



NORTH YORKSHIRE BUILDING CONTROL PARTNERSHIP

Wednesday 13 March 2019 at 1.30 pm

Galtres Centre, Easingwold

Agenda

- 1 **Apologies for absence**
- 2 **Minutes** (Pages 3 - 4)
- 3 **Urgent Business**
To receive notice of any urgent business which the Chairman considers should be dealt with at the meeting as a matter of urgency by virtue of Section 100B(4)(b) of the Local Government Act 1972.
- 4 **Declarations of Interest**
Members to indicate whether they will be declaring any interests under the Code of Conduct.

Members making a declaration of interest at a meeting of a Committee or Council are required to disclose the existence and nature of that interest. This requirement is not discharged by merely declaring a personal interest without further explanation.
- 5 **Budget Report 2019-20 Orig** (Pages 5 - 8)
- 6 **Budget 2019-20 Orig (Summary)** (Pages 9 - 10)
- 7 **Monitoring Report to 31-1-19** (Pages 11 - 14)

- 8 **Monitoring Statement to 31-1-19 (Summary)** (Pages 15 - 16)
- 9 **Performance Board Report - April 18 to December 18** (Pages 17 - 22)
- 10 **Appendix 1 - NYBCP Service Delivery Plan** (Pages 23 - 30)
- 11 **Appendix 2 - NYBCP Service Delivery Questionnaire April to December 2018**
(Pages 31 - 46)
- 12 **Appendix 3 - NYBCP Service Delivery AGENT 2019 - Results** (Pages 47 - 54)
- 13 **Exempt Information**
That under Paragraph 3 Part 1 of Schedule 12A of the Local Government Act 1972 (as amended), that the public be excluded from the meeting for part of this item as there would be a likely disclosure of exempt information relating to the financial or business affairs of a business.
- 14 **Business plan 2019-2020 Board Report. EXEMPT** (Pages 55 - 56)
- 15 **Appendix 1 - Business Plan 2019 - 20** (Pages 57 - 110)
- 16 **Marketing Strategy - Board Report. March 2019** (Pages 111 - 112)
- 17 **Appendix 1 - Marketing Strategy - 2019 - 2020. Final Version 25.2.19** (Pages 113 - 134)
- 18 **Surveyors Market Supplement Report - Board Report. EXEMPT March 2019**
(Pages 135 - 138)
- 19 **Appendix A - Surveyor salary survey 2019** (Pages 139 - 144)
- 20 **Any other business that the Chairman decides is urgent.**

Public Document Pack

North Yorkshire Building Control Partnership

Held at Galtres Centre, Easingwold
on Wednesday 17 October 2018

Present

Councillors Lunn, Raper (Chairman), Webster and Wilson-Petch (Vice-Chairman)

In Attendance

Mandy Burchell, Keith Cadman, Rob Harper, Sara-Jane Hill and Helen Kemp

Minutes

75 **Apologies for absence**

Apologies were received from Cllr Bill Chatt and Callum McKeon

76 **Minutes Public Pack 27.06.2018 North Yorkshire Building Control Partnership**

Resolved

That the minutes of the meeting held on Wednesday 27 June 2018 were approved and signed by the Chairman as a correct record.

77 **Urgent Business**

There were no items of urgent business.

78 **Declarations of Interest**

There were no declarations of interest.

79 **Performance Board Report - Oct 2018**

The Head of Building Control presented a report detailing the Building Control Partnership's operational performance from March 2018 to October 2018.

Resolved

That the report be noted.

80 **Appendix 1 - NYBCP Service Delivery Plan_**

81 **Appendix 2 NYBCP Service Delivery Questionnaire Mid Year 2018-2019**

82 **Monitoring Report to 30-9-18**

The Head of Building Control presented a report detailing the financial performance of the North Yorkshire Building Control Partnership for the months April 2018 – September 2018 inclusive.

Resolved

That the report be noted.

83 **Copy of Copy of Monitoring Statement to 30-9-18 (Summary)**

84 **Any other business that the Chairman decides is urgent.**

There being no matters of urgent business the meeting closed at 2.15pm.



Ryedale District Council

REPORT TO: North Yorkshire Building Control
Partnership Board

DATE: 13 March 2019

REPORTING OFFICER: Robert Harper
Head of Building Control

SUBJECT: Proposed Budget 2019/20

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to present Members with a proposed budget for 2019/20 together with a further two years of the financial recovery plan.

2.0 RECOMMENDATIONS

2.1 That Members consider and approve the budget options contained within the report and set a proposed 2019/20 budget.

2.2 That the Partner Authorities note the expected outturn for 2018/19 and advise their appropriate committees.

2.3 That a nil increase is applied to Building Regulations Charges for the financial year 2019/20.

3.0 BACKGROUND

3.1 The Partnership was formed in April 2001 with Ryedale and Selby and expanded to include Hambleton in September 2007 at the same time as the onset of the economic recession following the collapse of Northern Rock. Scarborough joined the Partnership in April 2008 and Richmondshire in April 2010.

3.2 Prior to the formation of the enlarged Partnership in September 2010 there was a total of 48 building control staff operating across the current Partnership area. Over the past nine years due to the economic downturn and efficiency savings this number has been reduced to 24, a reduction of 50% together with the associated annual savings.

4.0 CURRENT POSITION

4.1 Annex A outlines the Partnership's expected financial performance in the current financial year and is reflected in the approved budget. A draft chargeable income of £915,020 has been forecast for 2019/20 taking into account the current financial position and recent trends. This incorporates a decrease of £11,450 on the approved budget for 2018/19. This budget assumes there will be no further contraction of the construction industry.

4.2 Working from the approved budget for 2018/19 the chargeable income for 2019/20 will be increased by 0.5% in line with a nil increase in charges, expected inflation and increased salary costs and 3% for the following two years. This will maintain the current structure and provide for development in 2020/21 and 2021/22 in line with the Partnership's Business Plan. In projecting the budget forward the Partnership is forecasting a surplus in 2019/20 of £17,915 after taking into account flood work and LABC income of £2,500.

4.3 In setting this budget it is assumed that the level of development will grow steadily following the decline over the previous years.

4.4 Minor adjustments have been made in expenditure in the proposed 2019/20 budget to take into account over and under spends in various budget headings. The Partnership's expenditure continues to be delivered within budget, however, there is little to no prospect of any further savings following continual review and reduction to maximise savings to bring the expenditure into line with income.

5.0 FINANCIAL IMPLICATIONS

5.1 The financial implications are as detailed in this report.

6.0 LEGAL IMPLICATIONS

6.1 There is a requirement within the legal agreement that a minimum reserve balance of £10,000 is maintained.

7.0 RISK ASSESSMENT

- 7.1** Regular financial monitoring reports provided to the Head of Building Control and the Board will help to reduce the risk of unexpected overspends on budgets and falls in income, thereby enabling early preventative or remedial action to be taken.

8.0 CONCLUSION

- 8.1** That Members consider the budget set out in Annex A with a view to agreeing the proposed budget for 2019/20.
- 8.2** That Partner Authorities are notified of the expected outturn for 2018/19.

OFFICER CONTACT:

Please contact Robert Harper, Head of Building Control on 01347 825759 or email robert.harper@nybcp.org or Mandy Burchell, Senior Resources Officer (Ryedale District Council) on 01653 600666 ext 389 or email mandy.burchell@ryedale.gov.uk if you require any further information on the contents of this report.

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**NORTH YORKSHIRE BUILDING CONTROL PARTNERSHIP
ESTIMATES 2013/2014 TO 2021/2022**

	2013/2014 Actual	2014/2015 Actual	2015/2016 Actual	2016/2017 Actual	2017/2018 Actual	2018/2019 Approved Budget	Draft 2019/2020 Budget	Draft 2020/2021 Budget	Draft 2021/2022 Budget
	£	£	£	£	£	£	£	£	£
REVENUE ACCOUNT									
CHARGEABLE ACCOUNT									
INCOME	937,150	899,541	891,485	866,335	870,228	921,620	915,020	942,260	970,320
EXPENDITURE									
Employees	611,227	635,132	649,439	614,743	600,520	681,394	692,359	712,576	733,390
Transport	72,915	76,435	81,061	71,343	64,326	75,780	77,300	78,850	80,420
Premises	36,340	36,469	37,163	30,280	24,560	28,880	28,980	29,860	30,770
Supplies & Services	110,701	131,899	128,983	98,016	107,040	138,940	131,470	135,310	139,270
Central Departmental Support	14,214	13,832	13,569	13,322	12,532	13,910	14,330	14,760	15,200
Gross Expenditure	845,397	893,767	910,215	827,704	808,978	938,904	944,439	971,356	999,050
CHARGEABLE SURPLUS/(DEFICIT)	91,753	5,774	(18,730)	38,631	61,250	(17,284)	(29,419)	(29,096)	(28,730)
NON CHARGEABLE ACCOUNT									
INCOME	296,656	305,829	329,062	319,165	322,771	338,240	343,740	350,310	357,020
EXPENDITURE									
Employees	200,724	209,346	213,989	203,418	198,987	223,307	227,546	234,259	241,178
Transport	24,305	25,478	27,020	23,789	21,442	25,250	25,750	26,270	26,790
Premises	12,114	12,156	12,388	10,093	8,187	9,620	9,650	9,940	10,240
Supplies & Services	30,580	30,198	36,725	28,382	29,308	34,000	31,220	32,210	33,240
Central Departmental Support	4,738	4,611	4,523	4,440	4,177	4,600	4,740	4,880	5,030
Gross Expenditure	272,461	281,789	294,645	270,122	262,101	296,777	298,906	307,559	316,478
NON CHARGEABLE SURPLUS/(DEFICIT)	24,195	24,040	34,417	49,043	60,670	41,463	44,834	42,751	40,542
REVENUE ACCOUNT SURPLUS/(DEFICIT)	115,948	29,814	15,687	87,674	121,920	24,179	15,415	13,655	11,812

	2013/2014 £	2014/2015 £	2015/2016 £	2016/2017 £	2017/2018 £	2018/2019 £	2019/2020 £	2020/2021 £	2021/2022 £
RESERVE ACCOUNT									
BALANCE AS AT 1 APRIL	10,000	81,711	77,771	94,941	62,880	178,428	195,417	213,332	229,487
Partner Joining Fee									
Revenue Account Surplus/(Deficit)	115,948	29,814	15,687	87,674	121,920	24,179	15,415	13,655	11,812
Redundancy Costs	(45,304)	(33,754)	(350)	(126,035)	(9,672)	(9,690)			
Flood Work & LABC Income	1,067		1,833	6,300	3,300	2,500	2,500	2,500	2,500
BALANCE AS AT 31 MARCH	81,711	77,771	94,941	62,880	178,428	195,417	213,332	229,487	243,799
Contribution from/(to) Partners	0	0	0	0	0	0	0	0	0
REVISED BALANCE AS AT 31 MARCH	81,711	77,771	94,941	62,880	178,428	195,417	213,332	229,487	243,799

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Ryedale District Council

REPORT TO: North Yorkshire Building Control
Partnership Board

DATE: 13 March 2019

REPORTING OFFICER: Robert Harper
Head of Building Control

SUBJECT: Financial Performance April 2018 - January 2019

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to present Members with details of the financial performance of the North Yorkshire Building Control Partnership for the months of April 2018 to January 2019 inclusive.

2.0 RECOMMENDATIONS

2.1 Members are requested to note the financial performance of the North Yorkshire Building Control Partnership for the period 1 April 2018 to 31 January 2019.

3.0 BACKGROUND

3.1 This report shows the financial performance of the North Yorkshire Building Control Partnership for the period 1 April 2018 to 31 January 2019.

3.2 The original budget for 2018/19 has been profiled to the end of January 2019 based on estimated patterns of expenditure and income streams.

3.3 This report has been produced using actual income and expenditure figures and taking into account known commitments to 31 January 2019.

4.0 POLICY CONTEXT

- 4.1** The North Yorkshire Building Control Partnership has a duty to exercise effective financial management through the production of regular financial monitoring reports in line with the host council's constitution, including the financial regulations and standing orders.

5.0 REPORT

- 5.1** Annex A summarises the income and expenditure for the chargeable and non-chargeable accounts to 31 January 2019, together with the surplus as at that date.
- 5.2** The overall surplus for the North Yorkshire Building Control Partnership for the period 1 April 2018 to 31 January 2019 is £83,140 against a profiled original budgeted surplus of £44,683.
- 5.3** The surplus balance on the reserve account as at 31 January 2019 is £253,946 having taken into account redundancy costs, pension contributions due to early retirements and flood work and LABC income.
- 5.4** As at 31 January 2019, there would be a contribution to the Partner Authorities of £3,946 (or £789 each) in order to maintain a maximum balance on the reserve account of £250,000.
- 5.5** Using the original budget submitted to the Board on 7 March 2018, the overall surplus for 2018/19 is projected to be £62,636 with an estimated surplus balance on the reserve account as at 31 March 2019 of £233,442 again having taken account of redundancy costs, pension contributions due to early retirements and flood work and LABC income. This assumes expenditure and income remains in line with the profiled original budget for the period 1 February 2019 to 31 March 2019.

Chargeable Account

- 5.6** For the period to 31 January 2019, the chargeable account shows a surplus of £26,725 against a profiled original budgeted surplus of £7,577.
- 5.7** The income is showing a reduction of £59,768, with an underspend on expenditure of £78,916.

Non Chargeable Account

- 5.8** For the period to 31 January 2019, the non-chargeable account shows a surplus of £56,415 against a profiled original budgeted surplus of £37,106.
- 5.9** There is a shortfall in the non-chargeable income of £494 offset by an underspend of £19,803.

6.0 FINANCIAL IMPLICATIONS

- 6.1** The Partnership has been actively marketing its services to different target audiences in order to increase market share, whilst maintaining high levels of service delivery and customer satisfaction.

7.0 LEGAL IMPLICATIONS

- 7.1** There are no legal implications resulting from the contents of this report.

8.0 RISK ASSESSMENT

- 8.1** Regular financial monitoring reports provided to the Head of Building Control and the Board will help to inform Members of actions that need to be taken to bring the budget into balance and enable early preventative or remedial action to be taken.
- 8.2** The shortfall in chargeable income for the period to 31 January 2019 is due to the slow recovery within the construction industry following the recession, together with increased competition from the private sector.

9.0 CONCLUSION

- 9.1** For the period 1 April 2018 to 31 January 2019, the revenue account for the North Yorkshire Building Control Partnership is showing a surplus of £83,140.
- 9.2** The financial position of the Partnership will require close monitoring during the remainder of 2018/19.
- 9.3** The Partnership has diversified into new areas of work which is attracting additional income. Further diversification will continue during the current financial year.

OFFICER CONTACT:

Please contact Robert Harper, Head of Building Control on 01347 825759 or email robert.harper@nybcp.org or Mandy Burchell, Senior Resources Officer (Ryedale District Council) on 01653 600666 ext 389 or e-mail mandy.burchell@ryedale.gov.uk if you require any further information on the contents of this report.

**NORTH YORKSHIRE BUILDING CONTROL PARTNERSHIP
FINANCIAL STATEMENT FOR THE PERIOD 1 APRIL 2018 TO 31 JANUARY 2019**

	2018/2019 Original Budget £	2018/2019 Revised Budget £	Revised Budget to 31/1/19 £	Actual to 31/1/19 £
REVENUE ACCOUNT				
CHARGEABLE ACCOUNT				
INCOME	921,620	921,620	783,375	723,607
EXPENDITURE				
Employees	681,394	681,394	568,293	531,649
Transport	75,780	75,780	63,158	54,091
Premises	28,880	28,880	27,795	24,028
Supplies & Services	138,940	138,940	104,960	75,522
Central Departmental Support	13,910	13,910	11,592	11,592
Gross Expenditure	938,904	938,904	775,798	696,882
CHARGEABLE SURPLUS/(DEFICIT)	(17,284)	(17,284)	7,577	26,725
NON CHARGEABLE ACCOUNT				
INCOME	338,240	338,240	281,888	281,394
EXPENDITURE				
Employees	223,307	223,307	186,172	175,169
Transport	25,250	25,250	21,046	18,030
Premises	9,620	9,620	9,265	8,009
Supplies & Services	34,000	34,000	24,463	19,935
Central Departmental Support	4,600	4,600	3,836	3,836
Gross Expenditure	296,777	296,777	244,782	224,979
NON CHARGEABLE SURPLUS/(DEFICIT)	41,463	41,463	37,106	56,415
REVENUE ACCOUNT SURPLUS/(DEFICIT)	24,179	24,179	44,683	83,140

RESERVE ACCOUNT

BALANCE AS AT 1 APRIL 2018

178,428

REVENUE ACCOUNT SURPLUS/(DEFICIT) 1 April 2018 to 31 January 2019

83,140

REDUNDANCY COSTS

(9,672)

FLOOD WORK & LABC INCOME

2,050

75,518

BALANCE AS AT 31 JANUARY 2019

253,946

CONTRIBUTION FROM/(TO) PARTNERS

(3,946)

REVISED BALANCE AS AT 31 JANUARY 2019

250,000

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Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 13 March 2019

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: Performance to 31 December 2018

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance to 31 December 2018.

2.0 RECOMMENDATIONS

2.1 That the Report be noted

3.0 BACKGROUND

3.1 To provide Members with information on the current position within the Partnership on performance management issues.

4.0 POLICY CONTEXT

4.1 This policy falls within the Partnership's objectives and values in providing excellence in customer services, delivery of a high quality service and respecting our employees and responding to their needs.

5.0 REPORT

5.1 Performance

5.2 Set out in Appendix 1 is the Covalent Performance report from 1 April 2018 – 31 December 2018.

5.3 Over this period the Partnership has achieved all but five of its targets the exception relate to the checking of full plans applications, market

share, and the number of applications received electronically. The exceptions are:

- BC1 – Percentage of full plans application checked within 10 working days (Average of Q1, Q2 and Q3 - 63%). This is below target mainly due to resources as there is currently a vacant Surveyors post. It should be noted that during the first 3 quarters of 2018/19 94% of full plans applications have been checked within 15 working days which does indicate that although there is a slight delay it is not significant and feedback from customers does not highlight this as a major issue.
- BC 4 – Percentage of Full Plans applications approved first time (Average of Q1, Q2 and Q3 - 87%). This is slightly below the target of 90% and is very reliant on the responses from agents/architects.
- BC10 – Percentage of Market Share within schedule 1 (Average of Q1, Q2 and Q3 - 40%). This is on target but there have been a low number of high volume housing applications submitted by AI's. NYBCP is continuing to work closely with LABC and LABC New Homes Warranty to try and increase our market share along with our regular SME's to ensure their continued support.
- BC11 – Percentage of market share in Schedule 2 & 3. (56%) does represent a static figure although this remains slightly below target.
- BC18 – Percentage of fee earning applications/notifications submitted electronically. (Average of Q1, Q2 and Q3 - 49%). Further work is being carried out to encourage more on-line applications and it is proposed to increase the target to 52% for 2019/20.

6.0 TRAINING

- 6.1** The Partnership will continue to encourage CPD events. CPD events are being arranged and held at The Galtres Centre, Easingwold.
- 6.2** The Head of Building Control will be attending the LABC Conference again this year. This is an informative event and it is hoped that further news will be delivered regarding the review of the building regulations and fire safety being carried out by Dame Judith Hackitt as part of her Building Safer for the Future report
- 6.3** The current Operations Manager is attending a formal training course to obtain a Management and Leadership Qualification at Leeds City Collage.

- 6.4 The partnerships Assistant Building Control Surveyors are making progress in obtaining professional membership.
- 6.5 Both the Head of Building Control and the Development Manager successful passed the LABC Fire Safety Specialist Validation assessment. This assessment is in response to a national drive for Building Control Staff to evidence their competence following the unfortunate Grenfell Tower tragedy and the subsequent Dame Judith Hackett report.

7.0 CUSTOMER AND AGENT SURVEYS

- 7.1 A copy of the customer survey results for the period 1 April 2018 – 31 December 2018 is included in Appendix 2 (NYBCP Service Delivery Questionnaire April to December 2018). This has also been circulated to all staff for their information as the outcome is due to their hard work and continued customer focus. The results will also be publicised in the form of a newsletter along with the NYBCP website updated to include some of the customer comments.
- 7.2 A copy of the recent agent survey carried out earlier this year is included in Appendix 3 (NYBCP Service Delivery AGENT 2019 - Results). This again has also been circulated to all staff for their information as the outcome is due to their hard work and continued customer focus. The results will also be publicised in the form of a newsletter along with the NYBCP website updated to include some of the agents comments.

8.0 COMPUTER UPGRADE / DEVELOPMENT

8.1 Online submissions

- 8.1.1 The Partnerships online product 'iApply' has led to an increase in online applications. Around 50% of all applications are now submitted using this facility. Planning Portal have also released an online submission product for building regulation application which will run alongside its planning application facility. The Partnership sees this as a benefit to our customers as they can now apply for both planning and building regulations using the one portal. It is hoped that with encouragement and publicity there will be an upturn in the number of application being submitted through an on-line system.

8.2 Future Upgrades

- 8.2.1 Uniform was upgraded to 10.3.2 in December 2018 (de-support notice due October 19). The next version 10.4.1 is due to be released on 28 February 2019 which will introduce a change to the mapping system.

We will review the what's new documentation with a view to getting it into Test for a couple of months before going live later in the year.

8.2.2 A new version of BC Mobile is due to be released in March, including suggestions put forward by NYBCP to improve the product. Once NYBCP have had an opportunity to test, IDOX will visit to gain feedback and accompany a site officer to see it work in a live environment.

8.2.3 The partnership is promoting the use of the LABC Inspection request app to builders. This allows builders to request an inspection for their project with a simple apple or android app that they can download to their phone. This will then provide the partnership, via email, all the information required for the requested inspection as well as proving assurance to the builder that the information has been received by the partnership.

8.2.4 DMS5 and Scan5 updates were implemented in July 2018. We are liaising with IDOX over a couple of features that need to be addressed.

8.2.5 Following an update to Public Access it was found that a member of public had been able to view documents via an iPad. This was reported as a GDPR matter to IDOX and they have altered the system glitch so that mobile devices/iPads will not be able to access documentation.

9.0 MARKETING /PROMOTIONS

9.1 Over recent months the Partnership has been implementing strategies identified in the Marketing and Communications Plan. These are being monitored and achievements reported to the Board.

10.0 LEGAL IMPLICATIONS

10.1 There are no legal implications.

11.0 RISK ASSESSMENT

11.1 By not monitoring its performance against the Business Plan and corporate objectives the Partnership risks service failure and not meeting the expectations of customers and Partner Authorities requirements.

12.0 CONCLUSION

- 12.1** It is essential that the Board continue to monitor the Partnership's performance against the Business Plan to ensure each Partner Authority receives an efficient and effective building control service.

Background Papers: Previous Board Minutes

OFFICER CONTACT:

Please contact Robert Harper, Head of Building Control, if you require any further information on the contents of this report. The officer can be contacted on 01347 825759 or at robert.harper@nybcp.org

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NYBCP Service Delivery Plan

Generated on: 04 March 2019



1. To encourage quality sustainable enterprise and employment

		BC 2	% of Building Notices accepted in 2 working days	
Current Value	95%	December 2018	Current Target 95%	
		BC 3	% Full Plans approved within statutory time period 2 months	
Current Value	100.0%	December 2018	Current Target 100.0%	
		BC 5	% Site Inspections undertaken on day of notification	
Current Value	99.0%	Q3 2018/19	Current Target 98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection	
Current Value	98%	2018/19	Current Target 90%	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure	
Current Value	100%	December 2018	Current Target 100%	
		BC 7	An average of 7 inspections undertaken per development.	
Current Value	8.4	2018/19	Current Target 7.0	

		BC 18	% of fee earning applications/notifications submitted electronically	
Current Value	47%	Q3 2018/19	Current Target 50%	

		BC 1	% Check full plan applications within 10 working days	
Current Value	72%	Q3 2018/19	Current Target 90%	

		BC 4	% Full Plans applications approved first time.	
Current Value	83%	December 2018	Current Target 92%	

		BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments	
Current Value	57%	2017/18	Current Target 75%	

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2. To act and lead by example as a reputable employer

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)	
Current Value	22.50hrs	2017/18	Current Target 20.00hrs	

		BC 17	Number of days lost sickness absence per officer	
Current Value	0.87	Q3 2018/19	Current Target 1.25	

3. To promote health provision

		BC 2	% of Building Notices accepted in 2 working days	
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Current Value	95%	December 2018	Current Target	95%	
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		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	100.0%	December 2018	Current Target	100.0%	

		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	Q3 2018/19	Current Target	98.0%	

		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
Current Value	98%	2018/19	Current Target	90%	

		BC 8	Dangerous structures inspected within 2 hours.		
Current Value	95%	2017/18	Current Target	85%	

		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
Current Value	100%	December 2018	Current Target	100%	

		BC 7	An average of 7 inspections undertaken per development.		
Current Value	8.4	2018/19	Current Target	7.0	

		BC 1	% Check full plan applications within 10 working days		
Current Value	72%	Q3 2018/19	Current Target	90%	

4. To protect environmental quality and safety by promoting green issues

		BC 5	% Site Inspections undertaken on day of notification			
Current Value	99.0%	Q3 2018/19	Current Target	98.0%		

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value	22.50hrs	2017/18	Current Target	20.00hrs		

		BC 7	An average of 7 inspections undertaken per development.			
Current Value	8.4	2018/19	Current Target	7.0		

		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value	47%	Q3 2018/19	Current Target	50%		

		BC 1	% Check full plan applications within 10 working days			
Current Value	72%	Q3 2018/19	Current Target	90%		

5. To promote community safety

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value	22.50hrs	2017/18	Current Target	20.00hrs		

		BC 7	An average of 7 inspections undertaken per development.			
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Current Value	8.4	2018/19	Current Target	7.0	
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		BC 1	% Check full plan applications within 10 working days		
Current Value	72%	Q3 2018/19	Current Target	90%	

6. To provide suitable, quality and affordable housing

		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	100.0%	December 2018	Current Target	100.0%	

		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	Q3 2018/19	Current Target	98.0%	

		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
Current Value	98%	2018/19	Current Target	90%	

		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
Current Value	100%	December 2018	Current Target	100%	

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	22.50hrs	2017/18	Current Target	20.00hrs	

		BC 7	An average of 7 inspections undertaken per development.		
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Current Value	8.4	2018/19	Current Target	7.0	
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		BC 1	% Check full plan applications within 10 working days		
Current Value	72%	Q3 2018/19	Current Target	90%	

		BC 10	% of Market Share within Schedule 1		
Current Value	16%	2017/18	Current Target	60%	

7. To provide for vulnerable residents

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	22.50hrs	2017/18	Current Target	20.00hrs	

8. To maximise profitability

		BC 15	Total cost of providing service per head of population not to exceed budget		
Current Value	0.8	2017/18	Current Target	0.8	

		BC 16	Total cost to each Council not to exceed budget		
Current Value	£61199	2017/18	Current Target	£61199	

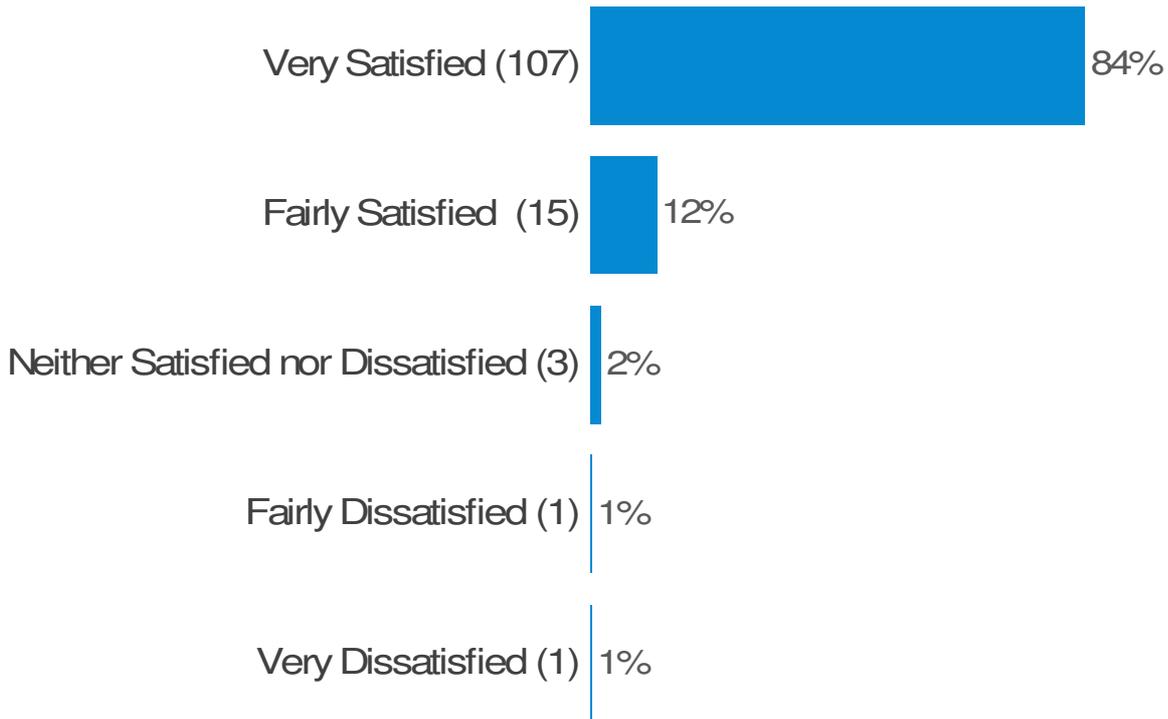
		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	47%	Q3 2018/19	Current Target	50%	

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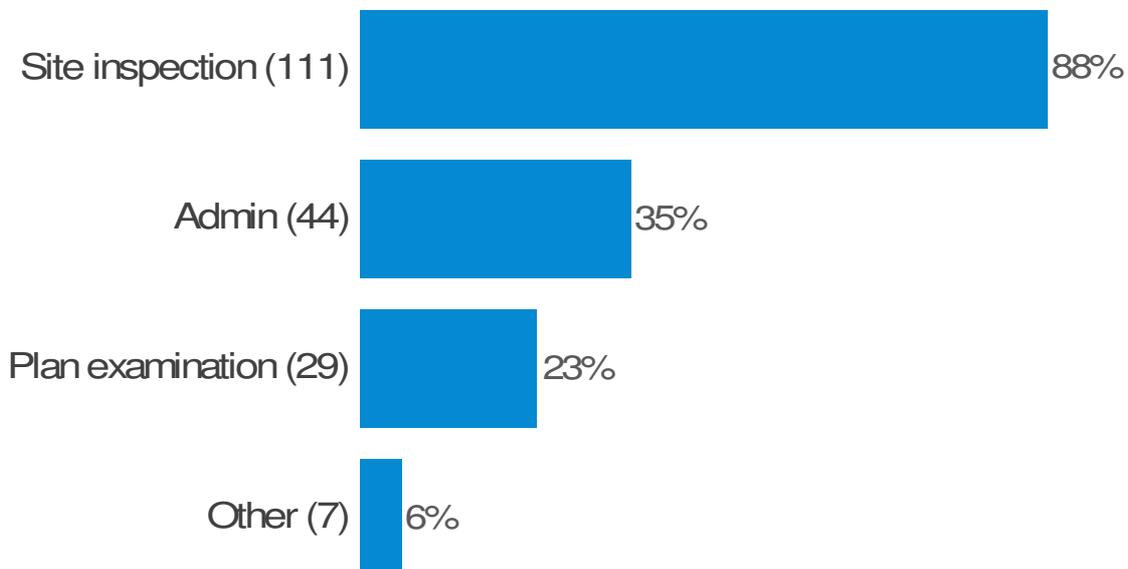
North Yorkshire Building Control - Customer Satisfaction Survey

This report presents the results for respondents from 1 April 2018 to 31 December 2018.

What were your initial impressions of the Building Control Service?



As a user of the service what areas do you come into contact with? (tick all that apply)

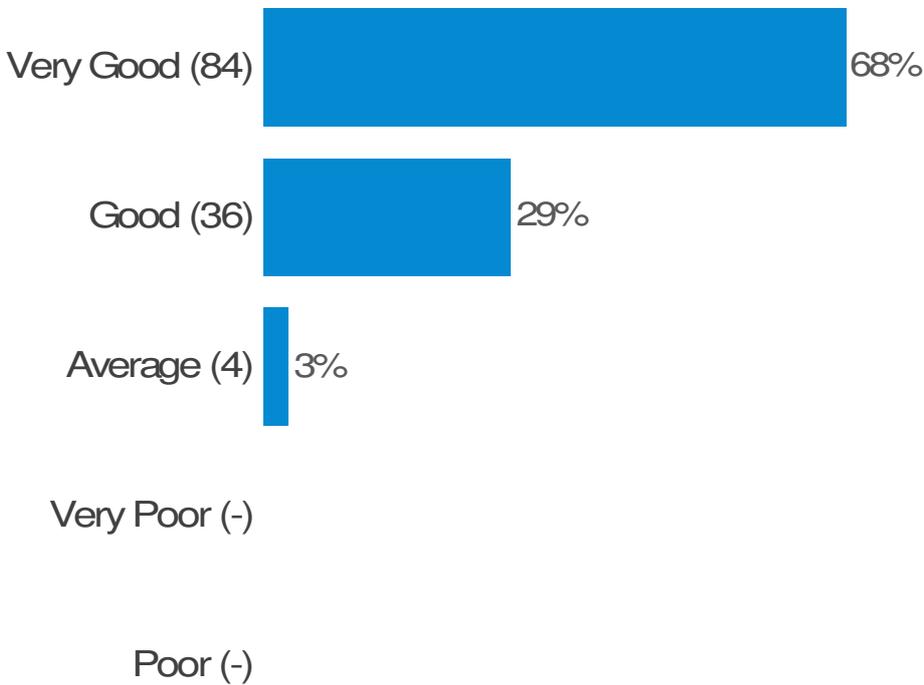




Please specify

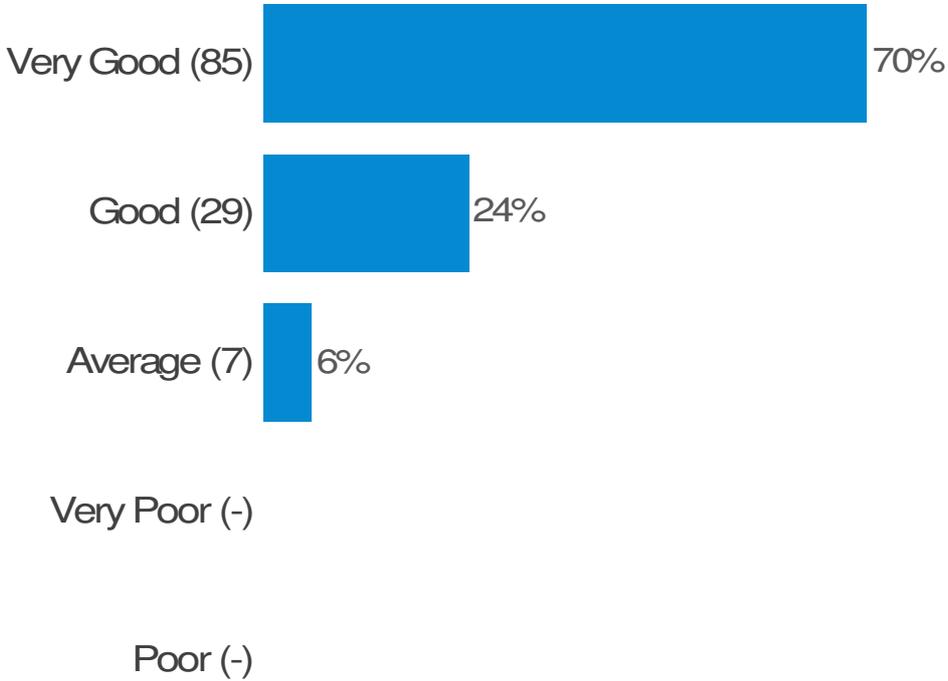
- fitted new upvc back door
- Regularisation
- Regularisation of work undertaken
- customer of a building company
- copy certificates
- Window installation and wood burning stove installation.

**Please rate the following aspects of the service:
(Advice given)**

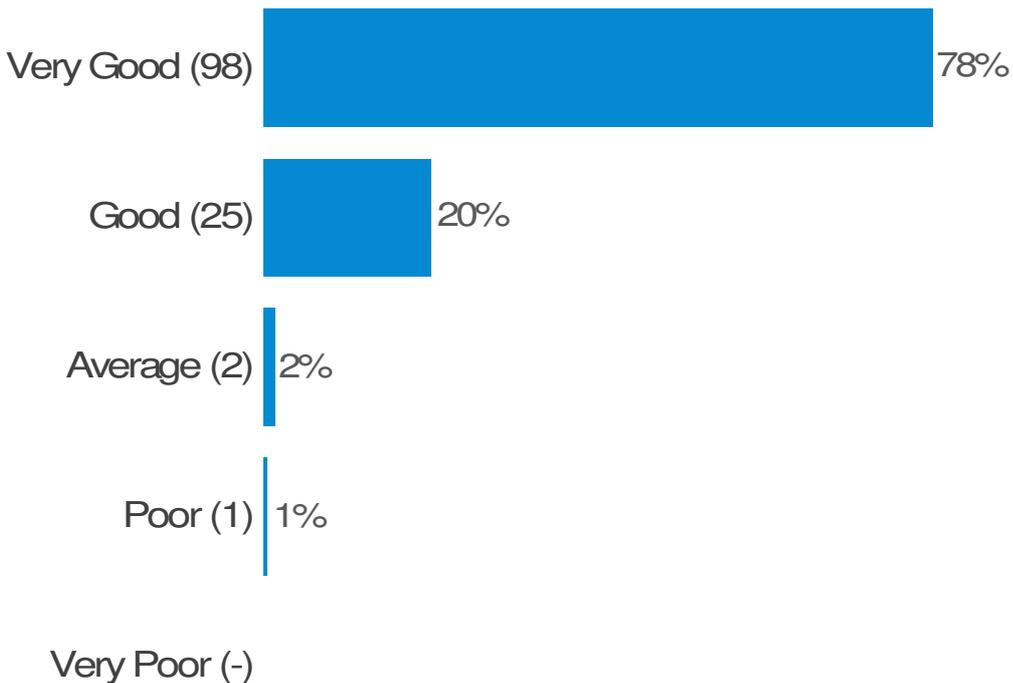




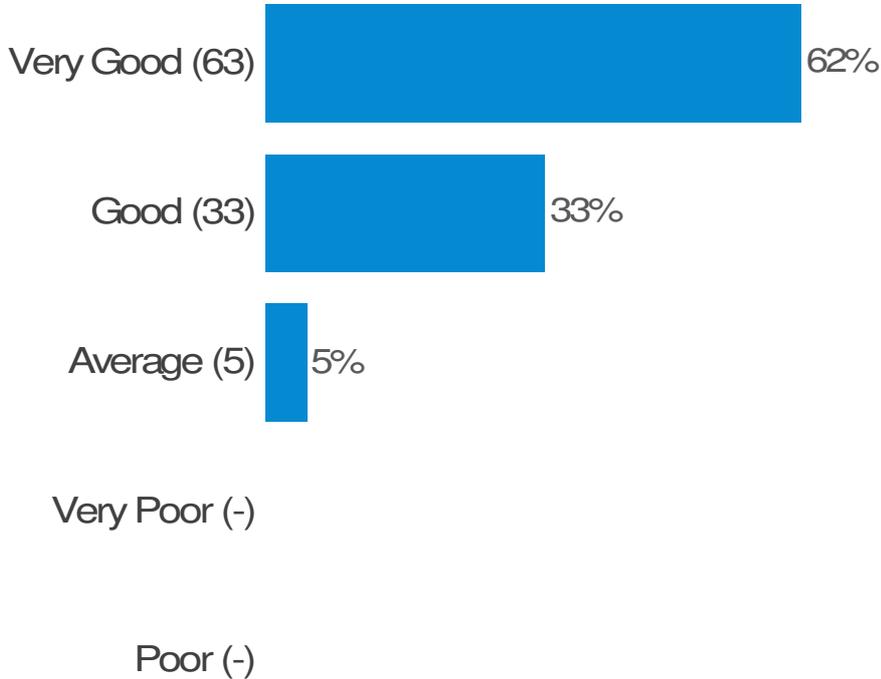
**Please rate the following aspects of the service:
(Availability of staff)**



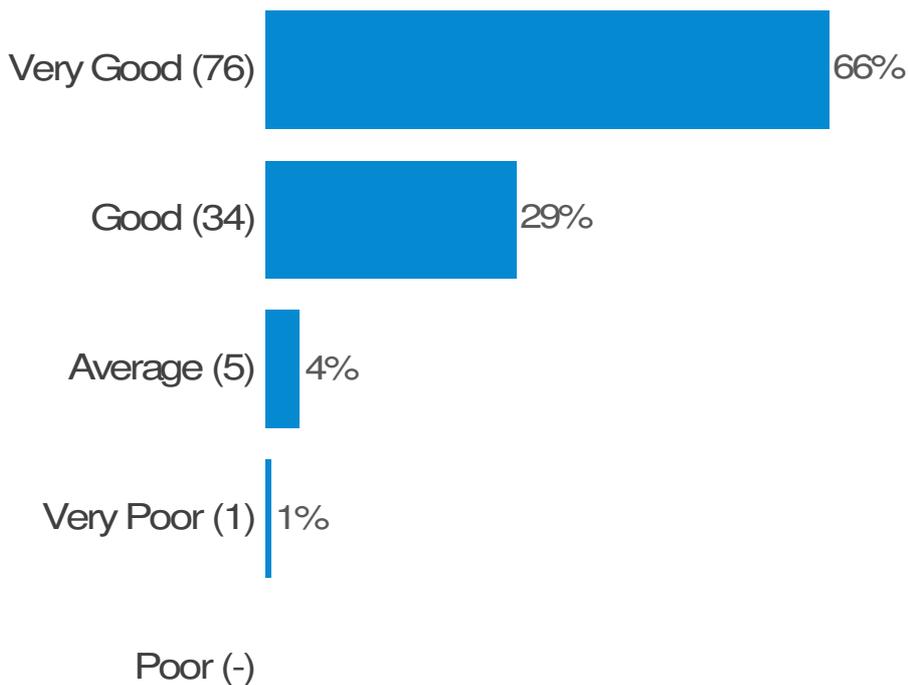
**Please rate the following aspects of the service:
(Attitude of staff)**



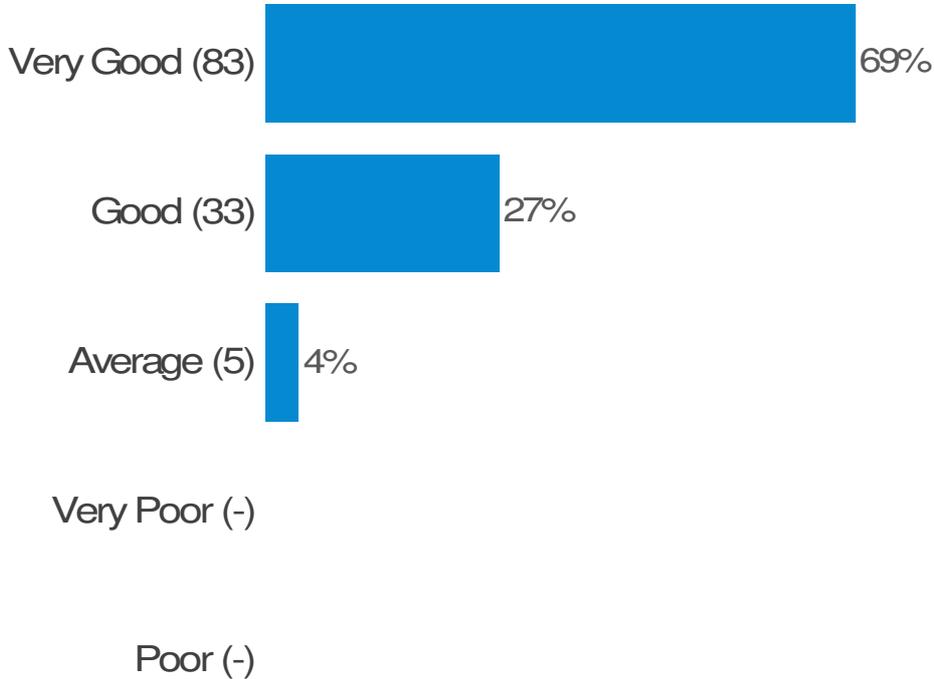
**Please rate the following aspects of the service:
(Speed of plans examination)**



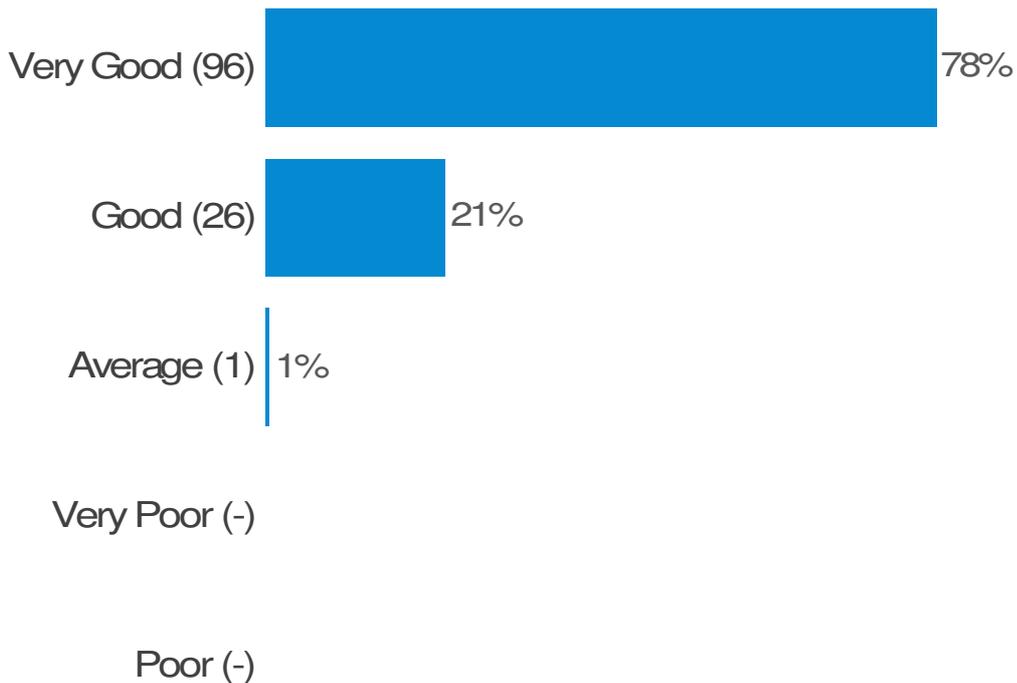
**Please rate the following aspects of the service:
(Number of site inspections)**



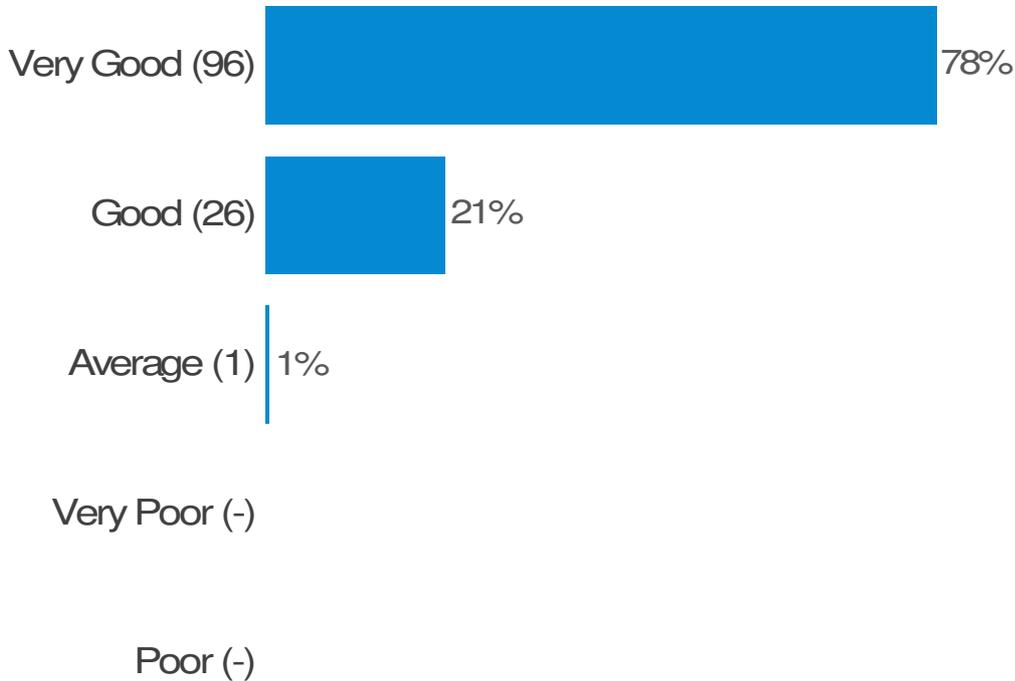
**Please rate the following aspects of the service:
(Quality of service)**



**Please rate the following aspects of the service:
(Speed of response to site inspection requests)**



**Please rate the following aspects of the service:
(Speed of response to site inspection requests)**



What aspects of the service did you find particularly good?

Telephone response & forwarding of paperwork

To build a safe house to last many years

Attitude of staff

Advice given by building control

Response to an issue.

professional attitude of inspectors

Helpful advice

Clear explanations throughout the process

the inspector talked to me and the customer

Speed of visits and advice given

efficient

Julie Chapman and her attitude

site inspector very approachable and happy to give advice on issues.

site inspections

quick response

Julie Chapman was extremely helpful throughout.

ease of use

Response of Building Inspector

Helpful advice offered

we felt valued as customers and very much helped by the professional advice



What aspects of the service did you find particularly good?

rapid response to my questions , and professional and polite service .

Friendly staff. Practical helpful advice and guidance

advice and discussion on points of the build

Inspector

Prompt and speedy service

Administration

Everyone responded very quickly and were helpful on site

responsiveness, pragmatism

Helpful

SPEED OF RESPONSE

The initial advice and help given by a lady called Karen at Easingwold

Inspection identifying areas which needed improvement

All very speedy and efficient.

Prompt site visits

Very good service all round

Pleasant attitude ,friendly service

The professional help and support from Mike Healm and his team.

help in finding solution to problems with siting of drain

Advice from the inspectors

FRIENDLY AND HELPFUL STAFF WENT THE EXTRA MILE TO HELP A NOVICE

Mike Hetherington was great and always came on time and offered first class advice.

site inspections

Advice given and help with from filling

Helpful Inspector

Prompt service.

getting piece of mind that the inspector checks the building work

Good communication with Mr Morris.

Simon is very approachable and helpful

All aspects were very good

Knowledge and advice from site Inspections

speed of response and simplicity of the system

valuable suggestions to be incorporated into build which architect had missed

Visited on days asked

Speedy response

Website easy to follow given complexity and range of potential buildings works

Responsiveness of staff

Liked Mike. Admin staff all very pleasant too

David Morris is excellent, approachable, helpful, responds very quickly and always turns up very quickly.

Very quick to respond and very helpful

Site inspection

What aspects of the service did you find particularly good?

Speed and response

very prompt service

N/A

Simon Peart exceptional

Speed of responses

The prompt site visits and guidance from the building control inspector

SpeedNone

Freindly and helpful staff .

Helpfulness and speed

Speed

site inspections and advise

Speed and relevance of advice

Polite gentleman arrived on time

Helpful knowledge of staff I came in to contact with.

Communication using up to date technology.

general positive approach by staff

ease of arranging and speed of inspections

Speed of response to visit requests

ALL

Professionalism, politeness

Response time - inspector availability and friendliness - Website - etc...

Sensible advice given.

To be honest ALL of it

Very quick, pleasant staff to deal with

All very quick and efficient

The quick response and co-operation of the Planning Officer was first class

The person I spoke to to organise the site visits within the office & the competence, sound knowledge & helpful attitude of the inspectors who came to our house.

EVERYTHING

GIVING OF ADVICE REGARDING STAIRS

Good advice and quick response

Quick response time and advice

Help on phone and quick responses

dealing with the inspectors

All good

Their attention to detail

THE BLEND OF PRACTICABILITY AND KINDLY ATTITUDE

COMMUNICATION AND AVAILABILITY

Prompt response all round

Pointing out things that the Archtect had missed, finding errors at the final inspection

Good advice and knowledge



What aspects of the service did you find particularly good?

I found the inspector (Julie Chapman) to be incredibly knowledgeable and very helpful.

All of it

all

Communication

Good communication and advice

Advice of inspectors

What aspects of the service do you think could be improved (please make specific comment)?

Was told what I had to do to pass when inspection taking place, but not always far enough into other aspects needed. Finding many more jobs to do and moving the goal posts. iam more to blame for it resurching how much work is involved to compete a house build .help was given to me when I had problems, so overall good service provided.

Internet access

Loss of original planning records / inspections

None

None

None, ours was quite straight forward.

none

Was difficult to book in inspections due your surveyors being appointment based and my role too

none

None in my limited experience.

I found the online website confusing for my requirements

happy with service as it was

none

None. I think it runs really well

my builder used you but left me to arrange the final visit when i moved in. Final visit easily arranged and all done

possible better plan checking

More emphasis on important elements rather than minutie

We missed a main drain so that hampered progress and cost time and money

NO COMMENT

Liason between junior and senior officers

none

None

I have no complaints.

None

None

All seems to be okay .

None

Nothing



What aspects of the service do you think could be improved (please make specific comment)?

FROM OUR POINT OF VIEW HAPPY WITH THE SYSTEM S IT IS.

None

None, excellent service. only quibble, found the whole thing expensive
an inspection should be more than a casual glance

None.

none

I have no reason to comment. All was good.

Na

no problems or difficulties to comment on

none - no complaints at all

None

Perhaps could be clearer on the 50% surcharge for regularisation. Assume this is due to additional time required to inspect vs if done whilst work in progress

lower price for what took 15 minutes

None

Maybe reminders of what was applied for and what still needs to be done, for long building projects it's very easy to forget and you don't get any paperwork until the end really.

continuity of inspectors

N/A

None - fully satisfied

none

None

none

N/A

Cannot think of any

nothing comes to mind

none that I can think of

Cheaper applications

NONE

None leave it as it is . Don't ruin a perfect service with change

Reading the regulation and the stove supplier, no concrete base was required under the base slab but the inspector insisted on it, which I had to comply with

Cost. Simplify on line application.

None keep doing what you do (spot on)

none

None. . . Very happy

I have nothing to add, everything was first rate.

NONE

NONE

None

none

What aspects of the service do you think could be improved (please make specific comment)?

None

Maintain present support and attitude.

None all has been good for us

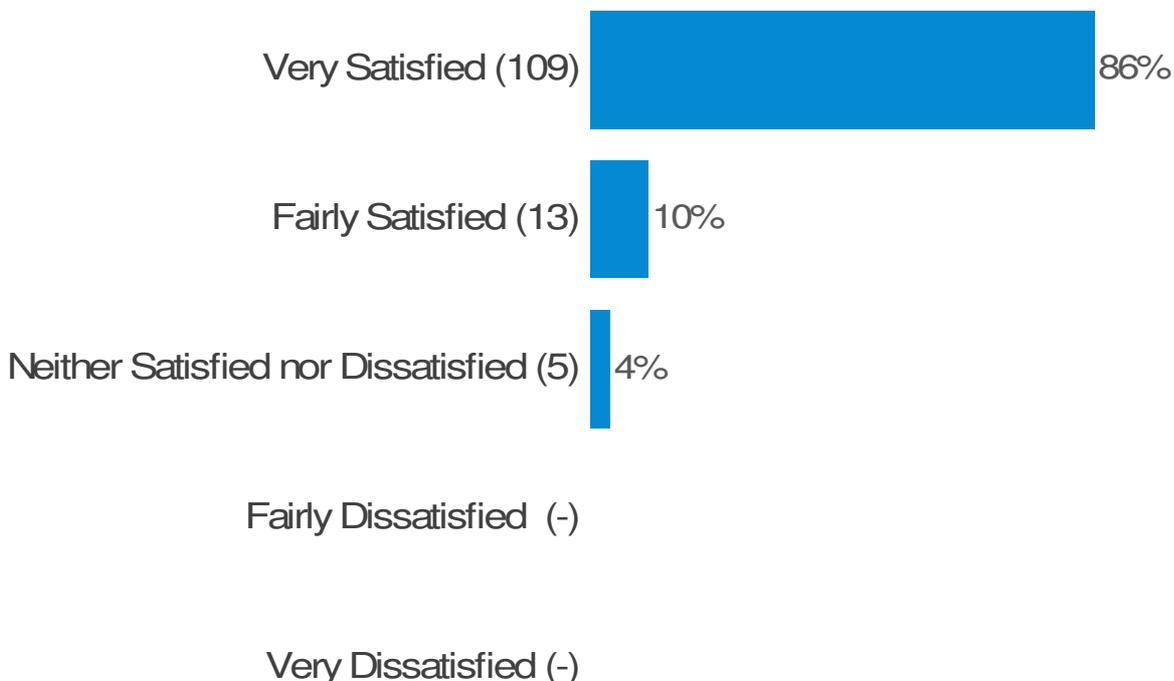
I am completely satisfied with the service.

None

none

Fees could be reduced

How would you rate building control staff in being helpful and responsive to your needs?



Any comments:

Only that when I asked what work was needed to complete, I do that work only to find more work needed doing. It was a first time house building for me, and I took on more than I could afford to.

Mr heatherington gave me good advice

Really friendly and good advice

everyone was a "real" person, helpful. professional and trustworthy

Mike Everington is a professional competent person who explains what is needed and why. He listens to the client and is able to offer cost effective practical solutions to meet the necessary standards required

the team that we dealt with could not have been better

Very prompt

Any comments:

Great attitude from inspector, was able to discuss way around problem area to meet requirements

Very helpful and pleasant.

AGAIN CANNOT FAULT THEIR HELP AND RESPONSE

could not have been more helpful on site. absolutely brilliant on form filling help which I was not good at

My initial application was incorrect but that was my fault. I rang up and explained my mistake and within 48 hours the application was amended. Excellent service !

Initial contact with office staff at Easingwold, very pleasant, helpful and efficient. Simon's availability liaising with our builder/joiner in obtaining regularisation for our loft conversion very good..

Helpful staff

Christy provided invaluable advice and was very efficient

Friendly, professional and available/accomodating

Appreciate helpful advice.

Sound knowledge, approachable & informative.

Friendly, knowledgeable and polite

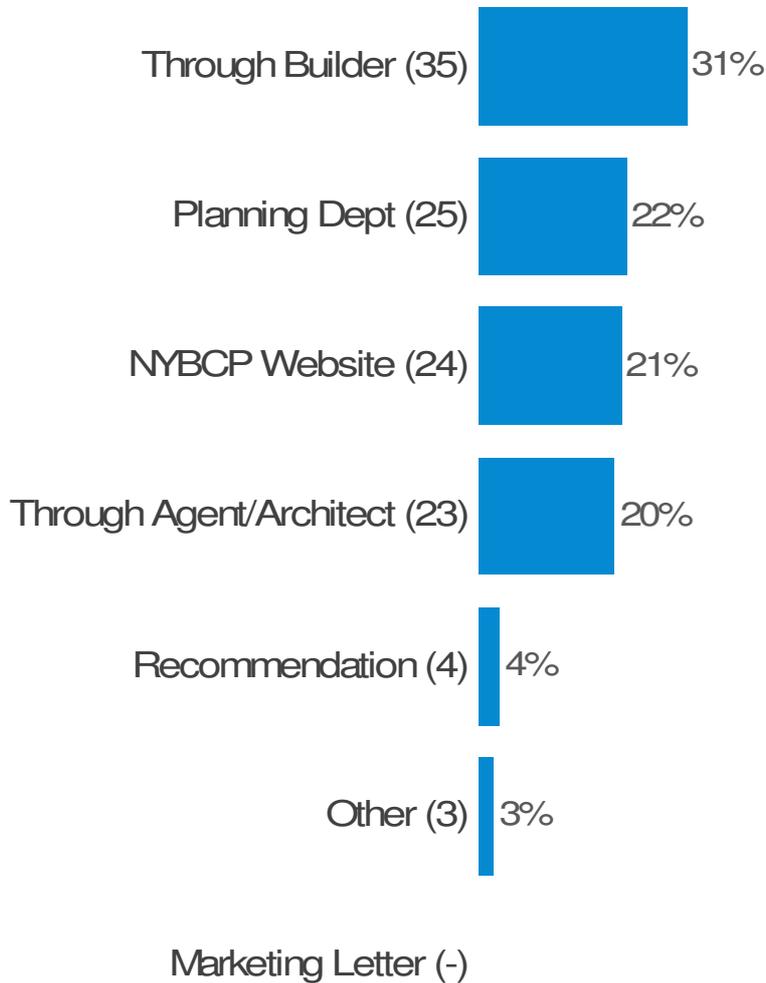
Do you consider that the Building Control process has added value to the finished development/project?



Did the Building Control Officer apply the Building Regulations in a professional manner?



Where did you first hear about the North Yorkshire Building Control Partnership?



Please specify

RDC

Member of my team

Used Neil before a number of times

NOTICE ABOUT NEED FOR REGULISATION

Insurance broker

Local knowledge

Through neighbour who had recent site survey for similar works

Mike Paxton architect

previous project

WORKED WITH THEM FOR YEARS

used before

we have been working with NYBC for over 35,years

Through RDC



We would welcome any other comments you wish to make on our service.

Very good service keep it up many thanks

I would suggest that at the start of any Development you issue a list of all the steps that Building Control will action so that they may be ticked off as occurring to ensure none are missed. (with probable timescales)

Nothing

efficient response to builders request

The service we got was really really good there was no mess and the workmen were very polite and in all excellent

Everything was handled well.

It is almost impossible to answer much of the questionnaire properly when we have had virtually no contact with building control, other than my initial application. We didn't see the inspector on his first visit but my wife did meet the him on his second. The charge of £499.20 does seem a lot for two brief inspections.

thanks for your excellent service .

I would thoroughly recommend speaking to Building Control once you have an idea about what you want to do. They are friendly and helpful and no matter what your experience or knowledge will help guide you through a process to enable you to make the best decisions at any stage.

No it was fine for me

our best thanks for there help in getting a difficult job over the line to every ones satisfaction

It might be an idea to look at your pricing structure regarding g changing windows, instead of the fixed £190 why don't you do something like £20 for first two with does then £15 a window there after, you would get more work as if I'm fitting one window for someone I can't put £190 on for you, I'd lose the job. I know £20 is not a lot but if you do it on route to somewhere else it's 5min from your day and I personally would be putting g a lot more work your way

visit to inspect foundations and then only at the end of the project to pick holes in minor matters. ignored or did not inspect important elements of construction

NO COMMENT

None

All was good

First class from arranging a inspection to completed job and signing off

I had to request a copy of the completion certificate (that now I have just received it, I am certain I didn't receive the original). And I was told it would take 2 days - after 6 days, I emailed to chase it up, and got it by return.

Was satisfied with the service

No

THANKYOU FOR THE EXPERIENCE

First Class....don't change, unless you can offer a 10 year warranty.

considering the amount of council tax paid, I do think the whole thing is very expensive but its nothing to do with the building inspector.

I would hardly call the final inspection an inspection. the man came in and glanced at the roof

Site inspection personnel very knowledgable, helpful and always tried to be available ASAP

we had limited contact with your inspector and all other aspects were dealt with by our building contractor.

Overall an excellent service and much less onerous than I expected.

All very good



We would welcome any other comments you wish to make on our service.

We were a bit worried about building control having never come into contact with it and heard horror stories about things they 'made' people do. Have been very pleasantly surprised and always found your service very helpful, especially David Morris. Perhaps you need to work on your image as people often perceive you as scary beaurocracy.

once we had a specific inspector we were advised of current regulations, mrs chapman was very professional

Good service

Keep up the good work .

N/A

Impressive service, had a great experience with you, wishing all services were like this!

Brill ,,, , thank you

Rosindale, 4 Saxon way, LS25 6PP

I think lay people (not builders, architects, etc) are concerned that building control will stop developments or alterations unreasonably. Standards are there to be met & they were communicated really well during our time with your staff at our home. With the sound reasoning behind some of the standards it makes understanding them & in turn working toward them so much easier. The process was well managed from start to finish, thankyou.

I'm happy with the service provided

SIMPLY TO AY THAT THE YOUNG MAN WHO CAME TO US DID CREDIT TO YOU AND YOUR STANDARDS

Fast, efficient and friendly service where staff did exactly what they said they would. Thank You

I honestly can not see how it could be improved. I found the inspector to be the most knowledgeable and professional person I have ever come across during any renovation.

Couldn't improve.

For our small window enlargement we consider the service to be excessively expensive.

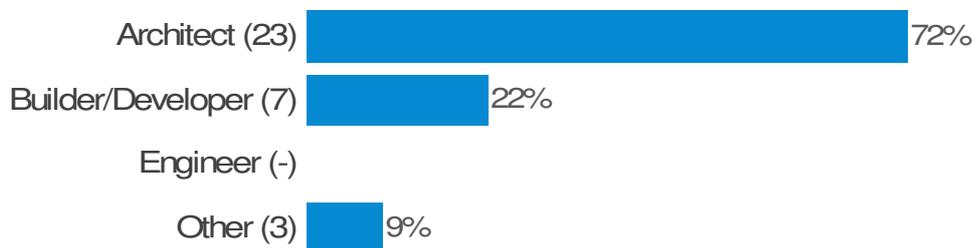
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North Yorkshire Building Control

Agent Survey

This report was generated on 14/02/19, giving the results for 32 respondents.

In which capacity do you use the Building Control Service?



(If Other, please specify)

Building Surveyor

Energy assessor

Architect and builder

ARCHITECTURAL TECHNICIAN

As a user of the service what areas do you come into contact with? (tick all that apply)



(If Other, please specify)

Sending SAP and EPCs to you

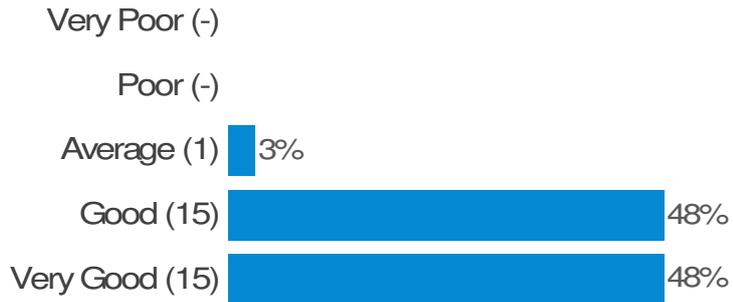
pre app advice

Advice at feasibility stage.

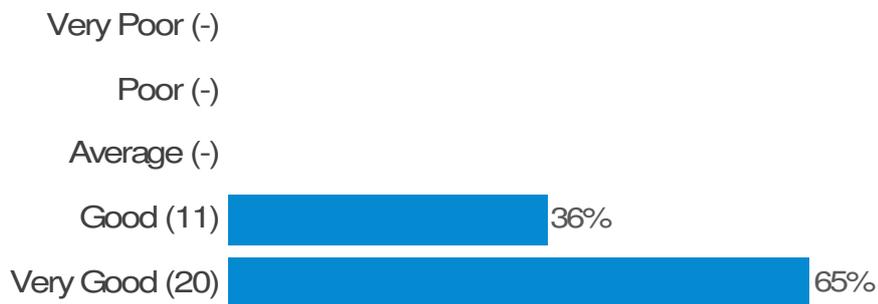
Please rate the following aspects of the service: (Advice given)



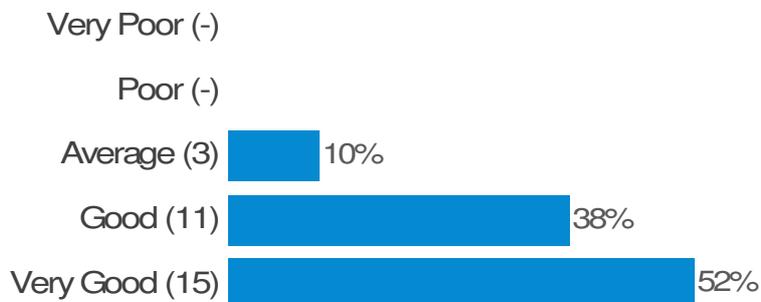
**Please rate the following aspects of the service:
(Availability of staff)**



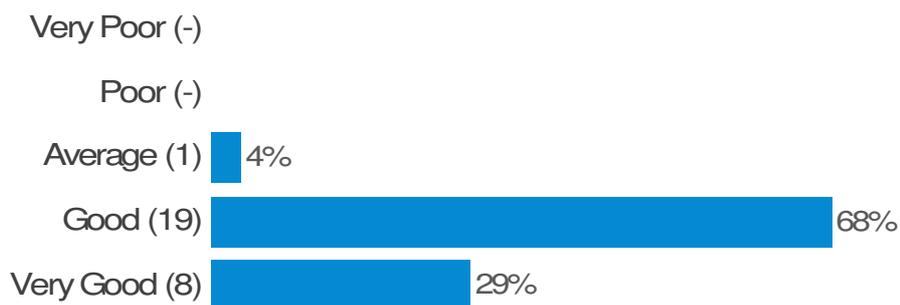
**Please rate the following aspects of the service:
(Attitude of staff)**



**Please rate the following aspects of the service:
(Speed of plans examination)**



**Please rate the following aspects of the service:
(Number of site inspections)**



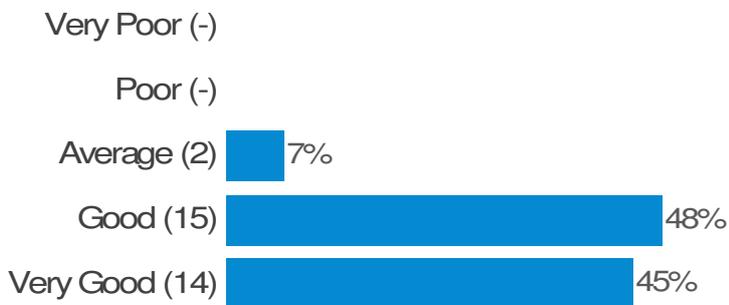
**Please rate the following aspects of the service:
(Quality of service)**



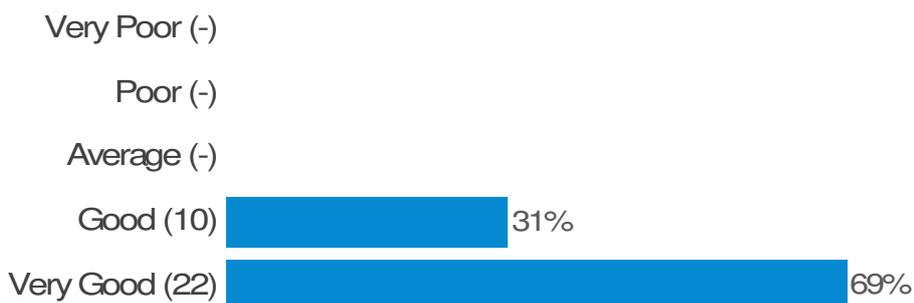
**Please rate the following aspects of the service:
(Speed of response to site inspection requests)**



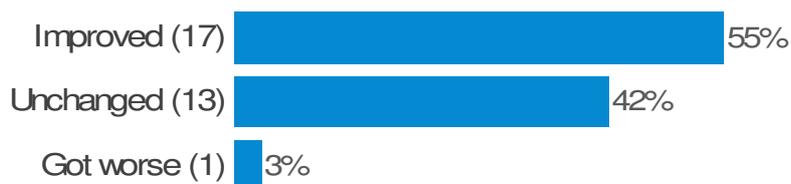
**Please rate the following aspects of the service:
(Overall value for money)**



**Please rate the following aspects of the service:
(Do you consider our staff to be helpful and responsive?)**



If you are a regular user, has the quality of the service in the last five years:



Have you found any aspects of the Building Control service particularly good? (Please make specific comment)

telephone advice

Rapid plan checking.

Giving advice and speed of response in determining applications.

The response and availability of the local inspector along with his willingness to help and answer queries.

No Comment - don't use the service enough to comment.

Quick and helpful reactions to applications and queries

Office staff very helpful

Attitude of staff

Prompt response to queries, prompt price quotes

The response time to queries and availability of agents/ officers

Dealing with timescale overruns.

response to query's time and advice pre application

Advice in advance of plans submission. Technical advice and clarification of specific elements of the Building Regs. Flexibility and common sense approach to relaxation of Building Regs. when it is impractical or impossible to achieve compliance.

General preliminary advice

Technical help

The staff are helpful

Availability of staff and advice given

Generally very good all round.

always helpful advice always available

covered by question 3

Early advice and responses

Initial advice and communication during Plans Checking

Site inspections

What aspects of the service do you think could be improved? (Please make specific comment)

Time taken for checking of structural calculations.

Including Conditions on Decision Notice's, when sufficient information has been provided, but appears to have been ignored.

Unfortunately the local inspector is extremely busy to the point where he is unable to provide the level of service he used to do . additional staff would be helpful.

No Comment - don't use the service enough to comment.

No - happy with overall service

A bit more information for clients as to the need for Building Regulations submissions from the outset and the involvement of other agencies that cause delay ie Yorkshire Water

Can't think of anything at present.

Continuity. When possible the same inspector should make site inspections throughout the duration of a project.

consultation with Yorkshire water on drainage

We sometimes have to chase for completion certificates, in some occasions more than once.

Communication between office based and site based staff. Sometimes things don't pass one from the other

None

sometimes need to think outside the box for solutions on confined sites

nothing particular

MAYBE A LITTLE COMMON SENSE / MORE LENIENT WITH REGARDS TO MINOR THINGS ?

Fire Engineering advise would be an advantage but I appreciate this is outside of your remit and may be considered a conflict

none really - all good

Plan checking

What is your overall impression of the North Yorkshire Building Control service?

Very Satisfied (25)  78%

Fairly Satisfied (7)  22%

Neither Satisfied or Dissatisfied (-)

Fairly Dissatisfied (-)

Very Dissatisfied (-)

Any further comments?

No

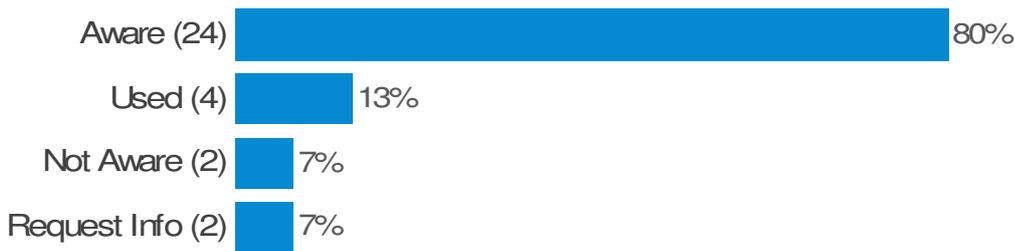
Great work thanks guys

Well done, keep it up and thank you.

Happy to continue to use NYBCP for all our projects, both Refurbs and New Builds

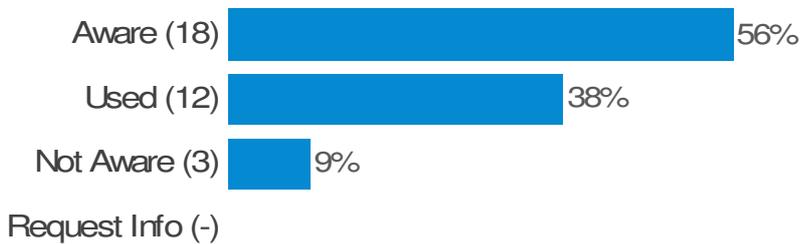
Have you used or are you aware of any of the following:

(LABC Warranty)



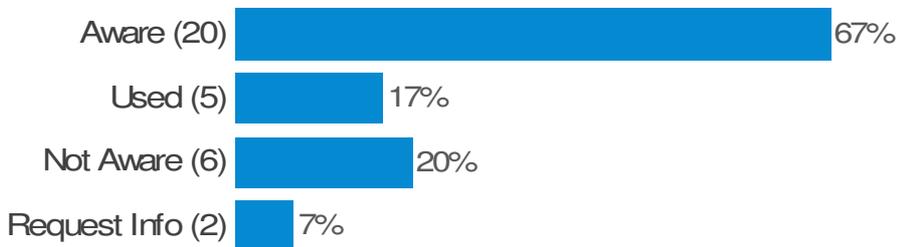
Have you used or are you aware of any of the following:

(LABC Building Excellence Awards)

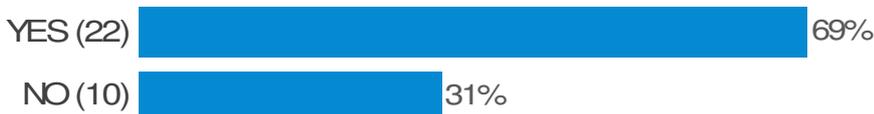


Have you used or are you aware of any of the following:

(Partnership Authority Scheme)



Have you used/do you use an Approved Inspector?



If YES, what aspects of their service do you consider they do better than ourselves?

None, far worse but clients appoint them

Usually Approved Inspectors are requested by the contractor

Checking of structural calculations.

Cheaper fees

Quicker at plan approvals.

None - only used an outside inspector once.

Nothing really, we only use them when specified as part of our contract arrangements ie client or Architect appointed

If **YES**, what aspects of their service do you consider they do better than ourselves?

Only used them for projects outside of your area

I have found very little difference.

usually availability and price but now a lot closer recently service has been very poor from some providers

More flexible in their interpretation of the Regs.

normally client led/previous use

I don't, This is usually at the request of a client as the perceive approved inspectors to be a softer touch

None, but some local builders have a negative view of the service and prefer to persuade clients to use private inspectors. This may be a perception problem. I always put forward NYBCP as my preference.

none

BASICALLY SOME CLIENTS AND BUILDERS PREFER TO USE THEM AS THEY CAN BE MORE PRACTICAL ABOUT CERTAIN THINGS?

Perhaps more flexible but scope can be weaker in terms of inspections

none particularly, in fact they are slow to issue Completion Certificates in comparison to NYBCP

Marginally cheaper. The choice of who undertakes building control in many cases is taken out of my hands and the choice is mostly driven not on cost but by the choice of the selected builder.

None

Do you consider that the Building Control process has added value to the finished development/project?



Did the Building Control Officer apply the Building Regulations in a professional manner?



Do you consider the Building Control service provides value for money?



If **NO**, please explain why:

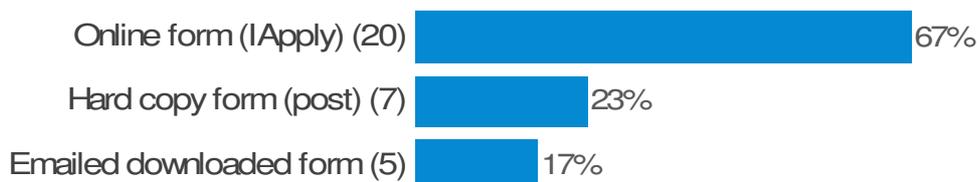
Approved Inspectors are often cheaper. By publicising your fees, you are giving the Approved Inspector the opportunity to undercut your fees.

All Local Authority Services should be freely available - as they used to be. Nothing personal against Building Control!

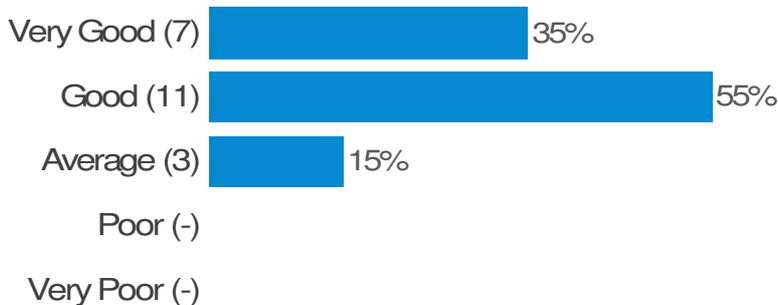
could always be better value especially on very small applications

Nothing personal - I resent all payments for Local Authority services

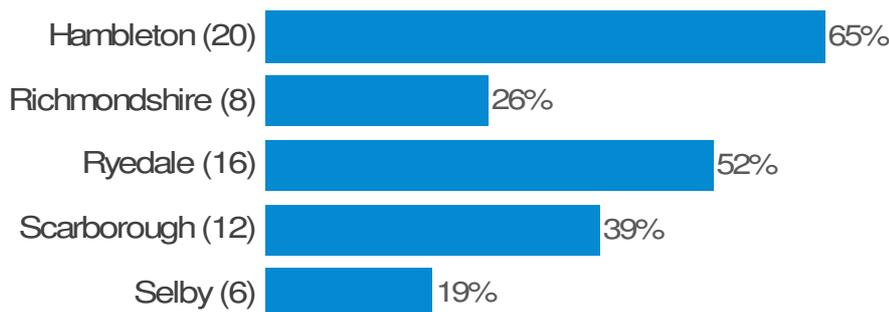
How did you submit your application?



If you used ONLINE (IApply) how did you rate it?



Which Council Area(s) do you predominantly work in?



We would welcome any other comments you wish to make on our service.

Excellent professional and friendly service.

I do not wish you to reply to any specific comments made in this survey, but I am content for you to know who completed this survey.

I realise the difficulty, particularly with site inspections but would be happy if you could work further afield.

All good thank you

The staff at NYBCP are always helpful and willing to respond to queries and generally provide a quick response.

need to keep inspector availability for inspections

I HAVE NO DOUBT IN MY MIND THAT NYBCP PROVIDE THE BEST SERVICE WITH REGARDS TO BUILDING CONTROL (over private companies or NHBC). HOWEVER I CAN ALSO SEE WHY SOME CLIENTS / BUILDERS PREFER TO USE A PRIVATE BUILDING CONTROL AS IT APPEARS SOMETIMES TO BE THE LINE OF LEASET RESISTANCE ? (sometimes NYBCP comments are sensible / necessary but equally others can be nonsense / a bit picky ?)

We work generally outside of the areas listed

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