

CHESHIRE EAST COUNCIL

REPORT TO: Jobs, Regeneration and Assets Overview and Scrutiny Committee

Date of Meeting: 24 October 2016
Report of: Director of Planning & Sustainable Development
Subject/Title: Civicance Ltd – Progress Update
Portfolio Holder: Councillor Arnold

1.0 Report Summary

- 1.1 This report provides Members of the Committee with an update on the progress and performance of the ASDV of Civicance Ltd for the first half of the 2016/17.

2.0 Recommendation

- 2.1 The Committee is requested to note the progress made by Civicance Ltd.

3.0 Reasons for Recommendation

- 3.1 As part of the Council's move towards being a "Commissioning Council" Civicance Ltd as one of the Council's new Alternative Service Delivery Vehicles (ASDVs) is key to the delivery of a range of services and "outcomes" for local residents. It is important to ensure that these are achieved through the ongoing monitoring of the Contract.

4.0 Wards Affected

- 4.1 N/A

5.0 Local Ward Members

- 5.1 N/A

6.0 Financial Implications

- 6.1 Civicance receives a Management Fee for the delivery of service to be renegotiated annually with the Council.

7.0 Legal implications (authorised by the Borough Solicitor)

- 7.1 Civicance has a 7 year contract with Cheshire East. The contract commenced on 1st April 2015.

8.0 Commentary

8.1 Civicance Ltd has now been operational for some 18 months, delivering the following services:

- Building Control
- Local Land Charges
- Planning Support, liaison and customer interface
- Street Naming and Numbering

8.2 Appendix 1 provides details of the performance from April to September 2016. This shows a continued busy period of activity across all the main service areas with some key operational achievements. This has included registration of over 3000 planning applications, 1350 Building Regulation applications, responding to 60 dangerous structures and handling over 4800 land charge search requests.

8.3 Building Control remains a challenging competitive market with the focus on delivering a responsive service whilst continuing to market the services they can offer. However, building control work from Staffordshire Moorlands and High Peak Councils is now undertaken on a daily basis.

8.4 A number of business improvement changes have now also been made – particularly to improve the planning support service. The speed of application registration continues at very high levels and hitting identified targets with strong positive feedback from customers. In liaison with Development Management, the focus over the coming months will now shift to a review of the quality of applications.

8.5 Land Charge searches remain buoyant with an improvement in turnaround performance due to additional training which has enabled Civicance to take control of all the questions within the search.

8.6 Financially, Civicance remains on track to meet a net nil position for the Authority.

9.0. Appendices

Appendix 1 – Performance Update Report

10.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

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