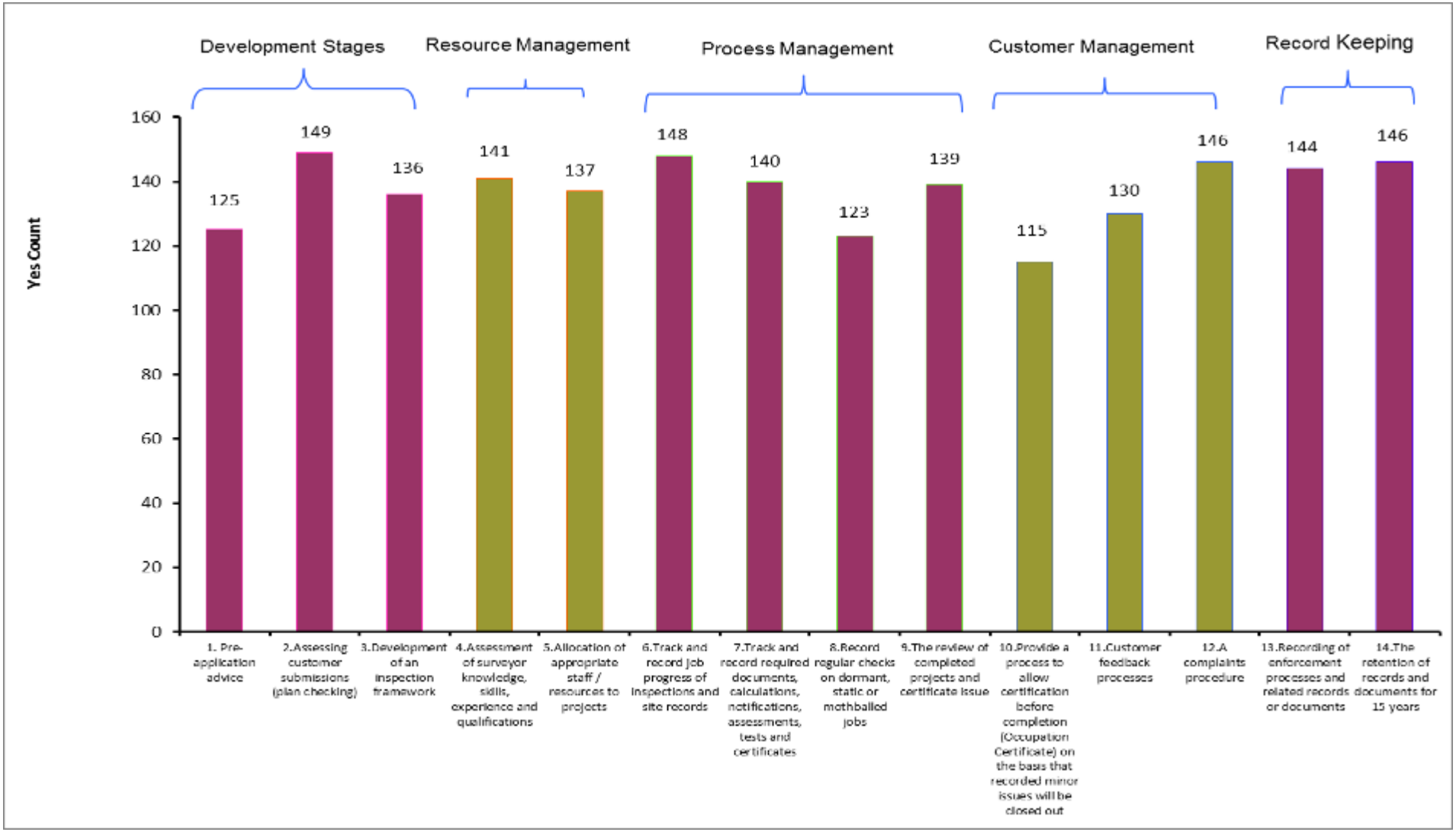
1. Process Management of Building Control Compliance Operations

The survey asked if there was a process or quality management system in place, and if so whether it was accredited and audited by an external Quality Management System or an International Organisation for Standardization company or by their own system. It then asked a series of yes/no questions within the five sections of building control compliance and process management:

- development stages
- resource management
- process management
- customer management
- record keeping

The full detailed questions can be found in figure 1.1 overleaf.

Figure 1.1 - Numbers of yes responses to compliance management questions:



Based on data from 158 respondents

Based on the responses to the 16 questions a score out of 100 was calculated for the Building Control Body, with 6 points awarded for each 'yes' answer and an additional 10 points if the system was externally accredited rather than internally.

Of the 222 returns received, 158 had a process or quality management system in place. Of these, 57% were externally accredited and 43% had their own system.

The following table shows high 'yes' response rates for questions which are shown in more detail in figure 1.1 overleaf:

Over 90% 'yes'	**5 questions**	**2, 6,12, 13 & 14**
Over 80% 'yes'	6 questions	3, 4, 5, 7, 9, & 11

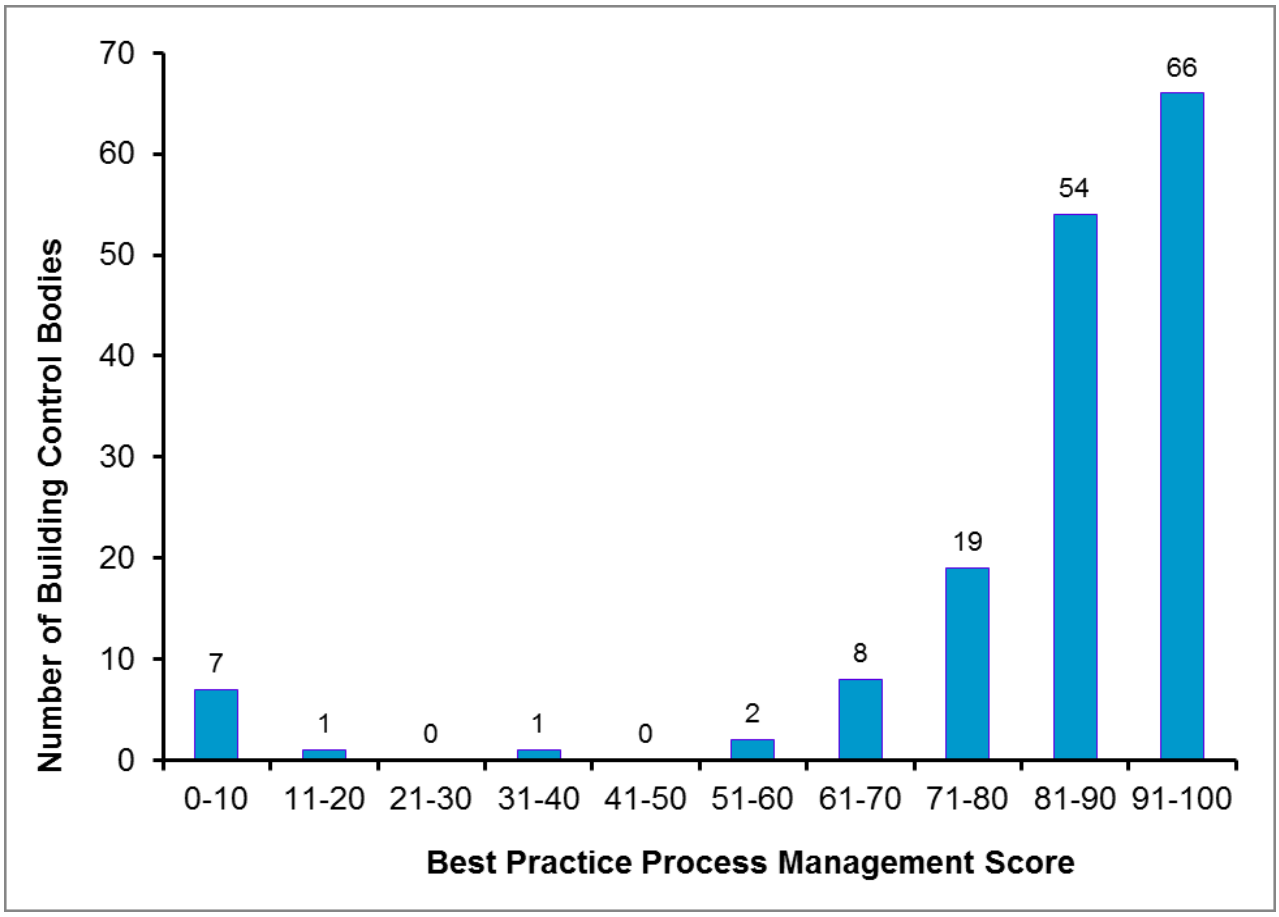
The three questions that had the lowest 'yes' response rate were:

- certification before completion (72%)
- record of checks on dormant jobs (78%).
- pre-application advice (79%)

Even the lowest response rate to any of the questions was more than two thirds 'yes' answers.

Looking at the Performance Indicator scores for the Building Control Bodies, 48 (30%) of the 158 achieved a score of 100 which means that their system is externally accredited and audited and covers all of the points questioned regarding process management and building control compliance. This shows an improvement on the 23% for 2012/13.

Figure 1.2 - Distribution of process management scores:



Based on data from 158 respondents

As in previous years the scores are skewed towards the higher end of the range, with the vast majority achieving a score of over 70.

The median score was 90, and the mean was 84.5 due to a small number of very low scores.

A score of 90 corresponds to an internal system covering all 14 of the areas questioned, and a score of 88 corresponds to an externally accredited system covering 12 out of 14 of the areas questioned.

In general 'yes' responses were high for all the questions with three areas which could be improved; certification before completion (72%) but up from 65% last year, checks on dormant jobs (78%) down from 85% last year and pre-application advice (79%) a small change from 80% last year. This is overall a very good performance for the Process Management Performance Indicator with all areas having over 70% response rate.

91% of Approved Inspectors responded yes to this question compared to 61% of Local Authorities. However, the majority of both Approved Inspectors (78%) and Local Authorities (74%) who did respond yes had a score of between 81 and 100.

2. Complaints Handling Processes

Respondents were asked to state the total number of customer complaints they had received in the last 12 months, they were then asked to state how many of these were:

- resolved satisfactorily for the customer
- taken no further by the customer despite continuing concerns
- escalated to the Local Government Ombudsman or CICAIR Limited

They were also asked to state how many of these complaints were either Technical or Service related. To account for the differing sizes of Building Control Bodies, information from part 3 of the survey is used to calculate these measures as a proportion of total building control applications.

Out of 202 respondents to this section of the survey, 117 (57%) responded that they had received at least one complaint in the last 12 months. We cannot be sure as to whether other respondents had received no complaints or did not have the information available, so only the 117 Building Control Bodies with complaints are included in our analysis. As such the data presented is likely to be an underestimate of the prevalence of complaints; nevertheless, the rate of complaints is very low.

Figure 2.1 – Technical and Service Complaints

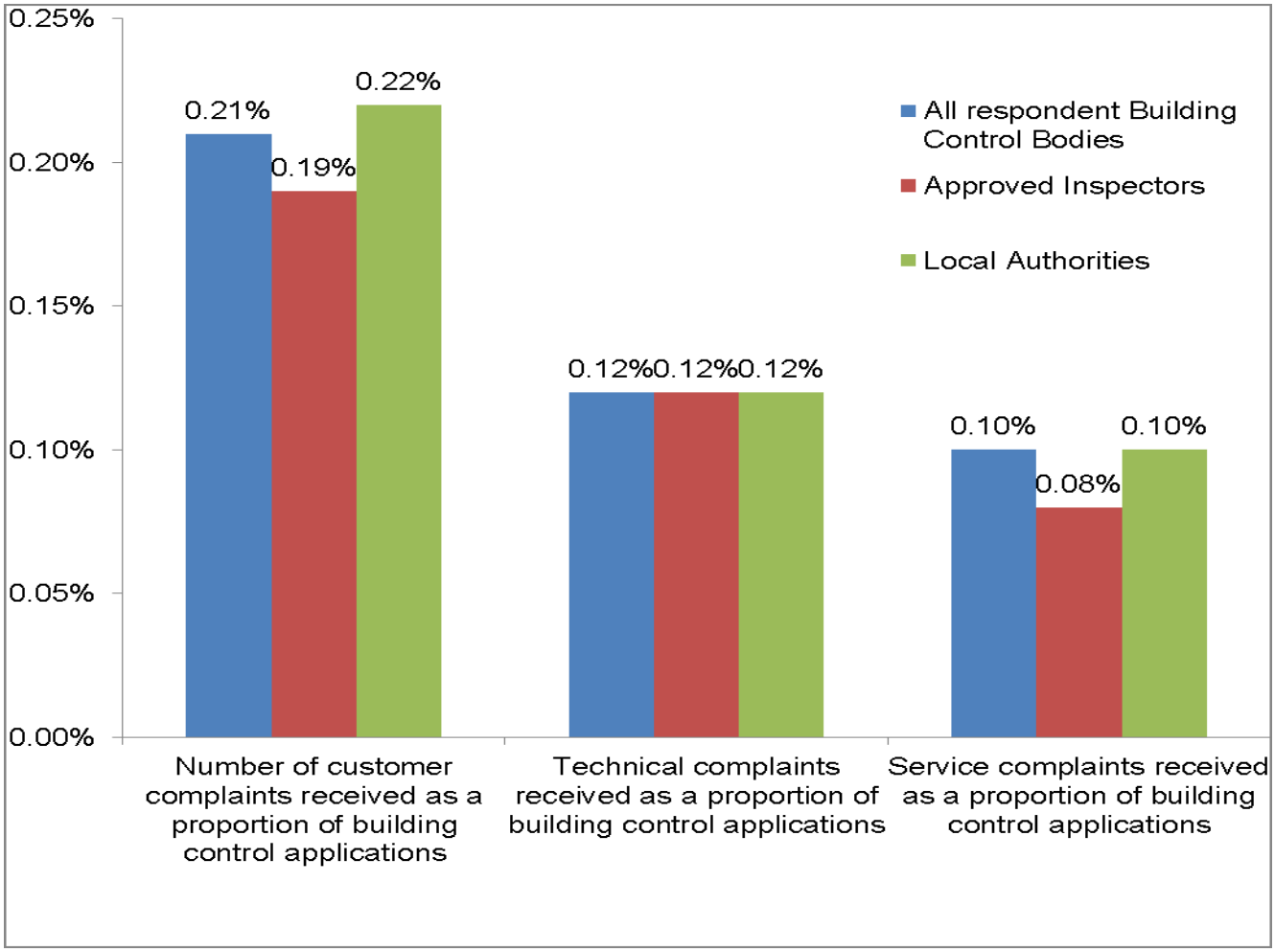


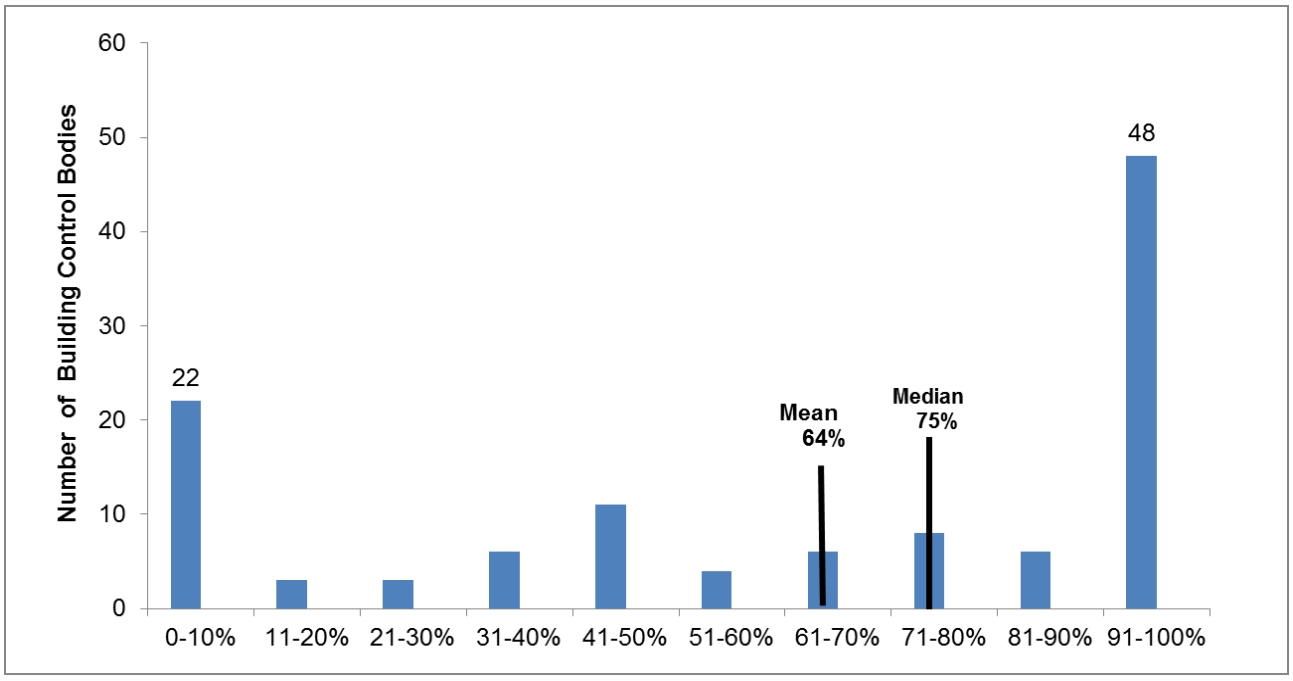
Figure 2.1 presents the mean proportion of complaints as a percentage of applications. These figures are very low. The complaints between service and technical issues were of a similar proportion.[4] To put this into context, the median respondent to this year's survey received 850 building control applications, so a 'typical' Building Control Body would be expected to have received between 1 or 2 complaints in the year 2013-14.

As the number of complaints reported was typically very low care must be taken when calculating 'percentage of complaints resolved to customer's satisfaction'. In many cases the percentage is based on just one complaint; due to this there is a large variation in performance. There is also an element of double counting as one project may have had both a technical and a service complaint.

The number of complaints reported was similar for both Approved Inspectors and Local Authorities with means of 0.19% and 0.22 respectively.

Figure 2.2 below shows the distribution of resolved complaints across the 117 Building Control Bodies that reported having at least one complaint for the last 12 months.

Figure 2.2 – Proportion of complaints resolved satisfactorily for the customer



The median of 75% means that half of respondents resolved over 75% of complaints to customer's satisfaction, with 48 (41%) resolving all complaints to customer's satisfaction. However 22 (19%) respondents resolved no complaints to customer's satisfaction. The mean of 64% presented in figure 2.3 means that on average respondents resolved just

[4] The mean proportions of service and technical complaints sum to slightly less than the mean proportion of total complaints, this is due to complaints that were not classified as being relating to service or technical.

over three out of every five complaints satisfactorily. The mean is lower than the median, reflecting the wide variation and a large number of low percentages.

Building Control Bodies' performance in this measure has increased slightly compared to last year's survey. Last year the median proportion of complaints resolved satisfactorily was 75%, with a mean of 62%. The percentage of Building Control Bodies resolving no complaints to customer's satisfaction declined from 24% last year to 19%.

Approved Inspectors and Local Authorities had similar performance for this indicator with 19% of Approved Inspectors that responded resolving no complaints to customer's satisfaction and 18% of Local Authorities. While 39% of Approved Inspectors who responded resolved all complaints to customer's satisfaction and 41% of Local Authorities.

Figure 2.3 - Mean Proportions of Resolutions of Complaints.

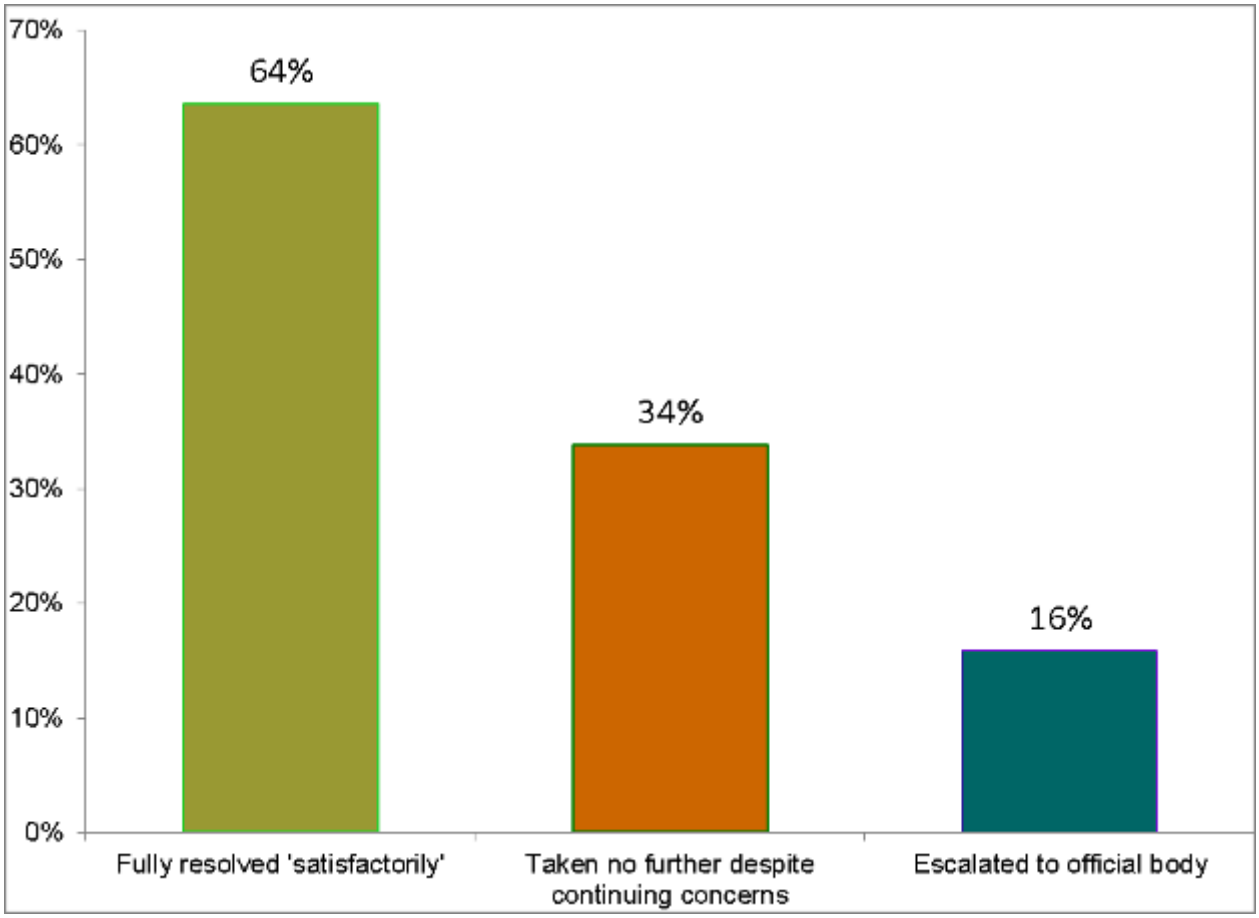


Figure 2.3 shows that on average 16% of the complaints received from the Building Control Bodies that responded were serious enough to be escalated to an official body. Of the 509 complaints recorded, 48 were escalated to an official body. A third of complaints were not satisfactorily resolved but were taken no further by the customer. This distribution of non-satisfactorily resolved claimants is higher than last year's survey result by nearly a quarter. The percentages for both Approved Inspectors and local authorities were also similar. Note: the percentages are arithmetical, so do not sum to 100%. They would have to be weighted to do so.

3. Breakdown of Building Control Work

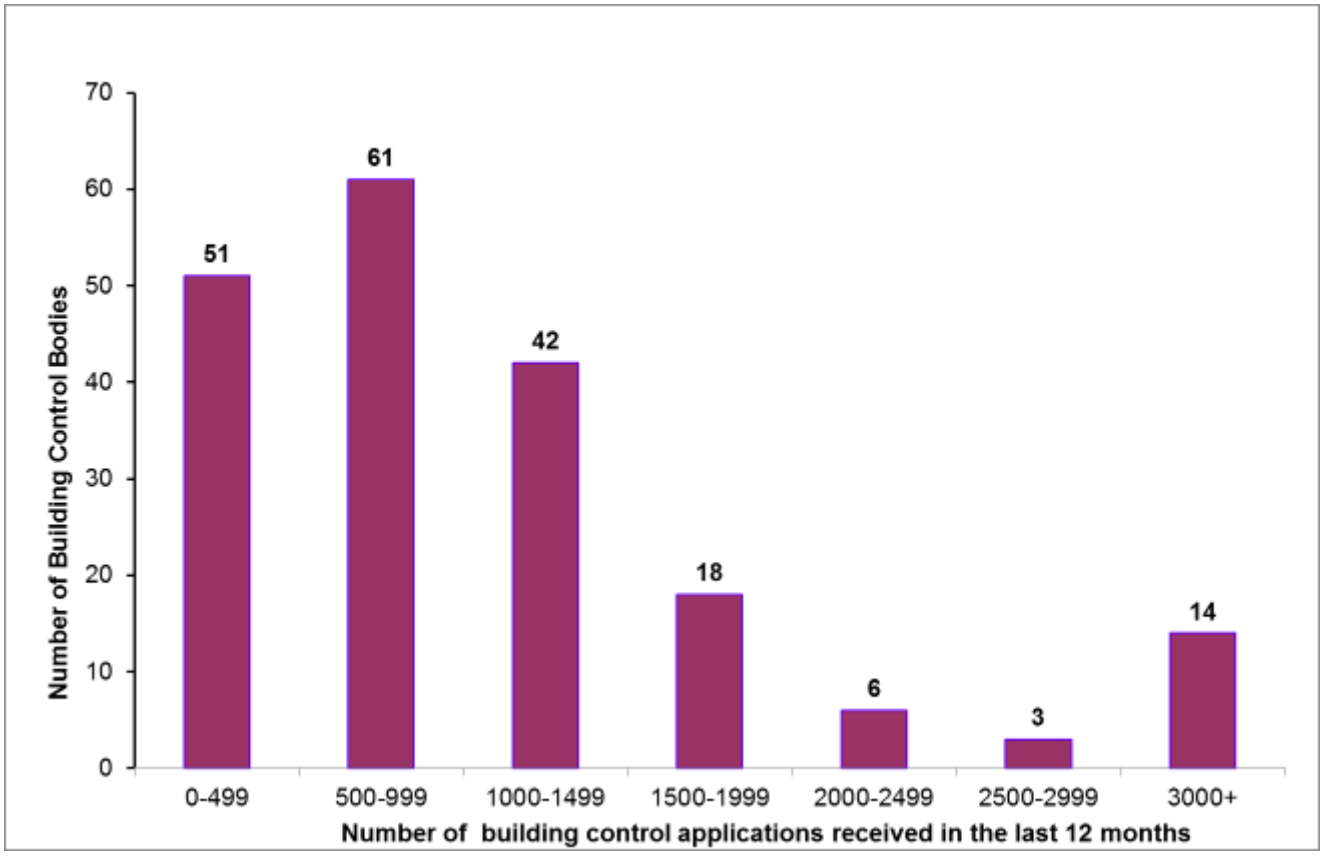
The survey asked for the number of building control applications received in the last 12 months, how many of these had started construction and of those, how many were still incomplete. The total amount building control fees charged in the last 12 months was also asked for.

Finally, the breakdown of building control projects in terms of percentage of total projects was asked for, as well as the percentage of the total fees that were charged for that type of project. There were 6 types of projects defined:

- domestic alterations, extensions and improvements
- new build homes including new homes created by conversion or change of use
- commercial/retail/industrial/hospitality alterations or extensions
- education/health/justice/community/public building alterations and extensions
- new build commercial/retail/industrial/hospitality
- new build education/health/justice/community/public building

Of the 222 returns received, 195 provided a figure for the number of building control applications received in the last 12 months. The distribution of these results is displayed in figure 3.1 below. In total 241,777 applications were received by respondents to the survey.

Figure 3.1 – Distribution of Total Number of Projects



Based on data from 195 respondents

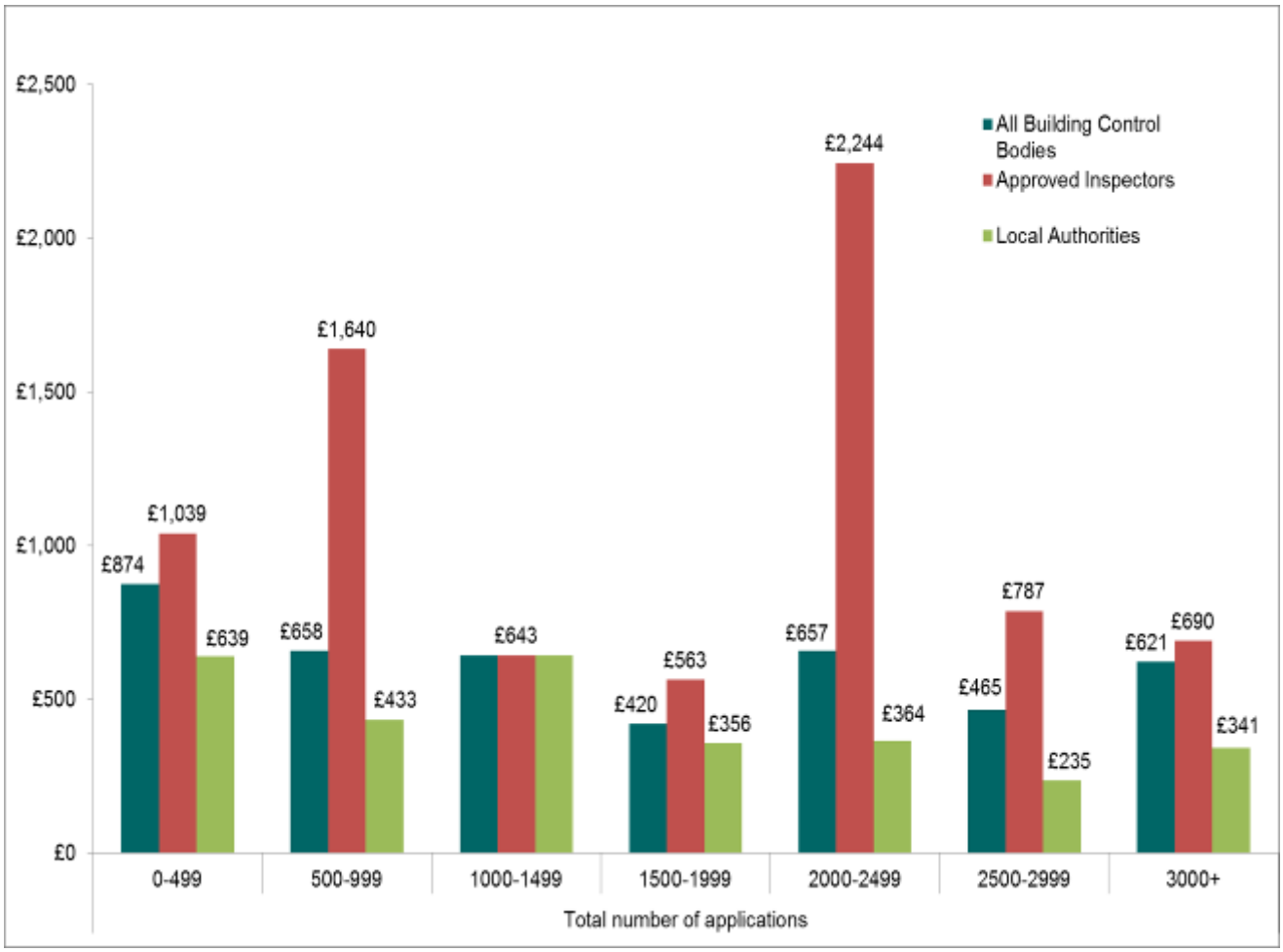
The median number of applications was 850, and the mean was higher, at 1,240 due to a small number of Building Control Bodies having a very large number of applications received. This can be seen from the distribution in figure 3.1: 14 Building Control Bodies received 3,000 or more applications. The vast majority of Building Control Bodies received less than 2,000 applications in the last 12 months the same as last year's survey.

The majority of Approved Inspectors, 36 (49%), who responded received between 0 and 499 applications while the majority of Local Authorities, 49 (40%) received between 500 and 999 applications. There were significantly more Approved Inspectors, 11 (15%) than Local Authorities, 3 (2%) that received 3,000 or more applications.

The median number of projects which had started construction was 612 which is 72% of the total number of applications received. On average, 50% of these projects which have started construction in the last 12 months are still uncompleted.

Overall the mean building control fee charged per application was £621. However as figure 3.2 below shows, average fees varied depending on the size of Building Control Body. These calculations include data from the 181 returns that had responded with answers to both the questions required.

Figure 3.2 – Average fee per Building Control Application



As the chart shows, by far the highest average fees were earned by Building Control Bodies that received less than 500 applications in the year 2013-14, the same as the previous year. Average fees charged then fluctuate, with the lowest fees for Building Control Bodies that received between 1500 and 1999 applications at £420.

Apart from fees charged by Building Control Bodies that had between 1000 and 1499 applications which on average was £643 for both Approved Inspectors and Local Authorities the average fees for all other categories were higher for Approved Inspectors than Local Authorities as shown below.

Figure 3.3 – Breakdown of Projects

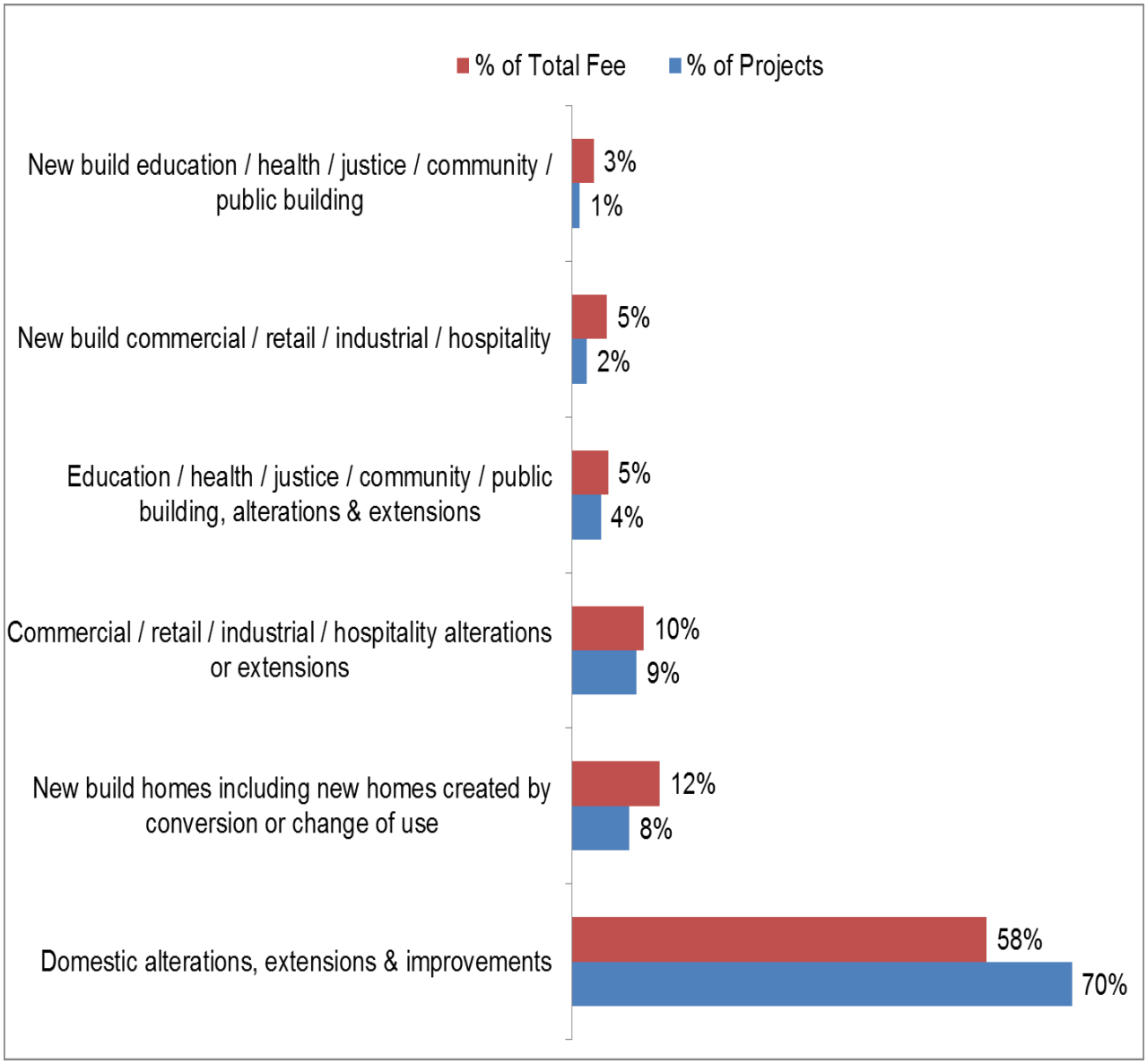


Figure 3.3 shows the median percentages of projects for 137 responses to this part of the survey and that the majority of projects were domestic alterations but that in general these projects earned lower building control fees, and that there were relatively smaller numbers

of new build homes, commercial and public building alterations, and commercial and public new builds but these earned higher building control fees.

This is much the same as in the 2012/13 report.

However, although the majority of projects for both Approved Inspectors and Local Authorities were domestic alterations Approved Inspectors had a smaller percentage of 52% than Local Authorities at 78%. Approved Inspectors also had nearly double the percentage (13%) of commercial extensions than Local Authorities (7%) The other categories were evenly split between Approved Inspectors and Local Authorities.

4. Building Control Staff

This part of the report is split into 4 sections:

People and Skills (4.1),

Specialist Experience (4.2),

Age and Gender profile (4.3), and

Respect for People (4.4).

4.1 People and Skills

The survey asked respondents to give their total number of staff in 11 categories, which covered:

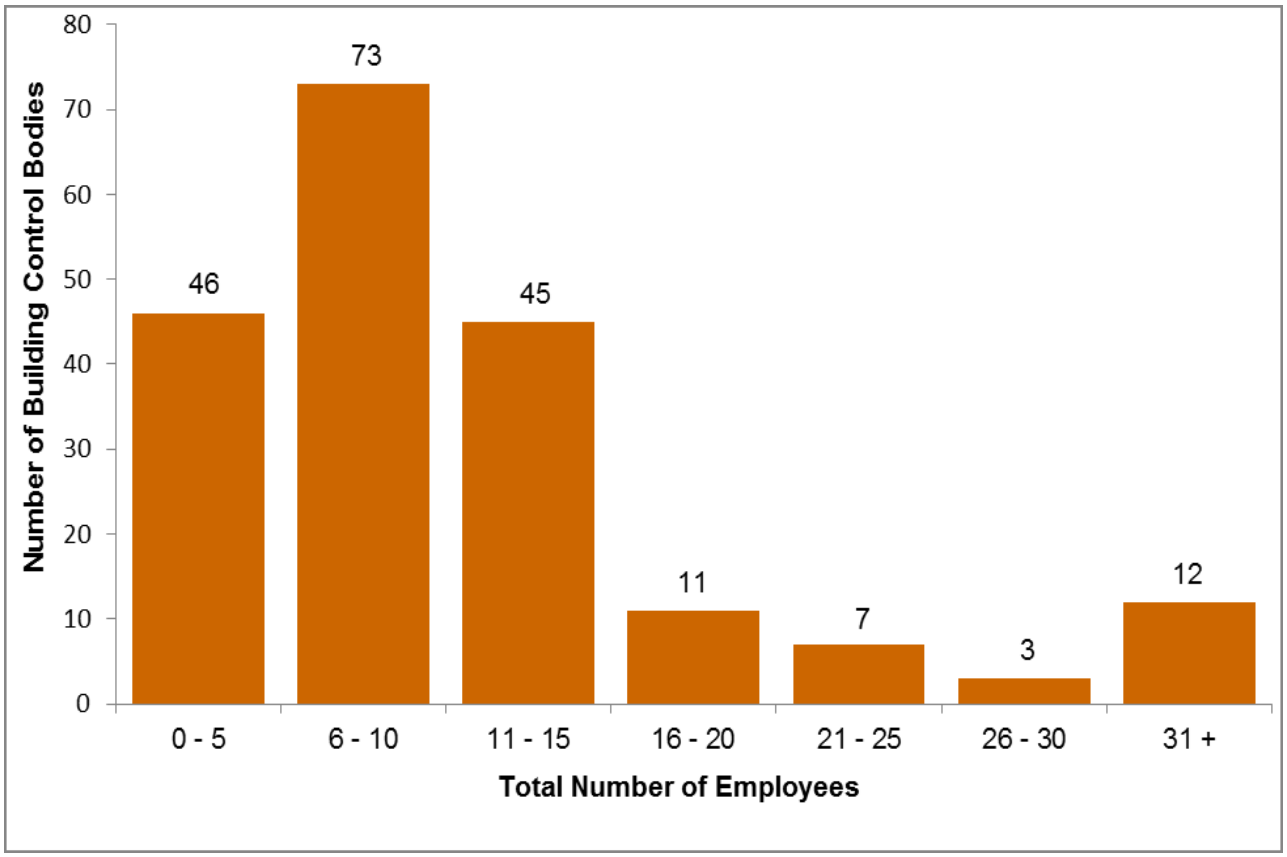
- direct and contract employees
- full time and part-time employees
- employees' qualifications.

The specific questions are set out underneath figure 4.1.2.

For part-time workers respondents were asked to provide full-time equivalent values, for example an employee working two days a week would be denoted as 0.4.

197 respondents provided information for this section. The median total number of employees was 9.0, with a mean of 12.4. Figure 4.1.1 shows the distribution of Building Control Bodies by total staff numbers. The mean is higher than the median as it is influenced by a few Building Control Bodies with very large workforces.

Figure 4.1.1 – Distribution of Total Number of Staff

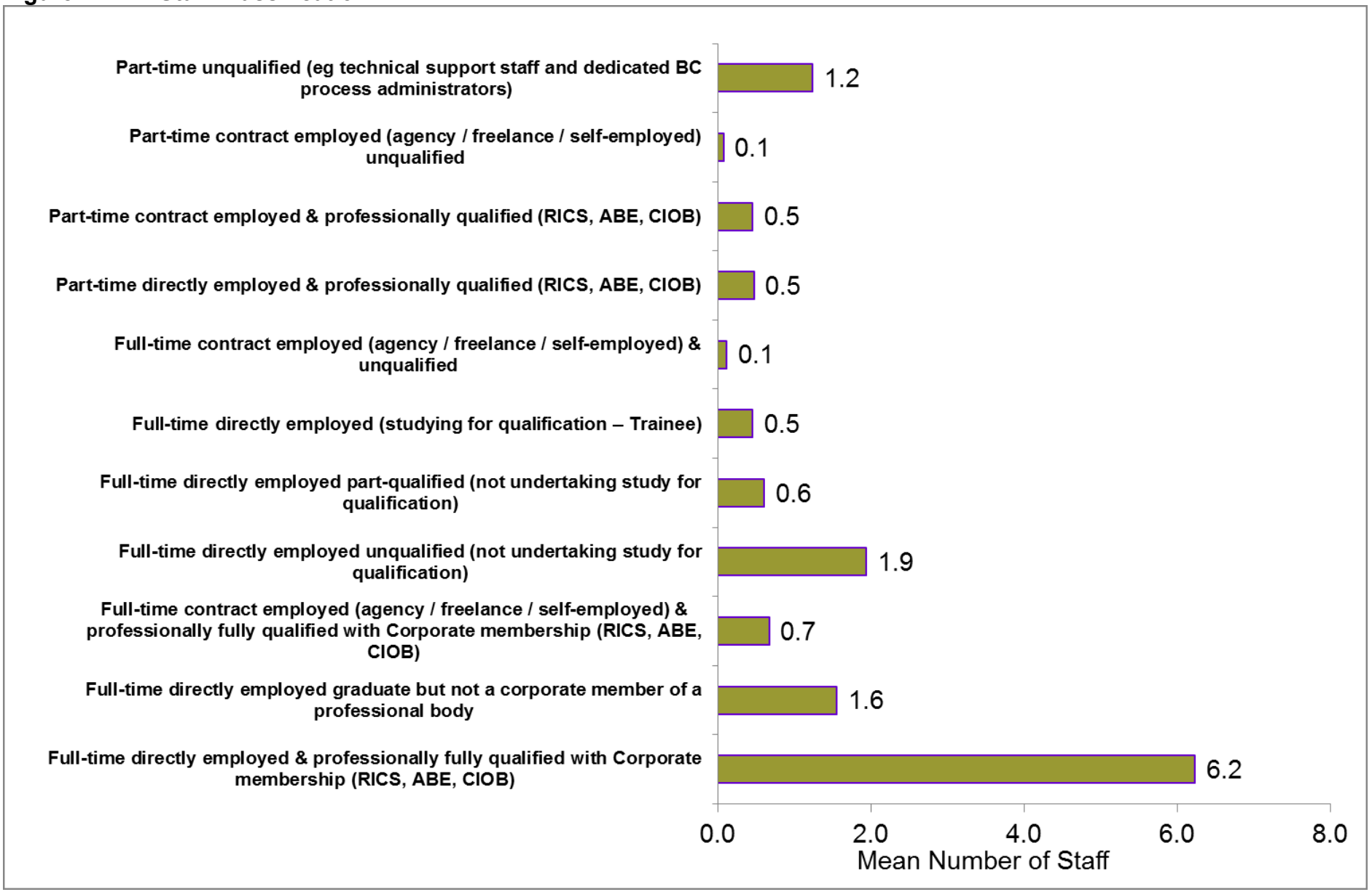


The majority (60%) of Building Control Bodies responding to the survey had 10 employees or fewer, and 83% of respondents had 15 employees or fewer. The majority of Approved Inspectors (37%) had 5 or fewer employees while the majority of Local Authorities (49%) had between 6 and 10 employees. However Approved Inspectors had a higher percentage (14%) of having 31 employees or more than Local Authorties (2%).

Figure 4.1.2 overleaf shows Building Control Bodies' mean number of staff by qualification and employment type.

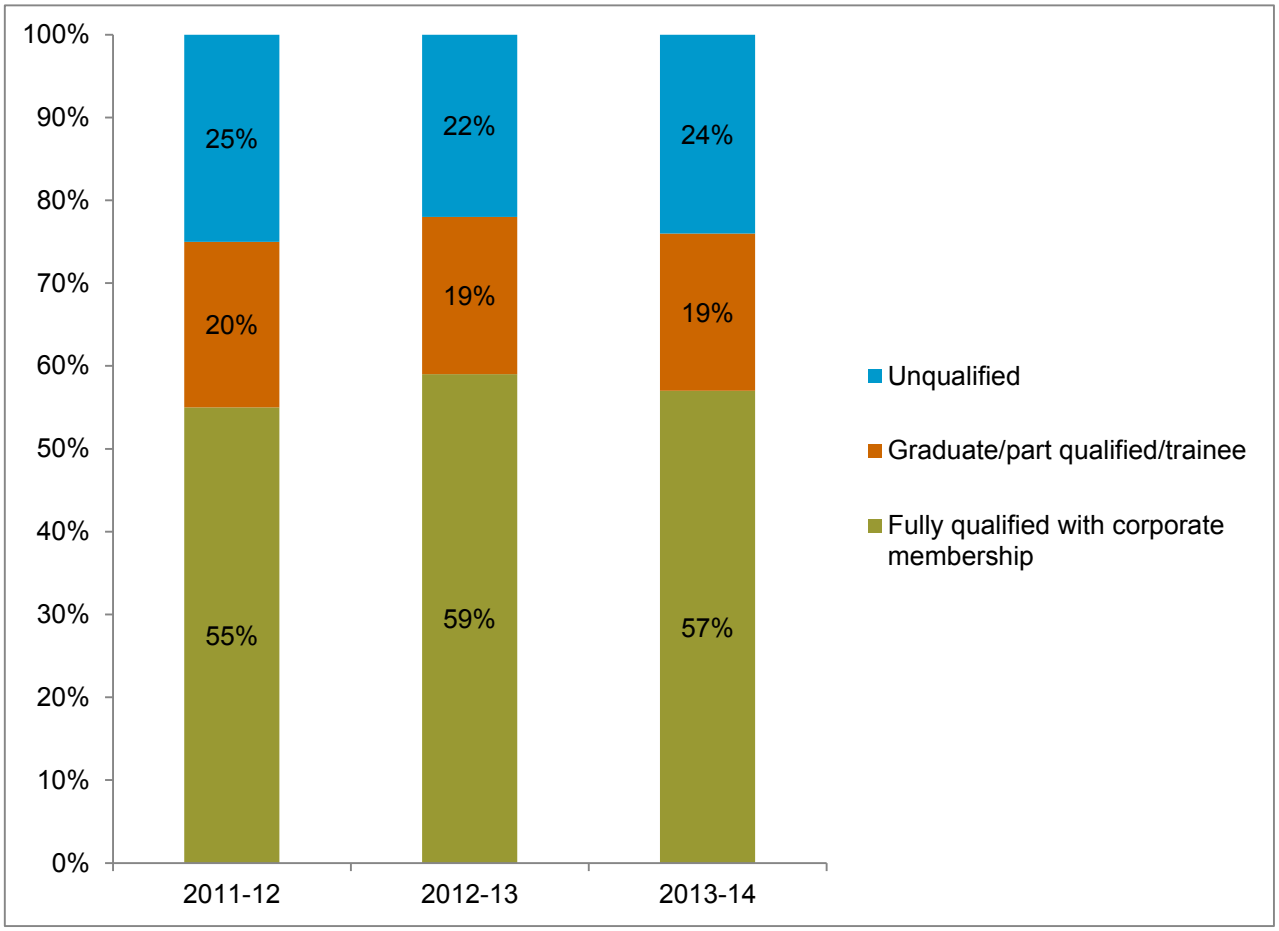
Of the 12.4 mean total number of employees, 6.2 (50%) were full time directly employed fully professionally qualified with corporate membership, with a further 1.6 (11%) full time directly employed graduates without corporate membership. The two other relatively large proportions are full and part time direct employees with no qualifications, which are presumed to be mainly administrative staff. Building Control Bodies tend to employ a smaller proportion of trainees than of part-qualified staff not undertaking further study.

Figure 4.1.2 – Staff Classification



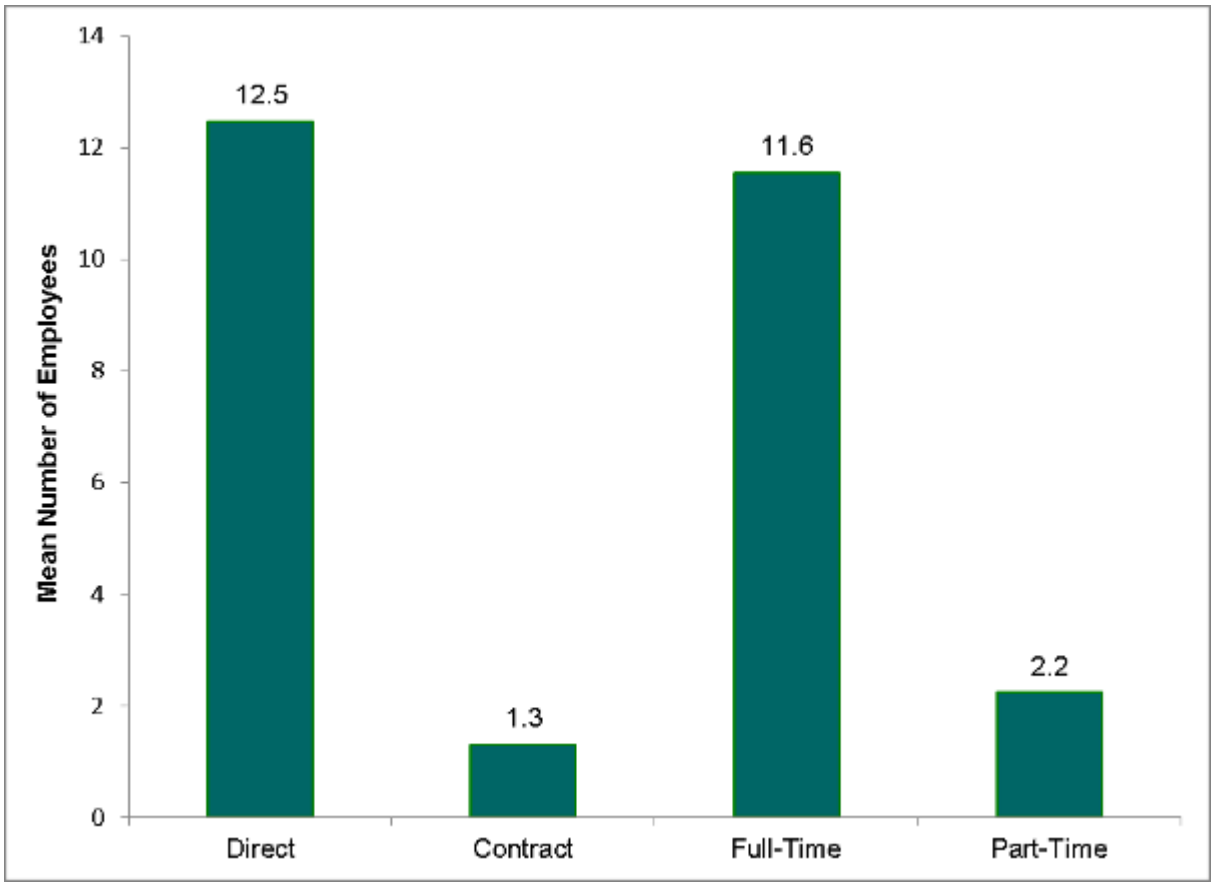
Including those working on a contract basis or part time, professionally qualified staff with corporate membership made up 57% of the average Building Control Bodies workforce. As figure 4.1.3 below shows, this is a slight decrease in this performance indicator, compared to 59% in last year's survey while there has been a slight increase in unqualified staff to 25% from 22% last year. The percentage of unqualified staff was similar for both Approved Inspectors (23%) and Local Authorities (25%). However, Approved Inspectors had a higher proportion (62%) of staff fully qualified with corporate membership than Local Authorities (51%). This means that Approved Inspectors have a lower proportion (15%) of graduates, part qualified/trainee than Local Authorities (23%).

Figure 4.1.3 – Mean proportion of staff by qualification



There are higher mean numbers of direct and full time employees than part-time and contract employees, which can be seen in fig 4.1.4 below.

Figure 4.1.4 – Staff by employment type



The use of contract staff seems to have increased again this year but at a much lower rate. In 2013-14 the mean number of contract staff employed was 1.3 while last year it was 1.2 double the number reported in 2011-12.The overall mean number of staff has declined slightly from 13.2 in last year's survey to 12.4 in 2013-14. This may imply that in the face of economic uncertainty Building Control Bodies are still looking to meet demand with flexible contractors rather than permanent staff. Three quarters of contract employees were fully qualified with corporate membership, equally split between part-time and full-time.

Part time workers are more likely than full time workers to be unqualified (e.g. technical support staff and dedicated Building Control process administrators); over half of part time staff were in this category. Around 39% of part time workers were professionally qualified, with equal proportions employed directly or on a contract basis.

The mean number of employees in each category was slightly higher for Approved Inspectors but the split between the four categories was similar for Approved Inspectors and Local Authorities. Both had higher mean numbers of direct and full time employees than part-time and contract employees.

4.2 Specialist Experience

The survey asked for the Building Control Bodies to input how many of their staff had extensive experience in each of 9 specialist areas of building control, as well as an 'other' category if staff have extensive experience in an area not mentioned.

Figure 4.2.1 – Staff Specialist Experience

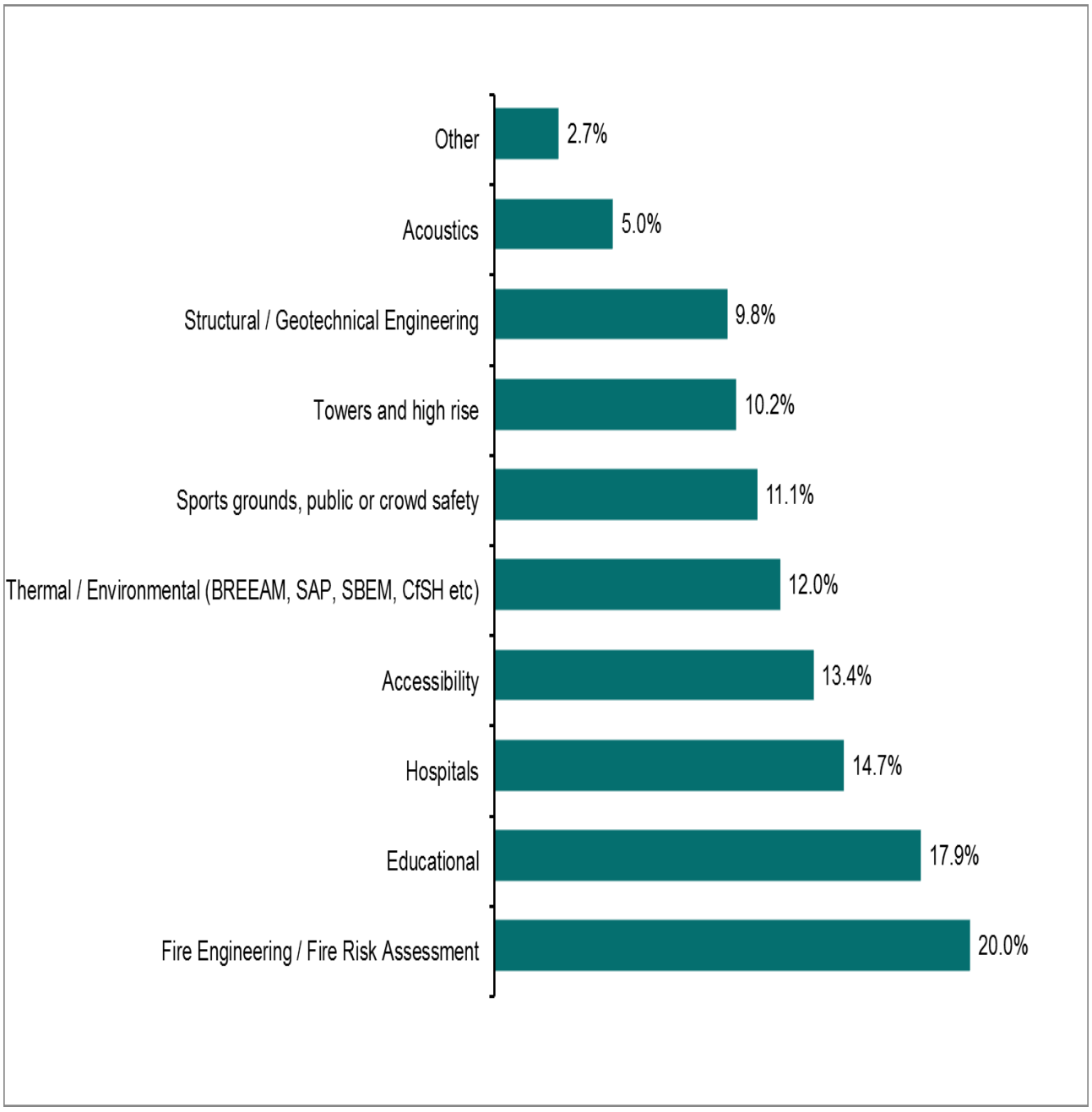


Figure 4.2.1 uses data returned from 191 Building Control Bodies. It shows the mean percentage of staff having each type of specialist experience.

The data shows that staff have the highest level of experience in fire engineering and risk assessment, followed by the second highest in educational buildings expertise. This was the same for both Approved Inspectors and Local Authorities. The weakest area appears to be acoustics, as only 5% of staff had extensive experience in this although this is an increase of 1% from last year's survey. This was also the weakest area for both Approved Inspectors and Local Authorities. All categories have seen an increase since last year's survey of between 0.7% and 3%.

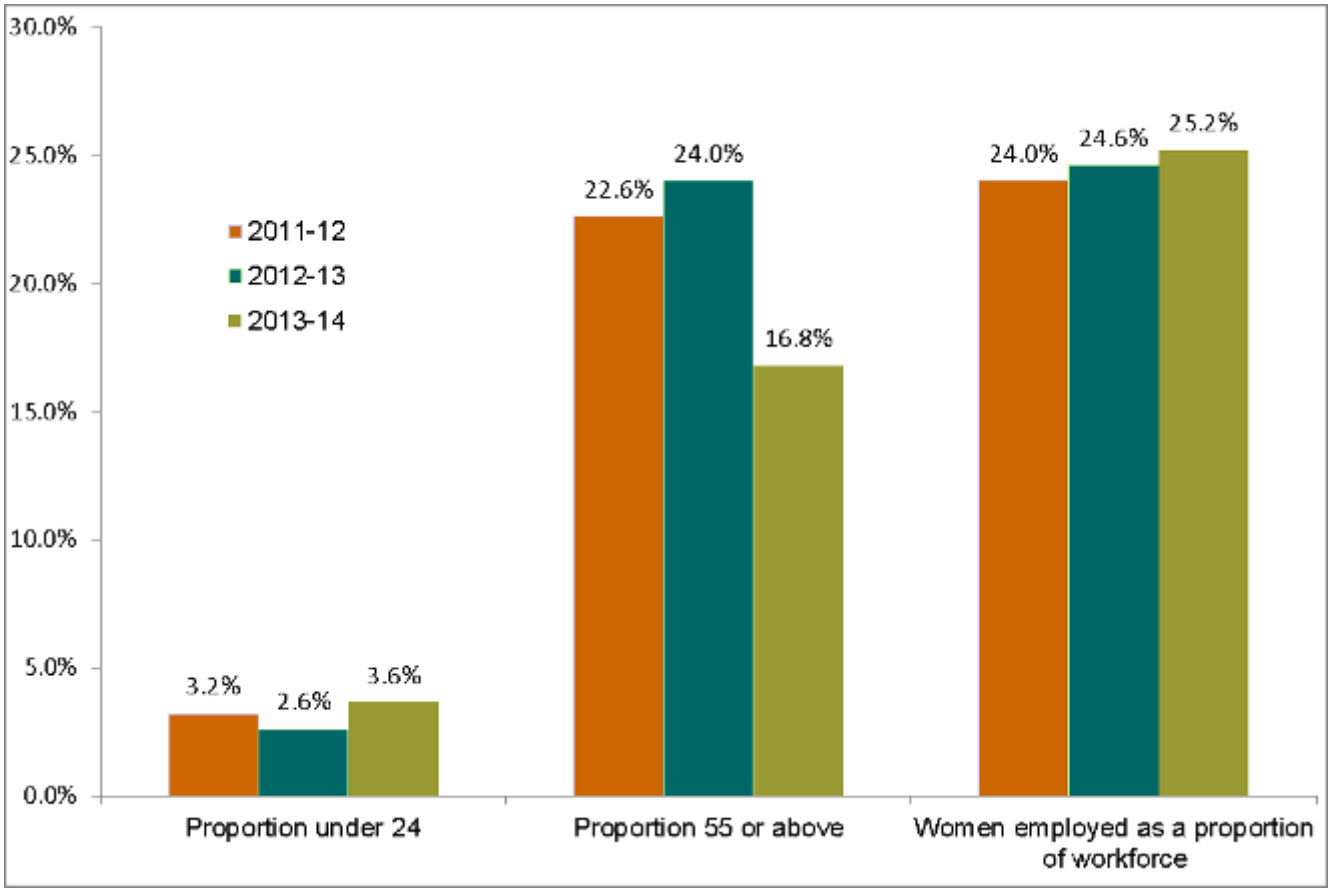
4.3 Age and Gender profile

The survey asked respondents to give the number of male and female staff within the following age ranges:

- Under 24
- 24-30
- 31-40
- 41-50
- 51-54
- 55-60
- 61+

Respondents were asked to include direct, full time, part time and contract staff. Figure 4.3.1 overleaf summarises the performance indicators from section 4.3 of the survey. 196 respondents provided data for this section of the survey.

Figure 4.3.1 – Mean Performance Indicator Scores for Age and Gender Distribution in the Workforce



Overall performance on these indicators is mixed. The mean proportion of staff under 24 has increased to 3.6%. It is slightly higher for Approved Inspectors at 5.3% and slightly

lower for Local Authorities at 2.6%. The mean proportion of the workforce who are 55 or above has decreased after a slight increase last year to 16.8%. It is slightly lower for Approved Inspectors at 14.3% and higher for Local Authorities at 16.8%. This shift is encouraging with younger staff gaining experience but there still appears to be a shortfall to be able to replace older staff heading for retirement.

The mean proportion of women in the workforce was 0.6 percentage points higher than in last year's survey; this is another small change which represents stability on this measure.

The mean proportion of women is just over a quarter (25.2%) The Group's survey methodology asked respondents for information on staff based on full time equivalent numbers[5]. Across the UK as whole, women have a greater likelihood of working part time. Estimates of the female proportion of the UK workforce in terms of full time equivalent figures are closer to 40%. This is still some way above respondents' average figure of 25.2%. The mean proportion of women for the Approved Inspectors who responded was 24.7% compared to a similar percentage of 25.2% for Local Authorities.

Figure 4.3.2 – Mean proportion of total staff by Age and Gender

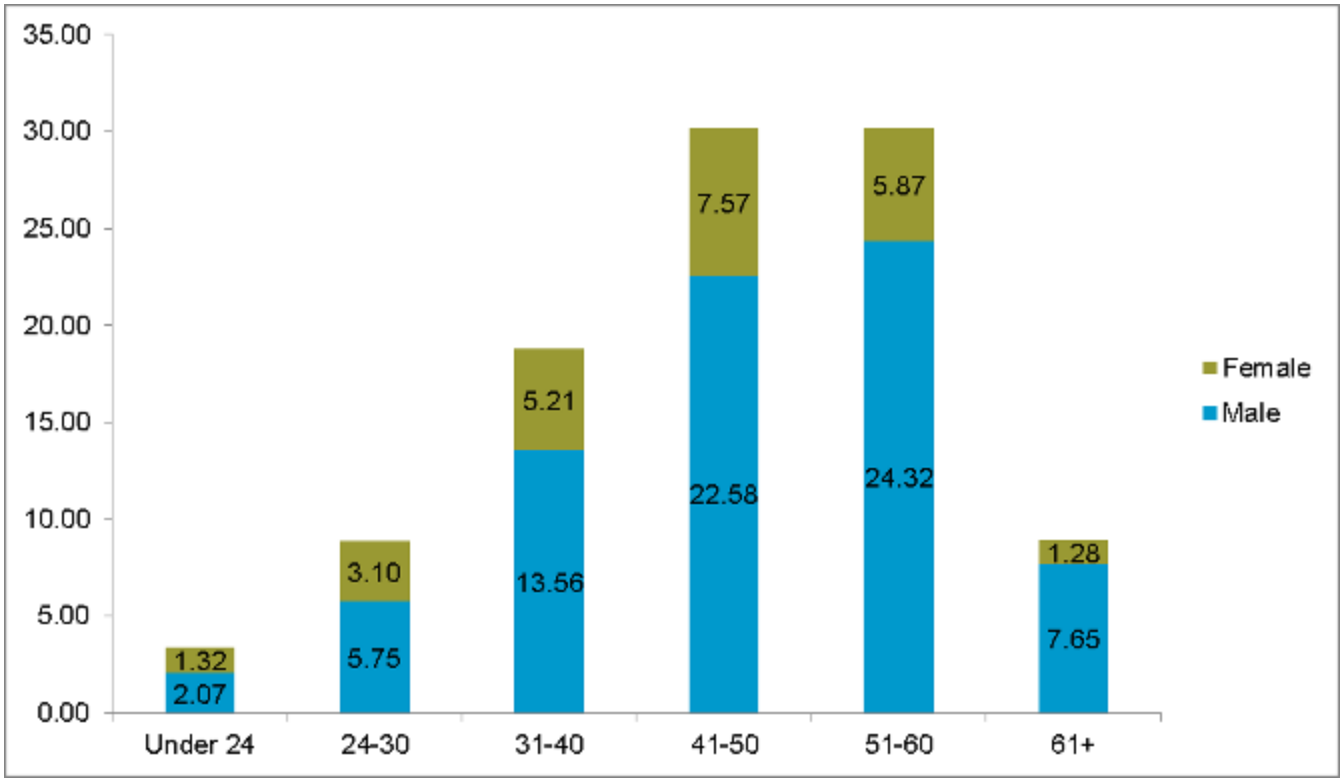


Figure 4.3.2 shows a more detailed breakdown of staffing profiles[6].and illustrates that employees' ages are heavily weighted around the 41-60 age ranges: the mean proportion of workers between these ages being 60% a 2% fall from last year's survey. There is a sharp drop in workforce proportion for the 61+ age group, the same as last year's survey. This is the same for both Approved Inspectors and Local Authorities.

[5] For example: A part time employee who worked 3 days a week would be counted as 0.6.
[6] Age bands 51-54 and 55-60 have been combined to aid visual comparison.

This chart also illustrates the proportion of women in each age group; this diminishes steadily as age increases. Women on average make up just over a third of employees under the age of 30. For employees between the ages of 30 and 50, this proportion falls to around a quarter. Women account for just a sixth of the 51-60 band and less still of those over 60.

Figure 4.3.3 – Distribution of over 50s in the Workforce

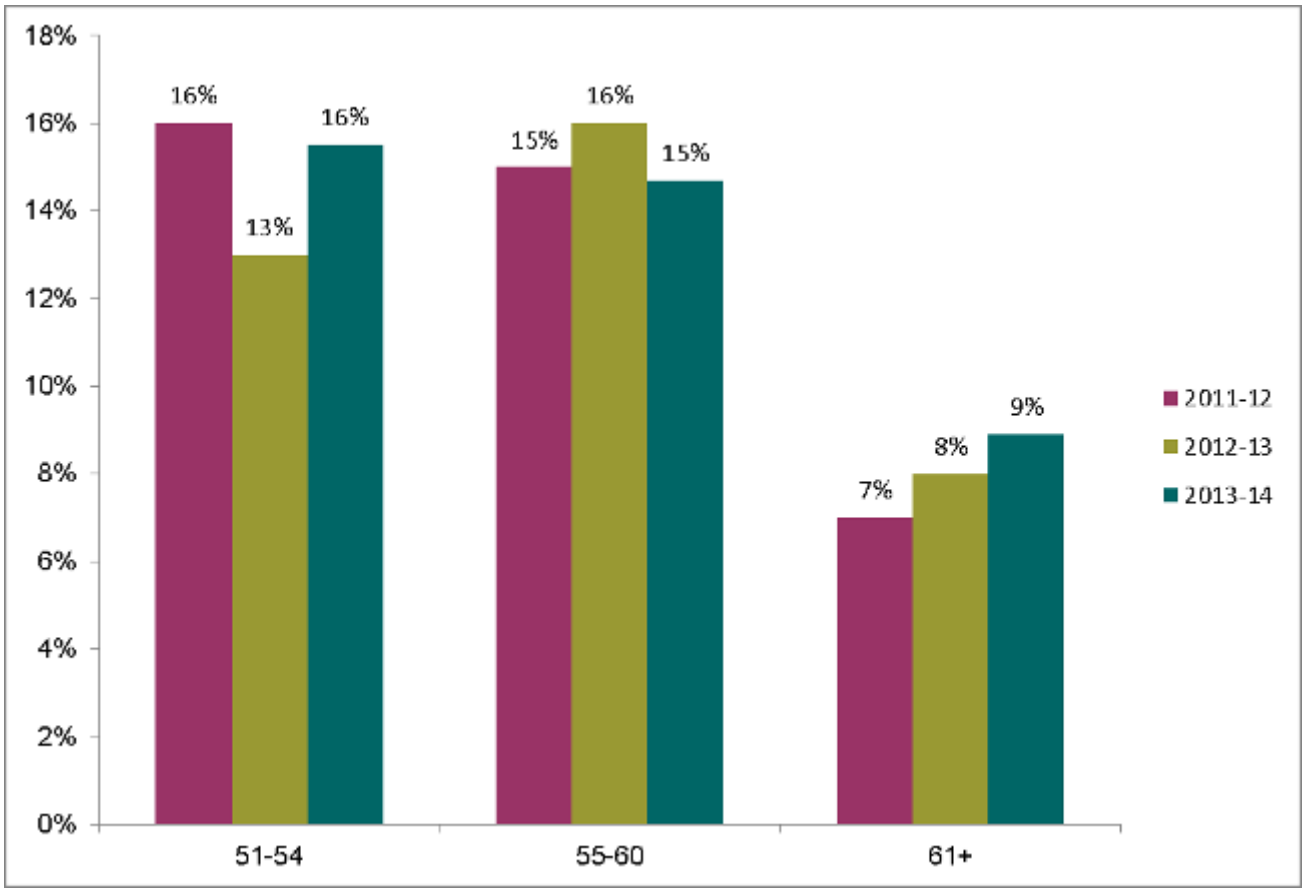


Figure 4.3.3 gives a more detailed distribution of the aggregated groups.

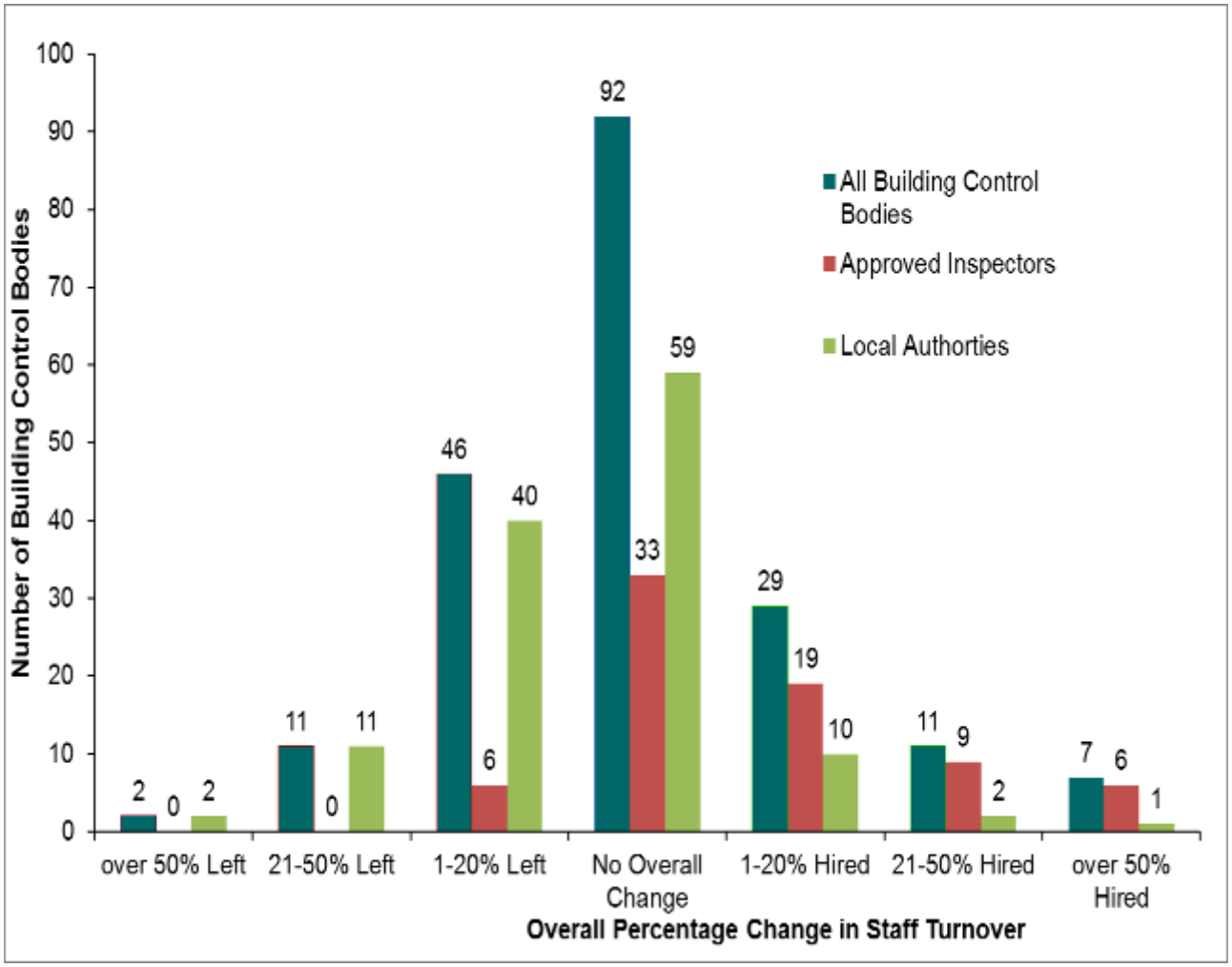
The proportion of employees in the bands aged 51-54 and over 61 has increased by 3% and 1% respectively. While the proportion of those aged 55 -60 has fallen by 1% in the mean proportion of employees. Figure 4.3.3 above shows that if the current trend continues, Building Control Bodies will have to replace their workforce at an accelerating rate over the next decade, and of course accommodate the issue of relative dilution of experience in the workforce.

4.4 Respect for People

The survey asked for the Building Control Bodies to give for the past twelve months the number of employees that left, the number that were recruited, and the number of employees that left and were replaced in their specific role.

The survey then asked for the total number of days that were lost due to sickness absence across all directly-employed staff, and the total number of training days provided for direct employees. Finally the number of direct employees covered by Investors in People recognition was requested.

Figure 4.4.1 – Staff Turnover



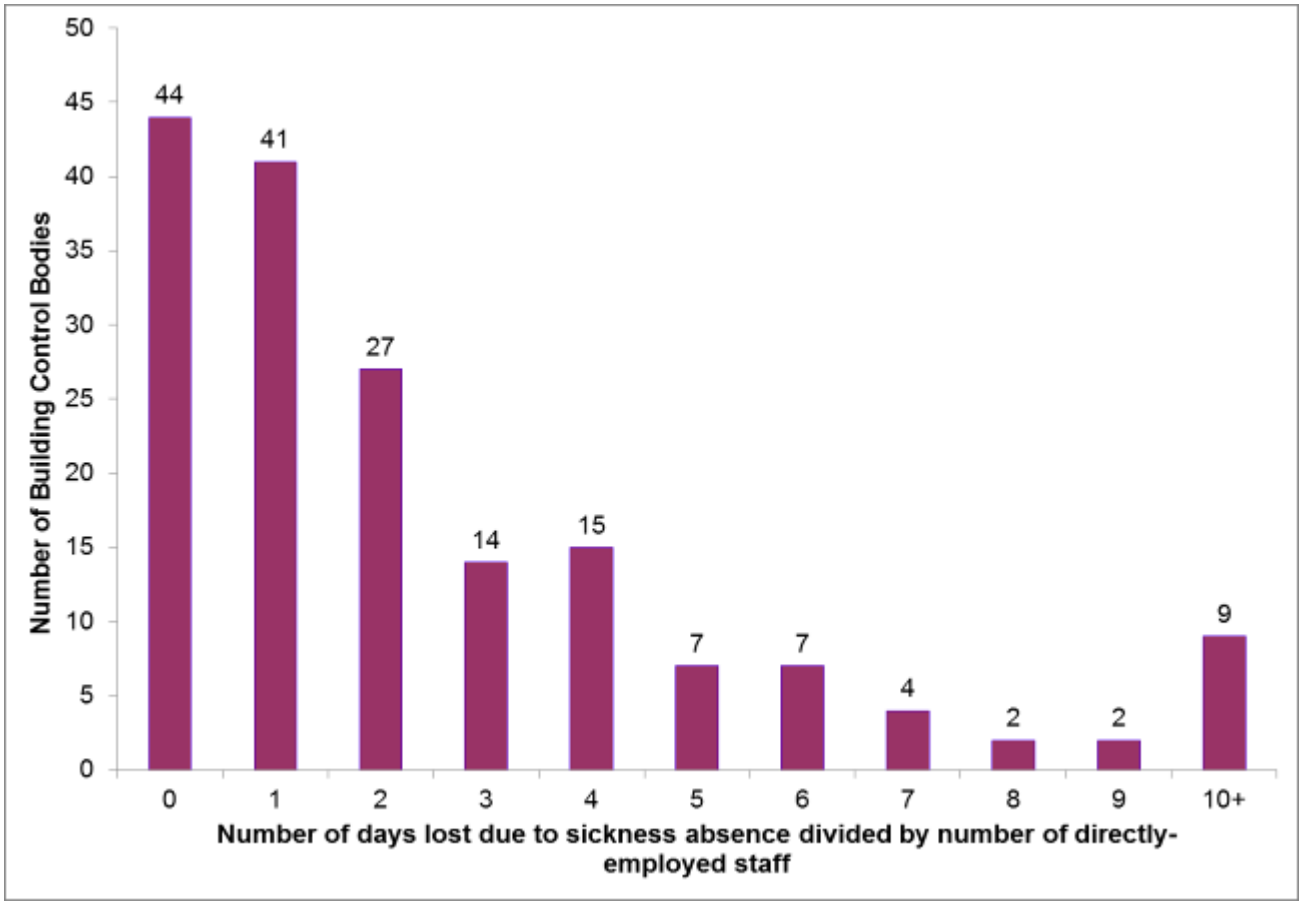
A shown in figure 4.4.1, more Building Control Bodies showed an overall loss in the number of employees than those that showed an increase. However the majority of Building Control Bodies recorded no overall change in the size of their workforce. So in general numbers of employees have fallen slightly, this could be due to the continuing recession or some other unknown factors. This was the same for Approved Inspectors with 33 (45%) of respondents having no overall change and 59 (47%) of Local Authorities. However more Local Authorities 53 (42%) had direct employees that had left compared

with 6 (8%) of Approved Inspectors. Local Authorities also hired less direct employees 13 (17%) compared with 34 (47%) of approved Inspectors.

The mean level of staff turnover, defined as the number of direct staff who left and were replaced divided by the total number of direct staff was 4.3%. This is low, but has increased slightly compared to the 4.0% in last year's survey. This small upturn in staff turnover could be a result of increased staff movement between Building Control Bodies, or an accelerating need to replace retired workers. 128 of 182 Building Control Bodies that responded had not replaced any direct staff during the last 12 months.

Figure 4.4.2 below shows the distribution of sickness absence per employee. It includes data from the one hundred and sixty nine (169) Building Control Bodies that responded to this Performance Indicator.

Figure 4.4.2 – Distribution of Sickness Absence



The distribution is weighted towards lower sickness absences which is an encouraging result. The median is 1.5 days per direct employee, and the mean is higher at 3.1.This performance indicator has improved slightly to last year's survey, with sickness absence rates median slightly down from 1.6 and the mean is up at 3.1. However, Approved Inspectors had a lower median of 1 day per direct employee compared to 4.5 days for Local Authorities. The mean for Approved Inspectors was also lower at 0.8 compared to 2.5 for Local Authorities. This was due to Approved Inspectors not having more than 7 days while there were still a number (17%) of Local Authorities that had 7 or more days.

Figure 4.4.3 – Distribution of Training Days Given to Direct Staff

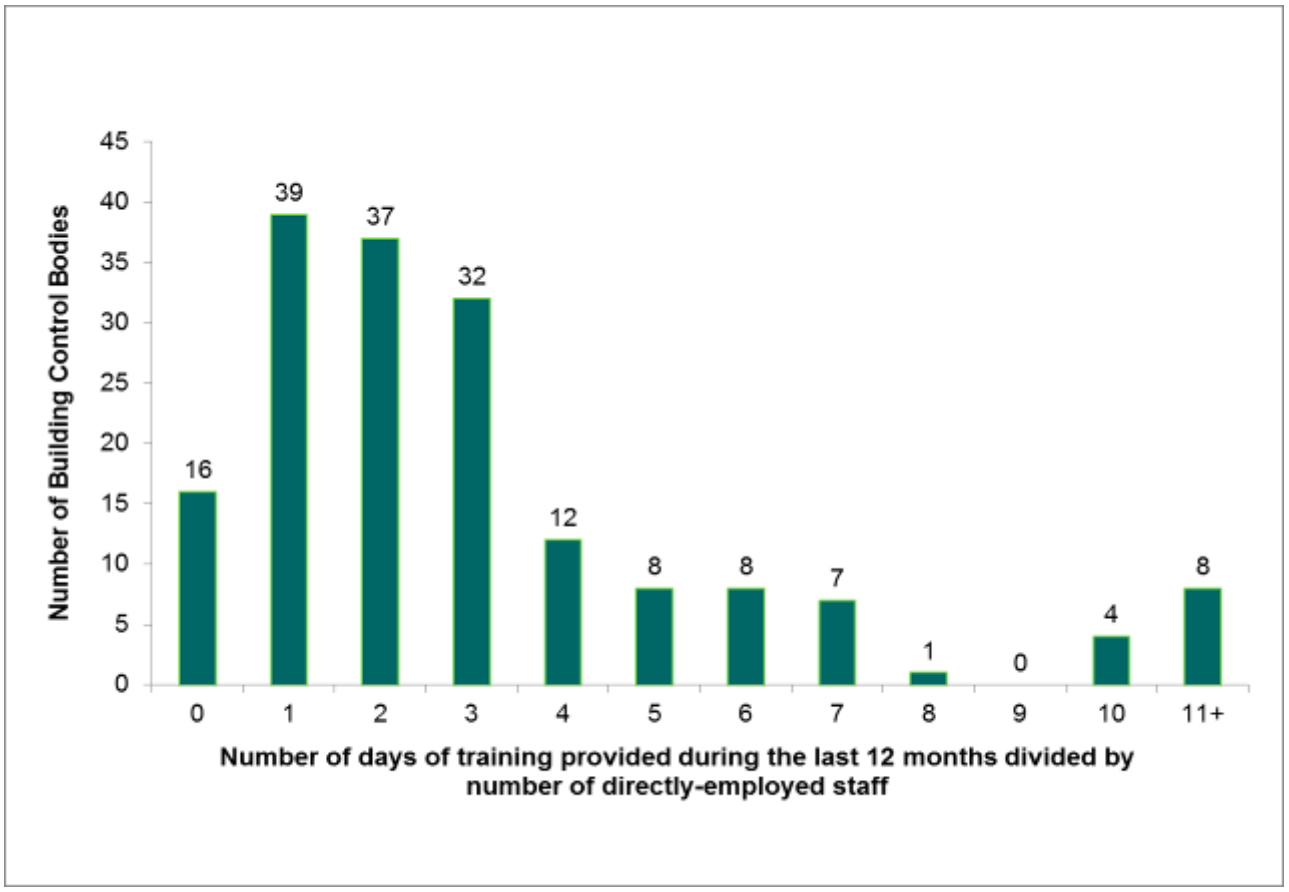


Figure 4.4.3 above shows the distribution of the mean number of training days provided for each employee. One hundred and seventy two (172) Building Control Bodies returned data for this Performance Indicator.

This distribution shows that 79.1% of Building Control Bodies gave their employees up to 4 training days each, similar to last year which was 79.6%. The median number of training days given was 2.3, and the mean was higher at 3.2 due to a few reports of 11 or more training days being given the same as last year.

Approved Inspectors had a slightly lower mean of 3 and median of 2.1 compared to Local Authorities who had a mean of 3.4 and median of 2.4.

Investors in People

Of the one hundred and seventy seven (177) Building Control Bodies that responded, 47 had 100% of direct employees covered by the Investors in People recognition programme, and 118 did not cover any employees with the programme.

Explanations of the Performance Indicators

Process Delivery

1. Process Management of Building Control Compliance Operations

Measure: Ranking score of the Building Control Body's coverage and organisation of their process management system.

The aim of this performance indicator is to assess the coverage and depth of the Building Control Body's process management system. A ranking score for the process/quality management system in place is calculated based upon the extent of the building control process covered by the system and whether the system covers:

- appropriate resource allocation
- customer feedback
- record keeping
- third party accreditation & audit

Customer Satisfaction

2. Complaints Handling Processes

Measure: Number of complaints received as a proportion of building control applications

This headline indicator is calculated using total number of complaints during the last 12 months as a proportion of the number of building control applications received during the same period.

Building Control Bodies can also derive subsidiary indicators from the survey data to assess split complaints between technical and service issues and the proportion that were 'satisfactorily' resolved for the customer.

It should be noted that as projects will run across the year end, any complaints received will not necessarily relate to building control notices issued during the year. In addition the number of active projects during the year is likely to be greater than the number of applications, while it is possible that multiple complaints could be lodged against one project. Accordingly, whilst the Performance Indicator is a valuable management tool for assessing a body's relative performance, it does not provide a definitive calculation of the proportion of projects against which complaints are lodged.

3. Breakdown of Building Control work

Measure: Number of building control applications received and how many of these applications have started construction as well as the total value of the building control fees for these applications.

Subsidiary indicators are also included to assess the split of applications and fees by market segment and as a percentage of the total.

4. Building Control Staff

4.1 People and Skills

Measure: Proportion of staff in a building control office role that are fully qualified with corporate membership (The Royal Institute of Chartered Surveyors (RICS), Association of Building Engineers (ABE), Chartered Institute of Building (CIOB)).

This is a headline indicator of the building control body's ability to deliver a quality service by ensuring that the advice provided to applicants has a sound basis and that regulation is consistent and well-grounded through the use of appropriately skilled staff.

4.2 Specialist Experience

Measure: Proportion of staff in a building control office role that have additional qualification or extensive experience in specific area (e.g. Structural/Geotechnical Engineering, Educational).

4.3 Age and Gender Profile

Measures: The collected data on staff profile question provides a suite of indicators on staff make-up by gender and age.

4.4 Respect for People

Staff turnover and sickness absence are valuable indicators of staff morale. They are Respect for People Performance Indicators included in the UK Construction Industry Key Performanced Indicators as:

- they provide insight into staff morale
- the Performance Indicators have implications for the delivery of an effective service to customers. High rates of staff turnover or sickness absence could potentially adversely affect the quality of service or even technical advice provided
- the data is readily available to managers.

The measures cover training and Investors in People which are indicators of the organisations commitment to and investment in developing its staff resources that can have implications for the long term performance and success of the organisation. The measures on staff make-up provide indicators of social inclusiveness that also have potential implications for the longer term success of the organisation.

Staff turnover

Measure: Number of direct employees that left the company during the year as a proportion of all direct employees.

Sickness absence

Measure: Number of working days lost due to sickness absence per direct employee.

Training

Measure: Average number of training days provided by the Building Control Body across all direct employees.

Investors in People:

Measure: Proportion of direct employees covered by Investors in People recognition.

Staff Composition

Measures: The collected data on staff profile question provides a suite of indicators on staff make-up by age and gender including:

- women as a proportion of the workforce
- people under 24 as a proportion of the workforce
- people over 55 as a proportion of the workforce.

Appendix 1

List of respondents for 2013/14 survey

Approved Inspectors

A.B.C. Certification
Act Building Control Limited
Active Building Control
Adrian Thomas Building Control Limited
Aedis Regulatory Services Limited
Align Building Control Limited
Approved Design Consultancy Limited
Approved Inspector Services Limited
Approved Inspectors Limited
Ask Building Control Limited
Assent Building Control Limited
Asset Building Inspectors Limited
Asure Survey Limited trading as Assure Building Control
Ball and Berry Limited
BBS Building Control Limited
Bespoke Building Control Limited
BlueKeep Building Control Limited
BRCS (Building Control) Limited
Buckley-Lewis Partnership Limited
Building Consents Limited
Building Control Partnership Limited
Building Control Services AI Limited
Butler & Young Limited / Butler & Young Residential Limited
Capital Approved Inspectors Limited
Carillion Specialist Services Limited
Celtech Consultancy Limited
Clarke Banks Limited
Coast 2 Coast Building Control Limited
Complete Building Control Limited
Cook Brown Building Control Limited
Cornwall Building Control Limited
CPR (Construction Plans & Regulations) Limited
Dunwoody Building Legislation Limited
Greendoor Building Control & Specialist Services Limited
Guy Shattock Associates Limited
Harwood Building Control Approved Inspectors Limited
HCD Building Control Limited
Head Projects Building Control Limited
J M Partnership (Surveyors) Limited
James Anthony Bourje Approved Inspector Limited
jhai Limited

LBC (South) Limited
Lewis Berkeley Building Control Limited
LHR Building Control Services Limited.
London Building Control Limited
MC Plan & Site Services Limited
Meridian Consult Limited
MFA Building Control Limited
MLM Building Control Limited
Morgan Wolff Limited
NHBC Building Control Services Limited
Oculus Building Consultancy Limited
OnSite Building Control Limited
Premier Guarantee Surveyors Limited
Prime Construction Consultants Limited
pt Building Standards Limited
PVM Building Control Services Limited
PWC Building Control Services Limited
Quadrant Approved Inspectors
Regional Building Control Limited
RH Building Consultancy Limited
Ryan Property Consultants Limited
Salus Approved Inspectors
Shore Engineering Limited
Spire Building Control Services Limited
STMC (Building Control) Limited
Studious Limited
SWH Approved Inspectors Limited
Thames Building Control Limited
The Building Inspectors Limited
ToP Building Control Limited
Total Building Control Limited
Turton Building Control Limited
Wilkinson Construction Consultants Limited
Yorkshire Building Control Limited
Yorkshire Dales Building Consultancy Limited

Local Authorities in England

Acivico Building Consultancy Limited - Birmingham City Council
Allerdale Borough Council
Amber Valley Borough Council
Ashfield District Council
Barrow-in-Furness Borough Council
Basingstoke and Deane Borough Council
Bassetlaw District Council
Bath & North East Somerset Council
Bedford Borough Council
Blackpool Council
Bolton Metropolitan Borough Council
Borough Council of Wellingborough
Borough of Broxbourne
Borough of Poole
Boston Borough Council
Bracknell Forest Council
Braintree District Council
Bristol City Council
Broxtowe Borough Council
Bury Metropolitan Borough Council
Calderdale Council
Cambridge City
Cannock Chase and Stafford Building Control Service
Carlisle City Council
Central Bedfordshire Council
Chelmsford City Council
Cherwell District Council and South Northants Council
Cheshire East Council
Cheshire West and Chester Council
Chichester District Council
Christchurch and East Dorset Councils
City of Bradford Metropolitan District Council
City of Lincoln Council
City of London Corporation
City of York Council
Copeland Borough Council
Craven District Council
Darlington Borough Council
Dartford Borough Council
Derby City Council
Devon Building Control
Doncaster Metropolitan Borough Council
East Cambridgeshire District Council

East Herts District Council
East Lindsey District Council trading as Lincs Building Consultancy
East Northamptonshire Council
Eden District Council
Epsom & Ewell Borough Council
Fylde Borough Council
Guildford Borough Council
Harborough District Council
Harlow Council
Hartlepool Borough Council
Huntingdonshire District Council
Ipswich Borough Council
Leeds City Council
Liverpool City Council
London Borough of Barnet
London Borough of Brent
London Borough of Enfield
London Borough of Hackney
London Borough of Haringey
London Borough of Harrow
London Borough of Havering
London Borough of Lambeth
London Borough of Newham
London Borough of Richmond
London Borough of Southwark
London Borough of Sutton
London Borough of Tower Hamlets
London Borough of Wandsworth
Mendip District Council
Mid Sussex District Council
Middlesbrough Council
Milton Keynes Council
Newark and Sherwood District Council
Newcastle City Council
North Dorset District Council
North Hertfordshire District Council
North Kesteven District Council
North Lincolnshire Council
North Tyneside Council
North West Leicestershire District Council
Pennine Lancashire Building Control
Peterborough City Council
Portsmouth City Council
Preston City Council
Reading Borough Council
Rochdale Council

Rossendale Borough Council
Rother & Hastings Building Control Partnership
Rotherham Metropolitan Borough Council
Royal Borough of Greenwich
Royal Borough of Kingston
Rugby Borough Council
Runnymede Borough Council
Rushcliffe Borough Council
Sedgemoor District Council
Sefton Metropolitan Borough Council
Sheffield City Council
Slough Borough Council
South and Vale Building Control
South Cambridgeshire District Council
South Derbyshire District Council
South Gloucestershire Council
South Kestevan District Council
South Ribble Borough Council
St Albans District Council
St Helens Council
Stevenage Borough Council
STG (South Thames Gateway) Building Control Partnership
Stroud District Council
Surrey Heath Borough Council
Sussex Building Control (Horsham & Crawley)
Taunton Deane Borough Council
The Adur and Worthing Local Authority Building Control Partnership
Warrington Borough Council
Warwick District Council
Wealden District Council
West Berkshire Council
West Dorset District Council
West Somerset Council
Westminster City Council
Weymouth and Portland Borough Council
Winchester City Council
Wirral Council
Woking Borough Council
Wokingham Borough Council
Wycombe District Council
Wyre Council

Local Authorities in Wales

Bridgend County Borough Council
Caerphilly County Borough Council
Ceredigion County Council
City and County of Swansea
Conwy County Borough Council
Denbighshire County Council
Flintshire County Council
Gwynedd Council
Isle of Anglesey County Council
Neath Port Talbot County Borough Council
Newport City Council
Pembrokeshire County Council
Powys County Council
Rhondda Cynon Taf County Borough Council
Torfaen County Borough Council
Wrexham County Borough Council