



Heather Jones Strategic Lead 6 November 2020

- ▶ Fellow CIOB, CABE, ILM, AiFireE
- ▶ LABC Local Authority Building Control
 - Non Executive Board Director
 - Senior Vice President
 - Chair of Council
 - Exec Member LABC Cymru
- ▶ CIOB Chartered Institute of Building
 - Cambridge Hub member
- ▶ Previous:
 - BRACW Building Regulations Advisory Committee Wales
 - CIOB External Verifier

Career History



- ▶ Previous roles:
 - Development Officer Welsh Housing Association
 - Lecturer

- ▶ Welsh Unitary Authority
 - Contracts Officer Housing
 - Professional Lead Building Control

- ▶ East Midlands
 - Business Manager for 3 Councils Shared Service

A 3 councils partnership



- ▶ A partnership of three councils in operation since September 2015
- ▶ A team of technical support officers and surveyors
- ▶ Professional, highly experienced and greatly valued by partners and clients
- ▶ Reputation of a transformational team that often goes the extra mile to exceed customer expectations

3C Shared Services



LABC (Local Authority Building Control) Membership organisation

- ▶ Brings together all building control teams across England & Wales (320+ authorities)
- ▶ 3,700 Building Control Professionals
- ▶ Providing national guidance and consistency, technical training & policy guidance
- ▶ The industry voice for Public Service Building Control



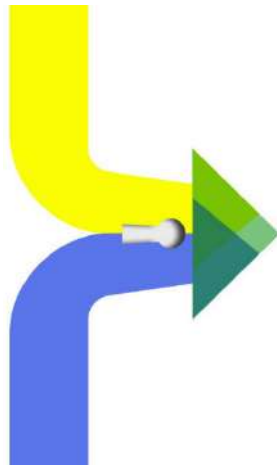
Building Excellence
AWARDS 2020

Regional Winner



3C Shared Services

Plan Versus Reality!



3C Shared Services - the journey!



- ▶ Developing a solution to address issues of capacity
- ▶ Embedding and overcoming the challenge of the new delivery model
- ▶ Benefits to the individual, customer and community

3C Shared Services - Capacity and Resilience



- ▶ Developing a solution to address issues of capacity
 - Recruitment and retention strategies
 - Coaching and mentoring
 - Apprentices
 - Performance and benchmarking
 - Team development

3C Shared Services - Capacity and Resilience



- ▶ Strategic Lead
- ▶ Professional Team
 - Principal
 - Senior
 - Surveyor
 - Assistant Surveyor
 - Apprentice
 - Considerate Contractor
 - Street Naming and Numbering
- ▶ Business Development Team
 - Technical Support Team Leader
 - Technical Support Officer

3C Shared Services - New Delivery Model



- ▶ Embedding and overcoming the challenge of the new delivery model
 - Team development
 - Digital transformation
 - QMS system
 - Improved financial management & market share
 - Partnership working
 - New Initiatives such as with F&RS

3C Shared Services - New Delivery Model



3C Shared Services
Local Authority Building Control

Is 3 years old...

...and we're celebrating!

Come meet the 3C team and celebrate our 3rd birthday with us on **Thursday 1st November.**

Pop in between 15:00 and 16:00. We'll be in the 1st floor committee rooms in the Guildhall at Market Square.

We have timed this to coincide with the Cambridge Winter Beer Festival which has a break from 15:00. We will be serving our LABC beer "Victrolux" made by Milton Brewery, there will also be something fizzy, cake and nibbles.

www.3csharedservices.org/

Mark Taylor, Commercial Director of LABC will make a short presentation during the afternoon.

Please let us know if you hope to attend.
E: buildingcontrol@3csharedservices.org
W: <http://www.3csharedservices.org/>
T: 0300 7729422

3C Shared Services

Award-winning building control

Call 0300 772 9422 or visit www.3csharedservices.org/

3C Building Control continues to demonstrate resilience as a successful shared service, winning numerous awards and continuing to expand and develop the whole team.

We have responded to the demands of the industry and work as a team member, providing the service it needs, giving pre-app advice at early RIBA design stages through to rigorous site inspections and completion.

This ensures early design certainty and delivery of that design on site.

We have always believed that this is the right type of Building Control, but now more than ever!

5 of our 17 surveyors are now LABC certified "in scope" surveyors, and they make up a diverse and experienced team."

A large, stylized metal spring graphic that curves upwards and to the right, occupying the right side of the advertisement.

3C Building Control **@3cBuilding**

3C Shared Services - Benefits



- ▶ Benefits to the individual, customer and community
 - Partnership working
 - Collaborative working and team spirit
 - Award winning
 - Networking and education
 - Responsive, well managed and professional

3C Shared Services - Benefits



What our Customers say!

“I would like to take this opportunity to say how very impressed I've been with the whole process from my initial phone call to ask what was needed, through to the permission being granted. Helpful people, clear instructions, speedy responses (by phone and email), minimum administration and the least stressful part of this project by far!”

3C Shared Services - What next?



“...The government is committed to bringing about the biggest change in building safety for a generation...”

20 January 2020 Housing Secretary Rt Hon Robert Jenrick MP

THANK YOU

ANY QUESTIONS?

