



## **NORTH YORKSHIRE BUILDING CONTROL PARTNERSHIP**

Wednesday 11 March 2020 at 1.30 pm

Galtres Centre, Easingwold

### **Agenda**

- 1 **Apologies for absence**
- 2 **Minutes Public Pack, 16/10/2019 North Yorkshire Building Control Partnership**  
(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 2020-21** (Pages 5 - 10)
- 6 **Monitoring Report to 31-01-20** (Pages 11 - 16)
- 7 **Performance Board Report - April to December 2019** (Pages 17 - 46)

**8 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.

**9 Business Plan 2020 - 2021 Board Report** (Pages 47 - 100)

**10 Assistant Surveyors job title Report** (Pages 101 - 108)

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

# Public Document Pack Agenda Item 2

## North Yorkshire Building Control Partnership

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Held at Galtres Centre, Easingwold  
on Wednesday 16 October 2019

### Present

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Councillors Goodrick, Grant, Lunn (Chairman), Raper and Webster (Vice-Chairman)

### In Attendance

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Mandy Burchell, Keith Cadman, Rob Harper, Sara-Jane Hill and Callum McKeon

### Minutes

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#### 105 Election of Chair

Cllr David Webster proposed and Cllr Caroline Goodrick seconded that Cllr Cliff Lunn be elected as Chairman.

**Resolved**

Cllr Cliff Lunn be elected as Chairman.

#### 106 Election of Vice Chairman

Cllr Caroline Goodrick proposed and Cllr Cliff Lunn seconded that Cllr David Webster be elected as Vice Chairman.

**Resolved**

That Cllr David Webster be elected as Vice Chairman.

#### 107 Apologies for absence

Apologies were received from Cllr Steve Siddons

#### 108 Minutes Public Pack, 13.03.2019 North Yorkshire Building Control Partnership

**Resolved**

That the minutes of the meeting held on Wednesday 13 March 2019 were approved and signed by the Chairman as a correct record.

#### 109 Urgent Business

There were no items of urgent business.

110 **Declarations of Interest**

There were no declarations of interest.

111 **Performance Board Report April 2018 - March 2019**

The Head of Building Control presented a report detailing the Building Control Partnership's operational performance from 1 April 2018 to 31 March 2019.

**Resolved**

That the report be noted.

112 **Partnership Accounts Report 2018 - 2019**

The Head of Building Control presented the Partnership Accounts for the year ending 31 March 2019.

**Resolved**

That the accounts for 2018-2019 be approved.

113 **Monitoring Report to 30.09.2019**

The Head of Building Control presented a report detailing the financial performance of the North Yorkshire Building Control Partnership for the months of April 2019 to September 2019.

**Resolved**

That the report be noted.

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

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

115 **Dates of next meetings**

Wednesday 11 March 2020  
Wednesday 24 June 2020  
Wednesday 14 October 2020



## Ryedale District Council

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<b>REPORT TO:</b>	North Yorkshire Building Control Partnership Board
<b>DATE:</b>	11 March 2020
<b>REPORTING OFFICER:</b>	Robert Harper Head of Building Control
<b>SUBJECT:</b>	Proposed Budget 2020/21

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### 1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to present Members with a proposed budget for 2020/21 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 2020/21 budget.
- 2.2 That the Partner Authorities note the expected outturn for 2019/20 and advise their appropriate committees.
- 2.3 That an increase of 2% is applied to Building Regulations Charges for the financial year 2020/21.

### 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 ten 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 £937,780 has been forecast for 2020/21 taking into account the current financial position and recent trends. This incorporates a nil decrease on the approved budget for 2019/20. This budget assumes there will be no further contraction of the construction industry.

**4.2** Working from the approved budget for 2019/20 the chargeable income for 2020/21 will be increased by 2.5% in line with an increase in charges of 2%, expected inflation and increased salary costs and 2.5% for the following two years. This will maintain the current structure and provide for development in 2021/22 and 2022/23 in line with the Partnership's Business Plan. In projecting the budget forward the Partnership is forecasting a deficit in 2020/21 of £7,444 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 2020/21 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 2020/21.
- 8.2** That Partner Authorities are notified of the expected outturn for 2019/20.

### **OFFICER CONTACT:**

Please contact Robert Harper, Head of Building Control on 01347 825759 or email [robert.harper@nybcp.org](mailto:robert.harper@nybcp.org) or Mandy Burchell, Accountant (Ryedale District Council) on 01653 600666 ext 43389 or email [mandy.burchell@ryedale.gov.uk](mailto: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 2022/2023**

	2013/2014 Actual	2014/2015 Actual	2015/2016 Actual	2016/2017 Actual	2017/2018 Actual	2018/2019 Actual	2019/2020 Approved Budget	Draft 2020/2021 Budget	Draft 2021/2022 Budget	Draft 2022/2023 Budget
	£	£	£	£	£	£	£	£	£	£
<b>REVENUE ACCOUNT</b>										
<b>CHARGEABLE ACCOUNT</b>										
<b>INCOME</b>	<b>937,150</b>	<b>899,541</b>	<b>891,485</b>	<b>866,335</b>	<b>870,228</b>	<b>899,102</b>	<b>915,020</b>	<b>937,780</b>	<b>961,130</b>	<b>985,050</b>
<b>EXPENDITURE</b>										
Employees	611,227	635,132	649,439	614,743	600,520	644,370	692,359	728,217	753,442	779,550
Transport	72,915	76,435	81,061	71,343	64,326	71,101	77,300	79,230	81,210	83,250
Premises	36,340	36,469	37,163	30,280	24,560	24,247	28,980	27,190	27,930	28,700
Supplies & Services	110,701	131,899	128,983	98,016	107,040	89,763	131,470	136,560	139,520	142,550
Central Departmental Support	14,214	13,832	13,569	13,322	12,532	13,745	14,330	14,620	14,910	15,210
<b>Gross Expenditure</b>	<b>845,397</b>	<b>893,767</b>	<b>910,215</b>	<b>827,704</b>	<b>808,978</b>	<b>843,226</b>	<b>944,439</b>	<b>985,817</b>	<b>1,017,012</b>	<b>1,049,260</b>
<b>CHARGEABLE SURPLUS/(DEFICIT)</b>	<b>91,753</b>	<b>5,774</b>	<b>(18,730)</b>	<b>38,631</b>	<b>61,250</b>	<b>55,876</b>	<b>(29,419)</b>	<b>(48,037)</b>	<b>(55,882)</b>	<b>(64,210)</b>
<b>NON CHARGEABLE ACCOUNT</b>										
<b>INCOME</b>	<b>296,656</b>	<b>305,829</b>	<b>329,062</b>	<b>319,165</b>	<b>322,771</b>	<b>339,800</b>	<b>343,740</b>	<b>350,640</b>	<b>357,350</b>	<b>364,200</b>
<b>EXPENDITURE</b>										
Employees	200,724	209,346	213,989	203,418	198,987	212,820	227,546	239,557	247,941	256,618
Transport	24,305	25,478	27,020	23,789	21,442	23,702	25,750	26,390	27,050	27,720
Premises	12,114	12,156	12,388	10,093	8,187	8,082	9,650	9,060	9,310	9,570
Supplies & Services	30,580	30,198	36,725	28,382	29,308	28,552	31,220	32,710	33,520	34,340
Central Departmental Support	4,738	4,611	4,523	4,440	4,177	4,581	4,740	4,830	4,930	5,030
<b>Gross Expenditure</b>	<b>272,461</b>	<b>281,789</b>	<b>294,645</b>	<b>270,122</b>	<b>262,101</b>	<b>277,737</b>	<b>298,906</b>	<b>312,547</b>	<b>322,751</b>	<b>333,278</b>
<b>NON CHARGEABLE SURPLUS/(DEFICIT)</b>	<b>24,195</b>	<b>24,040</b>	<b>34,417</b>	<b>49,043</b>	<b>60,670</b>	<b>62,063</b>	<b>44,834</b>	<b>38,093</b>	<b>34,599</b>	<b>30,922</b>
<b>REVENUE ACCOUNT SURPLUS/(DEFICIT)</b>	<b>115,948</b>	<b>29,814</b>	<b>15,687</b>	<b>87,674</b>	<b>121,920</b>	<b>117,939</b>	<b>15,415</b>	<b>(9,944)</b>	<b>(21,283)</b>	<b>(33,288)</b>
	2013/2014 £	2014/2015 £	2015/2016 £	2016/2017 £	2017/2018 £	2018/2019 £	2019/2020 £	2020/2021 £	2021/2022 £	2022/2023 £
<b>RESERVE ACCOUNT</b>										
<b>BALANCE AS AT 1 APRIL</b>	<b>10,000</b>	<b>81,711</b>	<b>77,771</b>	<b>94,941</b>	<b>62,880</b>	<b>178,428</b>	<b>250,000</b>	<b>250,000</b>	<b>242,556</b>	<b>223,773</b>
Partner Joining Fee										
Revenue Account Surplus/(Deficit)	115,948	29,814	15,687	87,674	121,920	117,939	15,415	(9,944)	(21,283)	(33,288)
Redundancy Costs	(45,304)	(33,754)	(350)	(126,035)	(9,672)	(9,672)				
Flood Work & LABC Income	1,067		1,833	6,300	3,300	2,050	2,500	2,500	2,500	2,500
<b>BALANCE AS AT 31 MARCH</b>	<b>81,711</b>	<b>77,771</b>	<b>94,941</b>	<b>62,880</b>	<b>178,428</b>	<b>288,745</b>	<b>267,915</b>	<b>242,556</b>	<b>223,773</b>	<b>192,985</b>
Contribution from/(to) Partners	0	0	0	0	0	(38,745)	(17,915)	0	0	0
<b>REVISED BALANCE AS AT 31 MARCH</b>	<b>81,711</b>	<b>77,771</b>	<b>94,941</b>	<b>62,880</b>	<b>178,428</b>	<b>250,000</b>	<b>250,000</b>	<b>242,556</b>	<b>223,773</b>	<b>192,985</b>

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## Ryedale District Council

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<b>REPORT TO:</b>	North Yorkshire Building Control Partnership Board
<b>DATE:</b>	11 March 2020
<b>REPORTING OFFICER:</b>	Robert Harper Head of Building Control
<b>SUBJECT:</b>	Financial Performance April 2019 - January 2020

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### 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 2019 to January 2020 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 2019 to 31 January 2020.

### 3.0 BACKGROUND

- 3.1 This report shows the financial performance of the North Yorkshire Building Control Partnership for the period 1 April 2019 to 31 January 2020.
- 3.2 The original budget for 2019/20 has been profiled to the end of January 2020 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 2020.

## **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 2020, 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 2019 to 31 January 2020 is £140,194 against a profiled original budgeted surplus of £32,158.
- 5.3** The surplus balance on the reserve account as at 31 January 2020 is £390,167 having taken into account redundancy costs, pension contributions due to early retirements and flood work and LABC income.
- 5.4** As at 31 January 2020, there would be a contribution to the Partner Authorities of £140,167 (or £28,033 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 13 March 2019, the overall surplus for 2019/20 is projected to be £123,451 with an estimated surplus balance on the reserve account as at 31 March 2020 of £373,424 again having taken account of redundancy costs, pension contributions due to early retirements and flood work and LABC income. There is therefore estimated to be a contribution to Partners of £123,424 (or £24,685 each) for the 2019/20 financial year to meet the maximum level of reserves requirement of £250,000. This assumes expenditure and income remains in line with the profiled original budget for the period 1 February 2020 to 31 March 2020.

### Chargeable Account

- 5.6** For the period to 31 January 2020, the chargeable account shows a surplus of £90,962 against a profiled original budgeted deficit of £6,501.
- 5.7** The income is showing an increase of £59,166, with an underspend on expenditure of £38,297.

## Non Chargeable Account

- 5.8** For the period to 31 January 2020, the non-chargeable account shows a surplus of £49,232 against a profiled original budgeted surplus of £38,659.
- 5.9** There is a surplus in the non-chargeable income of £936 offset by an underspend of £9,637.

## **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.

## **9.0 CONCLUSION**

- 9.1** For the period 1 April 2019 to 31 January 2020, the revenue account for the North Yorkshire Building Control Partnership is showing a surplus of £140,194.
- 9.2** The financial position of the Partnership will require close monitoring during the remainder of 2019/20.
- 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](mailto:robert.harper@nybcp.org) or Mandy Burchell, Accountant (Ryedale District Council) on 01653 600666 ext 389 or e-mail [mandy.burchell@ryedale.gov.uk](mailto: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 2019 TO 31 JANUARY 2020**

	2019/2020 Original Budget £	2019/2020 Revised Budget £	Revised Budget to 31/1/20 £	Actual to 31/1/20 £
<b><u>REVENUE ACCOUNT</u></b>				
<b><u>CHARGEABLE ACCOUNT</u></b>				
<b>INCOME</b>	<b>915,020</b>	<b>915,020</b>	<b>777,759</b>	<b>836,925</b>
<b>EXPENDITURE</b>				
Employees	692,359	692,359	577,484	581,911
Transport	77,300	77,300	64,424	53,139
Premises	28,980	28,980	27,745	24,294
Supplies & Services	131,470	131,470	102,663	74,675
Central Departmental Support	14,330	14,330	11,944	11,944
<b>Gross Expenditure</b>	<b>944,439</b>	<b>944,439</b>	<b>784,260</b>	<b>745,963</b>
<b>CHARGEABLE SURPLUS/(DEFICIT)</b>	<b>(29,419)</b>	<b>(29,419)</b>	<b>(6,501)</b>	<b>90,962</b>
<b><u>NON CHARGEABLE ACCOUNT</u></b>				
<b>INCOME</b>	<b>343,740</b>	<b>343,740</b>	<b>286,472</b>	<b>287,408</b>
<b>EXPENDITURE</b>				
Employees	227,546	227,546	189,708	189,196
Transport	25,750	25,750	21,462	17,714
Premises	9,650	9,650	9,244	8,098
Supplies & Services	31,220	31,220	23,447	19,216
Central Departmental Support	4,740	4,740	3,952	3,952
<b>Gross Expenditure</b>	<b>298,906</b>	<b>298,906</b>	<b>247,813</b>	<b>238,176</b>
<b>NON CHARGEABLE SURPLUS/(DEFICIT)</b>	<b>44,834</b>	<b>44,834</b>	<b>38,659</b>	<b>49,232</b>
<b>REVENUE ACCOUNT SURPLUS/(DEFICIT)</b>	<b>15,415</b>	<b>15,415</b>	<b>32,158</b>	<b>140,194</b>

**RESERVE ACCOUNT**

BALANCE AS AT 1 APRIL 2019

REVENUE ACCOUNT SURPLUS/(DEFICIT) 1 April 2019 to 31 January 2020

REDUNDANCY COSTS

FLOOD WORK &amp; LABC INCOME

BALANCE AS AT 31 JANUARY 2020

CONTRIBUTION FROM/(TO) PARTNERS

REVISED BALANCE AS AT 31 JANUARY 2020

£	£
	250,000
140,194	
(27)	
0	140,167
	390,167
	(140,167)
	250,000





Agenda Item:



## Ryedale District Council

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**REPORT TO:** North Yorkshire Building Control Partnership Board

**DATE:** 11 March 2020

**REPORTING OFFICER:** Robert Harper. Head of Building Control.

**SUBJECT:** Performance to 31 December 2019

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### **1.0 PURPOSE OF REPORT**

**1.1** To receive a report on the Building Control Partnership's operational performance to 31 December 2019.

### **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 2019 to 31 December 2019.

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

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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 - 60%). This is below target mainly due to resources as there were vacant Surveyors posts. It should be noted that during the first 3 quarters of 2019/20 81% 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. Further work is being carried out to focus on this target and new staff members that are currently being trained will provide the additional resource necessary.
- BC 4 – Percentage of Full Plans applications approved first time (Average of Q1, Q2 and Q3 - 87%). This is slightly below the target of 92% and is very reliant on the responses from agents/architects.
- 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 - 39%). (See 8.1.1 below for further information).

## **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 and Operations Manager will be attending the LABC Conference 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 Operations Manager is attending a formal training course to obtain a Management and Leadership Qualification at Leeds City Collage.
- 6.4** The Operations Manager is attending the LABC/IFE Fire Safety Validation Assessment in April 2020 in Manchester. This falls in line with the current campaign to raise the standard of the industry following the tragic incident at Grenfell Tower.
- 6.5** The partnerships Assistant Building Control Surveyors are making progress in obtaining professional membership.

**6.6** The partnerships Trainee Building Control Surveyor will be attending a formal training course to obtain a HNC in Building Studies starting in September 2020. University to be attended is not yet known.

**6.7** All staff are currently progressing with the NYCC E-Learning modules required by Ryedale District Council.

## **7.0 CUSTOMER AND AGENT SURVEYS**

**7.1** A copy of the customer survey results for the period 1 April 2019 – 31 December 2019 is included in Appendix 2 (NYBCP Service Delivery Questionnaire April to December 2019). 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' was closed down by Idox at the end of October 2019 which has led to a significant decrease in the number of online application submissions and hence the current target of 52% will not be achievable at the moment. NYBCP are currently working with Idox to explore several proposals, one of which is the Idox integration with Planning Portal. The Partnership sees this as a benefit to our customers as they will be able to apply for both planning and building regulations using the one portal. It is hoped that should this platform be adopted, with encouragement and publicity, there will be an upturn in the number of applications being submitted through an on-line system during the financial year of 2020/21.

### **8.2 Future Upgrades**

#### **8.2.1 Uniform**

The Partnership is awaiting dates and guidance from Idox to plan the next upgrade. Idox recently updated the system to introduce its own letter template viewer, replacing Word. This caused some issues which are being investigated.

### **8.2.2 BC Mobile**

Following enhancements to BC Mobile Surveyors are finding the updated app more reliable. The Partnership continues to liaise with Idox regarding further improvements to BC Mobile.

### **8.2.3 DMS5**

The Partnership is awaiting dates and guidance from Idox to plan in the next upgrade. Idox template viewer has also been applied to DMS.

### **8.2.4 Public and Consultee Access**

The Partnership is awaiting dates and guidance from Idox to plan the next upgrade. Yorkshire Water representatives will be receiving further training to encourage them to use the product to its full potential.

### **8.2.5 GMS Address Database**

A backlog has arisen in the updating of the address database due to issues with both Idox and Ryedale's transferring/uploading facilities. This is currently under investigation in order to establish a resolution.

## **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](mailto:robert.harper@nybcp.org)

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# NYBCP Service Delivery Plan

Generated on: 25 February 2020






## 1. To encourage quality sustainable enterprise and employment

		BC 3	% Full Plans approved within statutory time period 2 months		
		Current Value	100.0%	December 2019	
		BC 5	% Site Inspections undertaken on day of notification		
		Current Value	98.0%	Q3 2019/20	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
		Current Value	98%	2018/19	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
		Current Value	100%	December 2019	
		BC 7	An average of 7 inspections undertaken per development.		
		Current Value	8.4	2018/19	

		BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments	
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<b>Current Value</b>	56%	2018/19	<b>Current Target</b>	60%
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This figure does include reversion applications. If these are taken out of the figures the result is 59%.

		BC 1	% Check full plan applications within 10 working days	
---	---	------	---	---




<b>Current Value</b>	69%	Q3 2019/20	<b>Current Target</b>	90%
----------------------	-----	------------	-----------------------	-----

		BC 2	% of Building Notices accepted in 2 working days	
---	---	------	--	---

<b>Current Value</b>	90%	December 2019	<b>Current Target</b>	95%
----------------------	-----	---------------	-----------------------	-----

		BC 4	% Full Plans applications approved first time.	
---	---	------	--	---




<b>Current Value</b>	84%	December 2019	<b>Current Target</b>	92%
----------------------	-----	---------------	-----------------------	-----

		BC 18	% of fee earning applications/notifications submitted electronically	
---	---	-------	--	---

<b>Current Value</b>	22%	Q3 2019/20	<b>Current Target</b>	52%
----------------------	-----	------------	-----------------------	-----

Only 57 applications were submitted by the BC Planning Portal and 45 applications were submitted via iApply (Total = 102 application submitted via an on-line system). iApply was closed down at the end of October by iDox which was the main on-line application platform. NYBCP are currently working with iDox to try to establish a new on-line application system. Most of the other applications are deposited via email with very few being sent as paper copies.

## 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)	
---	---	-------	--	---






















<b>Current Value</b>	22.00hrs	2018/19	<b>Current Target</b>	20.00hrs
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		BC 17	Number of days lost sickness absence per officer	
---	---	-------	--	---

<b>Current Value</b>	1.17	Q3 2019/20	<b>Current Target</b>	1.25
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### 3. To promote health provision

		BC 3	% Full Plans approved within statutory time period 2 months		
<b>Current Value</b>	100.0%	December 2019	<b>Current Target</b>	100.0%	
		BC 5	% Site Inspections undertaken on day of notification		
<b>Current Value</b>	98.0%	Q3 2019/20	<b>Current Target</b>	98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
<b>Current Value</b>	98%	2018/19	<b>Current Target</b>	95%	
		BC 8	Dangerous structures inspected within 2 hours.		
<b>Current Value</b>	95%	2018/19	<b>Current Target</b>	90%	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
<b>Current Value</b>	100%	December 2019	<b>Current Target</b>	95%	
		BC 7	An average of 7 inspections undertaken per development.		
<b>Current Value</b>	8.4	2018/19	<b>Current Target</b>	7.0	
		BC 1	% Check full plan applications within 10 working days		
<b>Current Value</b>	69%	Q3 2019/20	<b>Current Target</b>	90%	


		BC 2	% of Building Notices accepted in 2 working days		
<b>Current Value</b>	90%	December 2019	<b>Current Target</b>	95%	




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

		BC 5	% Site Inspections undertaken on day of notification		
<b>Current Value</b>	98.0%	Q3 2019/20	<b>Current Target</b>	98.0%	

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
<b>Current Value</b>	22.00hrs	2018/19	<b>Current Target</b>	20.00hrs	










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

		BC 1	% Check full plan applications within 10 working days		
<b>Current Value</b>	69%	Q3 2019/20	<b>Current Target</b>	90%	













		BC 18	% of fee earning applications/notifications submitted electronically		
<b>Current Value</b>	22%	Q3 2019/20	<b>Current Target</b>	52%	

Only 57 applications were submitted by the BC Planning Portal and 45 applications were submitted via iApply (Total = 102 application submitted via an on-line system). iApply was closed down at the end of October by iDox which was the main on-line application platform. NYBCP are currently working with iDox to try to establish a new on-line application system. Most of the other applications are deposited via email with very few being sent as paper copies.

## 5. To promote community safety

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
<b>Current Value</b>	22.00hrs	2018/19	<b>Current Target</b>	20.00hrs	
		BC 7	An average of 7 inspections undertaken per development.		
<b>Current Value</b>	8.4	2018/19	<b>Current Target</b>	7.0	
		BC 1	% Check full plan applications within 10 working days		
<b>Current Value</b>	69%	Q3 2019/20	<b>Current Target</b>	90%	

## To provide suitable, quality and affordable housing

		BC 3	% Full Plans approved within statutory time period 2 months		
<b>Current Value</b>	100.0%	December 2019	<b>Current Target</b>	100.0%	
		BC 5	% Site Inspections undertaken on day of notification		
<b>Current Value</b>	98.0%	Q3 2019/20	<b>Current Target</b>	98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
<b>Current Value</b>	98%	2018/19	<b>Current Target</b>	95%	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
<b>Current Value</b>	100%	December 2019	<b>Current Target</b>	95%	

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		BC 10	% of Market Share within Schedule 1		
<b>Current Value</b>	52%	2018/19	<b>Current Target</b>	40%	
This figure does include reversion applications. If these are taken out of the figure the result is 33%.					

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
<b>Current Value</b>	22.00hrs	2018/19	<b>Current Target</b>	20.00hrs	

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

		BC 1	% Check full plan applications within 10 working days		
<b>Current Value</b>	69%	Q3 2019/20	<b>Current Target</b>	90%	

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## 7. To provide for vulnerable residents




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
<b>Current Value</b>	22.00hrs	2018/19	<b>Current Target</b>	20.00hrs	

## 8. To maximise profitability

		BC 15	Total cost of providing service per head of population not to exceed budget		
<b>Current Value</b>	0.78	2018/19	<b>Current Target</b>	0.88	
Total income received from partner authorities = £338,240 Pay back to partner authorities = £38,744 Population = 385,100.					

Value = £338,240 - £38744= £299,496/385,100 = £0.78  
 Target = £338,240/385,100 = £0.88.

		BC 16	Total cost to each Council not to exceed budget		
<b>Current Value</b>	£59899	2018/19	<b>Current Target</b>	£67648	
£288,744.49 - £250,000 = £38,744.49/5 = £7,748.90.					

		BC 18	% of fee earning applications/notifications submitted electronically		
<b>Current Value</b>	22%	Q3 2019/20	<b>Current Target</b>	52%	

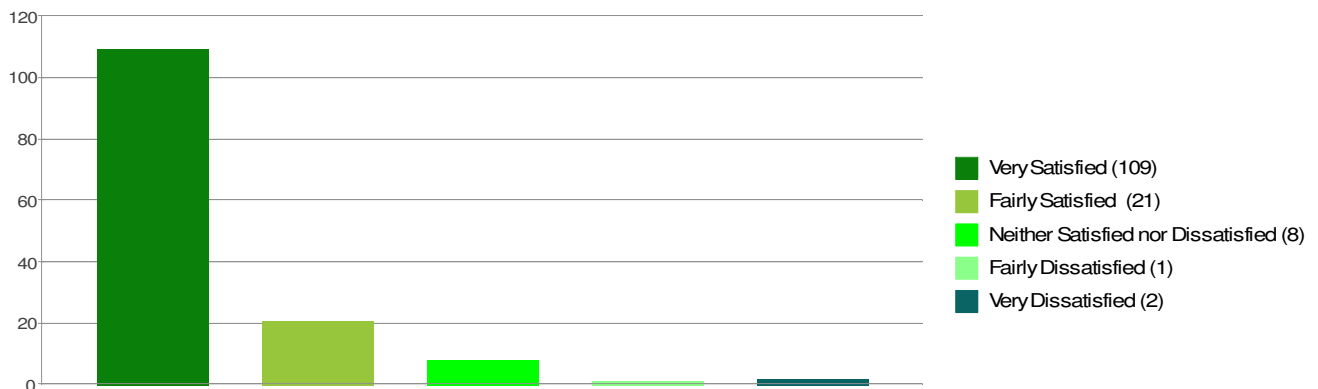
Only 57 applications were submitted by the BC Planning Portal and 45 applications were submitted via iApply (Total = 102 application submitted via an on-line system). iApply was closed down at the end of October by iDox which was the main on-line application platform. NYBCP are currently working with iDox to try to establish a new on-line application system. Most of the other applications are deposited via email with very few being sent as paper copies.

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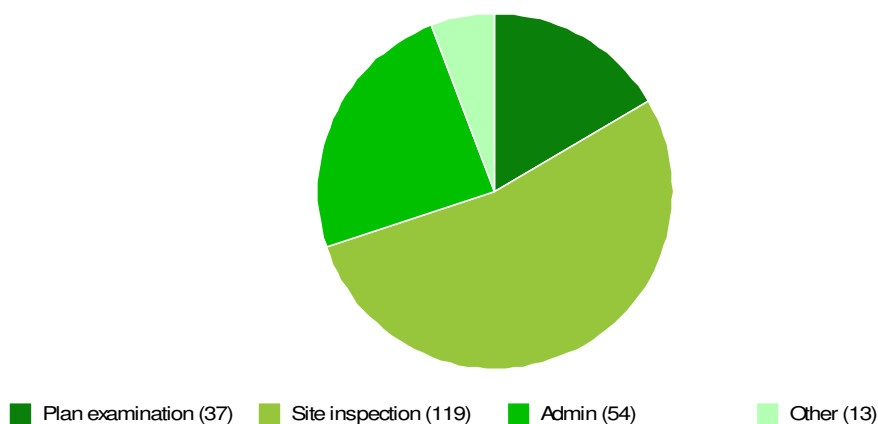
## Service Delivery Questionnaire

This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2019 to 31 December 2019, showing the results of the 141 responses received.

### 1. What was your initial impression of the Building Control Service?



### 2. As a user of the service, what areas did you come into contact with? (Tick all that apply)



**2a. If Other, please specify**

Regularisation for completion certificates  
 Property Owner  
 Sign off for extension  
 Householder  
 Developer  
 window inspection  
 Requested pre-application advice when visited by Area Building Control Officer  
 owner  
 Builder  
 Wood burner installation  
 It was a one off query regarding a completion certificate  
 owner of property

**3. Please rate the following aspects of the North Yorkshire Building Control Partnership service**

Counts Respondents	Total					
		Very Poor	Poor	Average	Good	Very Good
Base	1066	12	9	61	215	769
Advice given	135	2	2	6	32	93
Availability of staff	137	1	1	5	30	100
Attitude of staff	137	1	1	4	21	110
Speed of plans examination	121	1	-	9	27	84
Number of site inspections	132	1	-	7	27	97
Quality of service	136	2	3	4	24	103
Speed of response to site inspection requests	133	1	-	5	23	104
Overall value for money	135	3	2	21	31	78

**What aspects of the service did you find particularly good?**





## 5. What aspects of the service do you think could be improved?

### What aspects of the service do you think could be improve...

nothing particular, all seems to work well for us

I had to chase a few times to get the certificate sent through

Cost

Initial contact with Building Control to make arrangements for visits can be difficult.

Issuing of the completion certificate - I had a real problem getting mine after mistakes were made

Charges quite high for a small job

All great

None

Initial request for info

None

None.

Basically if the (first) builder said he had done something the inspector took his word for it - for example cavity tray installation, first builder claimed he had installed one, but he had not! Insulation in the new roof cavity - none Insulation in the external new walls - hardly any Proper roof leading - end section was missing As a result we had to have all these aspects re-done at extra cost.. And the roof structure had to be re-built as it was not level When I submitted full plans to building control I expected that you would use them to check that things were done properly. Obviously I was wrong!

none

Nothing on this occasion.

CAN'T FIX WHAT IS NOT BROKEN

JUST KEEP IT AS IT IS.

I am very happy with the service provided by NYBCP. Many thanks.

None

quicker final inspection

Have a planned time for the inspector to arrive as we had to stay and wait all day for him to arrive and had to stop work, waiting for him to arrive so that he could see the correct things.

There were a number of small things that could have have been mentioned much earlier in the process but otherwise very good

I couldn't say there would be anything that I have seen that would require improvement

Having paid for a service, expected service, not to have to chase up completion certificate 3 months after job completed, then again another 3 months later.

Difficult to book in a specific time

Forms need to be more explanatory

Nonr

none very pleased with everything

The info I was given at initial contact was a little over the top and very alarming (eg told we needed soundproofing). But overall, i have been impressed with the service and have found all members of the team I have dealt with to be professional and helpful.

Happy with overall process, no complaints.

The knowledge and competence of the building inspector on site

not sure , all seems just fine to me

Cost is extortionate

From my point of view nothing, can not criticise in any way

the surveyor told us we would still be able to use our blinds, we couldnt and we had to buy new at a cost

nil

none

none

Reduce fees

None less fees

no aspects to note, all seemed fine

None very happy

None come to mi d

## 5. What aspects of the service do you think could be improved?

### What aspects of the service do you think could be improve...

Reduce cost

Happy with all aspects of the service.

Need to employ more on site building inspectors to ensure adequate cover for illness

None

N/A

The building inspector needs sacking

The online application system and procedure, as rather unclear in places for the domestic householder application.

Long delays regarding planning communication

None

Everything went perfectly no improvements come to mind

Your process is based on a tick box mentality. In my particular case some of the requirements I found to be totally unnecessary. Your focus on U values for insulation is too simplistic

It could not have been improved

We didn't know we had to get a completion certificate. Better education of public via architects etc

None Excellent service all round

NONE

online difficult to navigate

N/A

None as experienced over duration of the works involved.

Not applicable

All ok

None Just perfect

just keep it as it is.

None

No comment

Cannot believe the difference in inspectors as of now to a few years ago. So much more helpful

It took repeated phone calls to obtain a certificate of completion, no reason was given for the delay.

Nil

None

Communication from relevant inspector in respect of contact following additional information sent.

None

More staff to reduce individual workloads

maybe advance notice of site visits as we missed your employee on a couple of occasions

N/A

Clearer Costing Matrix

Cost rather high.

From my end, nothing

Nothing at the moment

none, great service

None

None

None

Nothing to be improved.

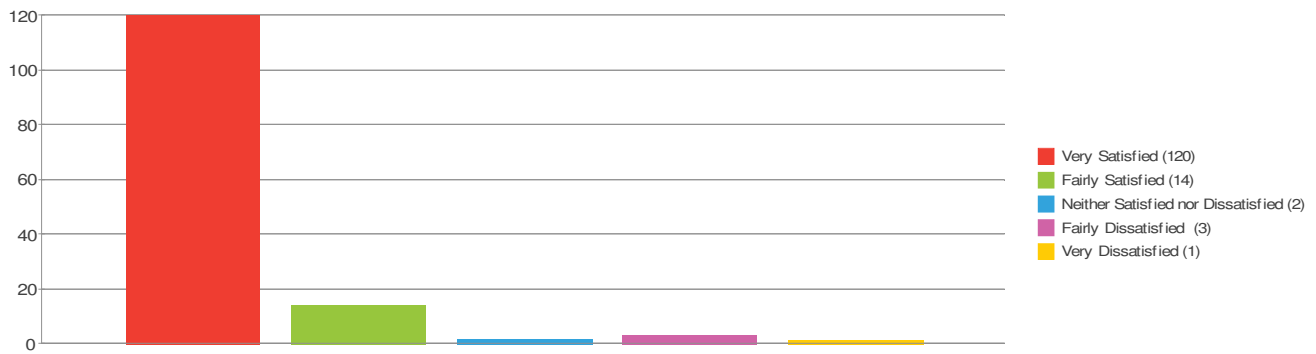
The original phone call - I didn't find it easy to understand what I was being told or what the responsibilities were

Think you should have a staged certificate so each inspection is recorded and signed off as they occur

You did not provide any legal link between my application for building consent, the actual drawings, and the certificate until I phoned you up. You only demonstrated that you had approved a reference number which I had no access to and could not legally demonstrate that it was anything specific until I had received the actual drawings with your stamp on. I had to phone you up to request this crucial legal link in the legal evidence chain.

## 6. How would you rate the Building Control staff in being helpful and responsive to your needs?

6. How would you rate the Building Control staff in being helpful and responsive to your needs?



### 6a. Any comments:

excellent

My issues were with issuing of completion certificate

A personable group of people

10/10.

More satisfied than very satisfied. NYBCP deserve a 5 star award for offering and providing far more than other BC bodies that I work with.

As said friendly, courteous and helpful

very very good

We were very impressed with Dave Morris our building inspector.

Went out of his way to cause problems on site, spoke to my staff like they were dirt, so much so the customer who heard is writing to complain. asked us to call to arrange appointment then refused to answer phone. I called 17 times over the duration of the works and he never answered phone once or replied to my messages. He had numerous un-necessary inspections. We deal with 80 different inspectors each year and this one is the worst we have ever encountered, coupled with being out of his depth and not knowing the actual regulations for what he is inspecting.

Your inspector was very good

None

All very helpful

Whenever and whoever I spoke to they were always very polite, cheerful and extremely helpful

Very helpful!

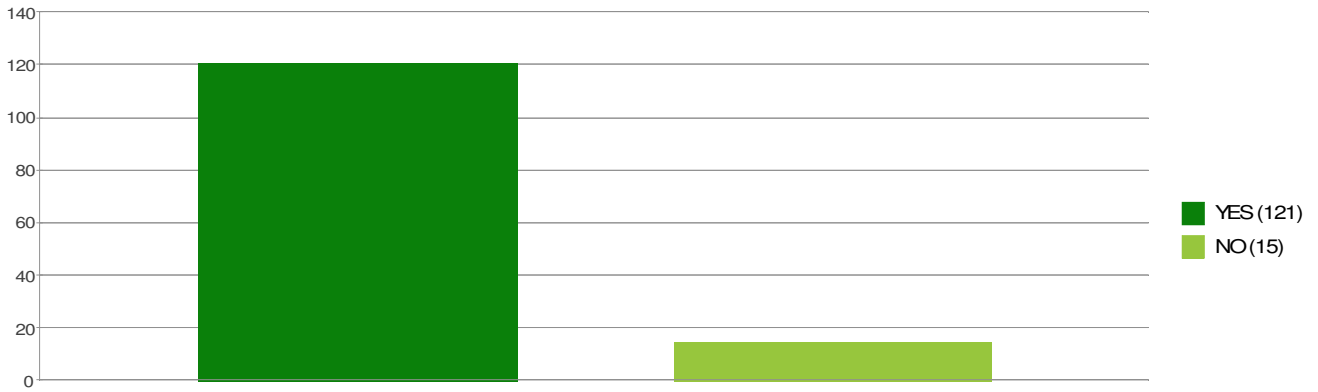
Ivan Wooler and Aaron Bridges at the Easingwold branch were exceptional in their helpfulness, speed and professionalism,

Everyone I have dealt with have been fantastic and helpful

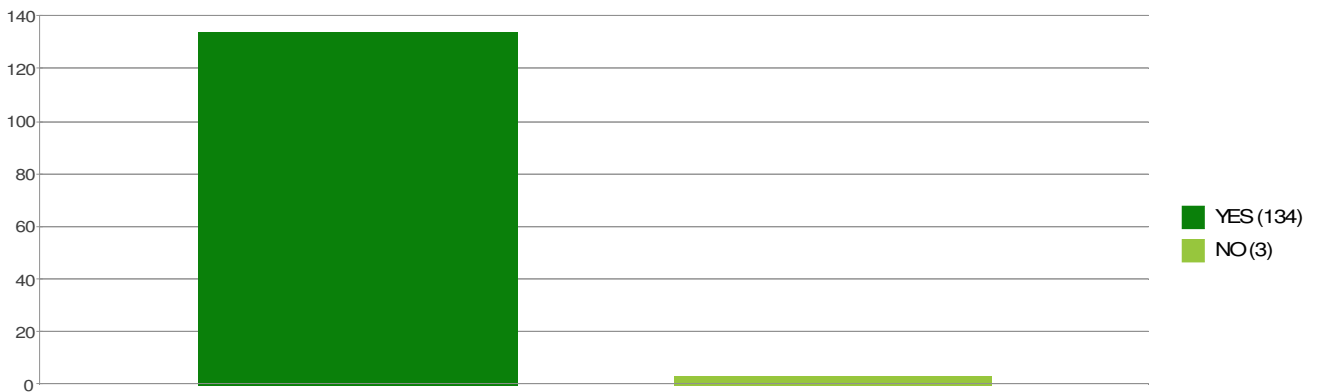
Neil Youll was superb. Great communication of requirements and speed of response on site visit requests was above and beyond what we were expecting.

you supplied swift evidence

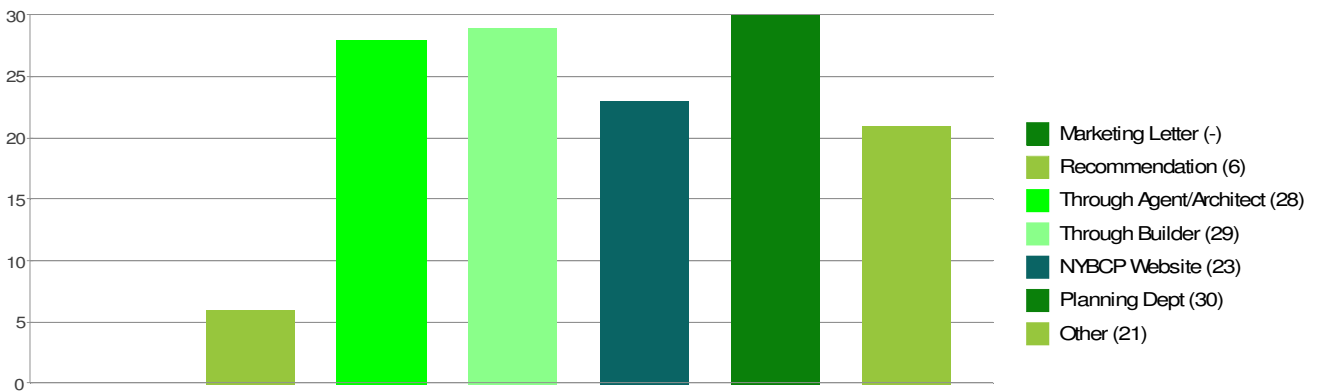
**7. Do you consider that the Building Control process has added value to the finished development/project?**



**8. Did the Building Control officer apply the Building Regulations in a professional manner?**



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



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

I cannot fault the service - very pleased with the input.

Thank you for being so helpful and responsive to our enquiry. We really appreciated your time and help.

Ms Julie Chapman was extremely helpful and friendly, my thanks to her

I am very pleased with the service particularly the professionalism of Julie Chapman. She has been very helpful throughout.

Excellent service from start to finish

If I need building control again I will DEFINITELY not come to you

Thanks for a great service

Thank you for your prompt courteous service.

FANTASTIC SERVICE FROM START TO FINISH !

Many thanks for providing such a professional service.

None

I pleased that there is traceable proof of compliance with regulations which will help in the eventual sale of the property.

Just keep up the good work - as I am not a professional you acknowledged my inexperience and assisted us to a fine outcome, Thank you

I cannot fault it.

Glad we were given a prompt inspection and further advice for the rest of our development.

The building inspector was always polite and attended the site on all occasions required, however we were disappointed with his lack of knowledge to the job been carried out, it was very frustrating when after a visit he gave the go ahead and then he the changed his mind and made the contractors dig right across our drive which he had said would not happen on his second visit. May we suggest in future you send a building inspector to the job in hand with appropriate knowledge and understanding of the regulations at the currant time.

will use again very soon

We are pleased with the service we have received and will recommend to others.

Very expensive!!

Lightweight roof placed upon brick orangery replacing glass roof. Inspector requested m2 inspection hole to be dug into drive to confirm footings - unnecessary

as previously mentioned everything went smoothly from start to eventual finish

A good service

A very good service.

Overall very happy, friendly service and officiant

I thought that the charge for the service was rather excessive.

Because of the positive experience I've had, I cannot think of any way you could improve the service.

none needed very efficient service

None

N/A

Mike Hetherington was always very reliable and always arrived to site when requested

Excellent service

The office support by Karen was first class

Great service will be sure to return for future building control

Keep up the great attitude from staff

Julie Chapman, the BCO, was a welcome visitor to the site, and her input constructive and pleasantly delivered - not always the case when the project manager had dealings with the old BC regime of other York and North Yorkshire local authorities.

North Yorkshire building control , the best I have ever used Thank you

fantastic service yet again !!

Keep up the good work!

Very pleased no problems.

Overall very satisfied with the service received.

At this moment in time excellent

Thank you so much for making the entire process easy.

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

---

The responses in this questionnaire relate to all 5 dwellings covered by the application 17/20620/DOM

---

Just a huge thank you to all staff, particularly Simon and Ivan, all help and advice much appreciated.

---

Friendly & efficient service from start to finish. We can't thank you enough.

---

None at this stage

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We were advised by our architect to use there usual people but the speed of response and advice by Neil and Liam to our initial contact was so good we decided that was the team for us

---

A very efficient service with helpful staff

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Very helpful advice over the phone, second inspector from Leyburn was brilliant- thanks

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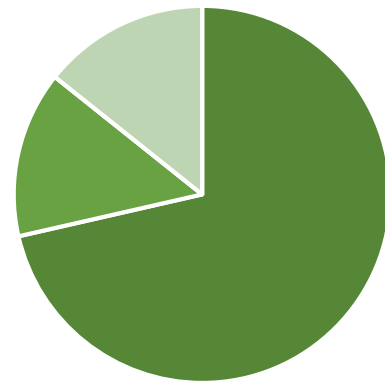
We are grateful to the building control officers who visited the site and explained clearly what had to be done. We feel that their advice has made sure that the whole building has integrity

## North Yorkshire Building Control Agent Satisfaction Survey 2019/20

This report shows the results for the 15 responses received.

### Q1. In which capacity do you use the Building Control Service?

Occupation	Total	%
Architect	10	66.67%
Builder/Developer	2	13.33%
Engineer	0	0%
Other	2	13.33%
No response	1	6.67%



#### If Other, please specify:

Building Surveyor

LPA

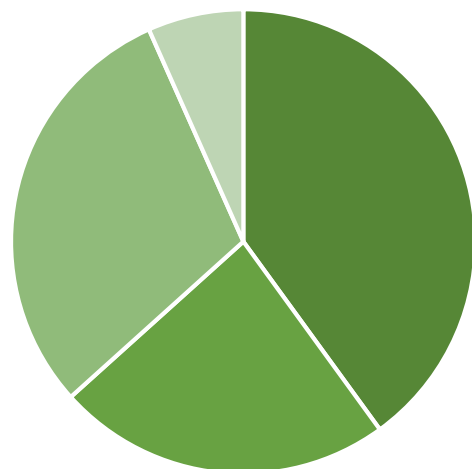
Architectural Services

■ Architect ■ Builder/Developer ■ Engineer ■ Other

### Q2. As a user of the service what areas do you come into contact with?

(Please tick all that apply)

Service	Total
Plan examination	12
Site Inspection	7
Admin	9
Other	2



#### If Other, please specify:

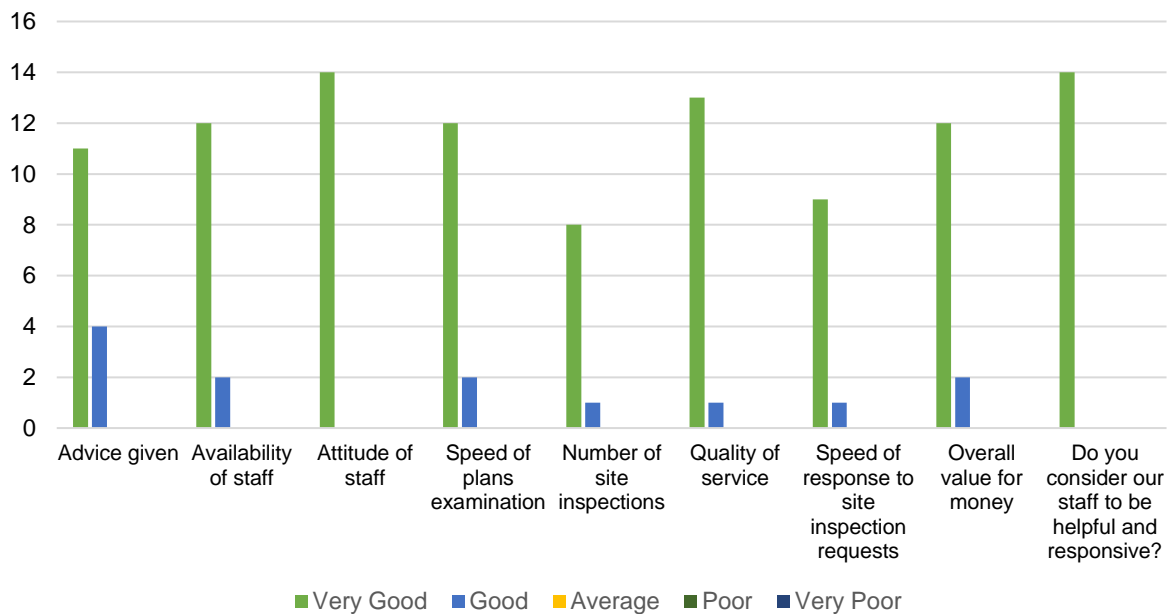
BR advice

Advice and guidance from Building Control personnel

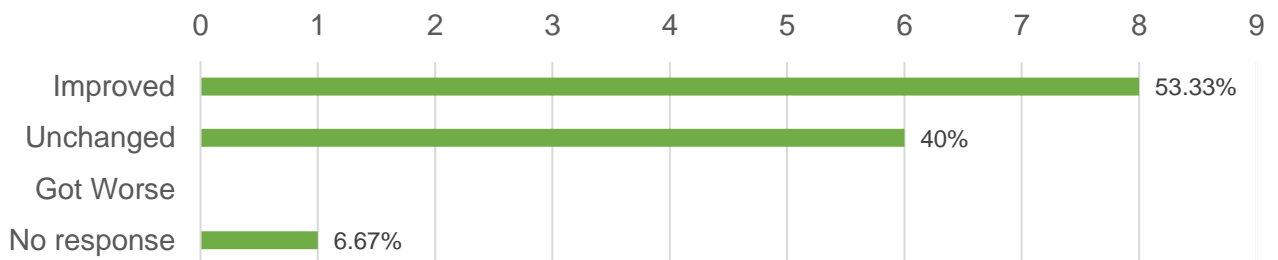
■ Plan examination ■ Site Inspection  
■ Admin ■ Other

**Q3. Please rate the following aspects of the service:**

- Advice given
- Availability of staff
- Attitude of staff
- Speed of plans examination
- Number of site inspections
- Quality of service
- Speed of response to site inspection requests
- Overall value for money
- Do you consider the staff to be helpful and responsive?



**Q4. If you are a regular user, has the quality of the service in the last five years:**





**Q5. Have you found any aspects of the Building Control service particularly good?**

(Please make specific comment)

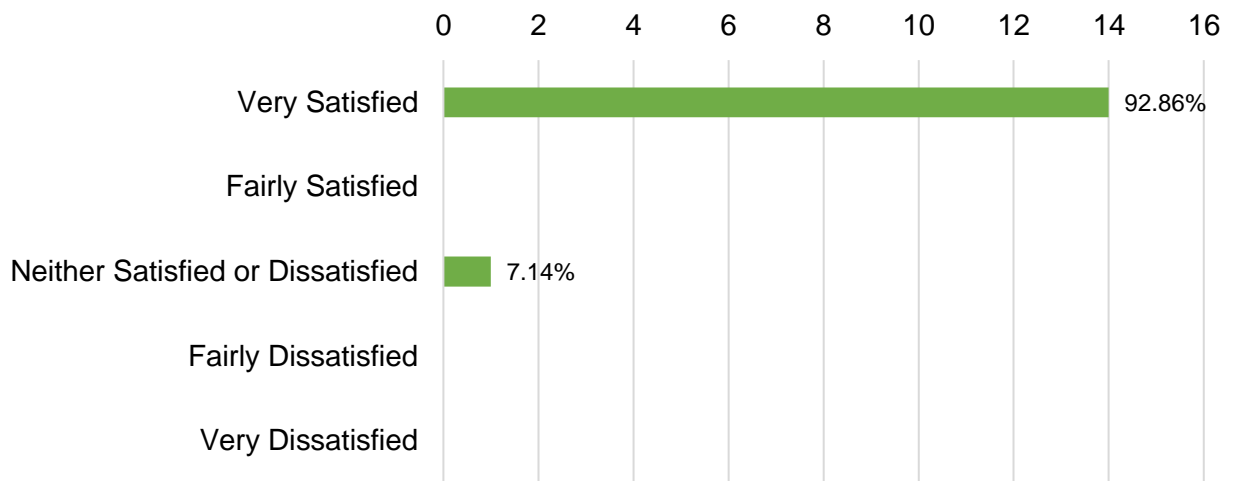
Plan checking time is rapid but thorough. Staff are professional and helpful
Pre-application advice is offered freely
very good liaison with officers at plan inspection through to dealing with on-site queries for the builders and specialists
approachability of the staff
Communication between Building Control Personnel and their clients
Although probably unhelpful in the context of this survey I find the service to be excellent.
The online application service.
Response to queries is excellent and staff are always available to attend site when requested
Good personal service and relationship
Helpful and professional staff.
Online submissions
Timely response to queries and quality of general advice/support offered.

**Q6. What aspects of the Building Control service do you think could be improved?**

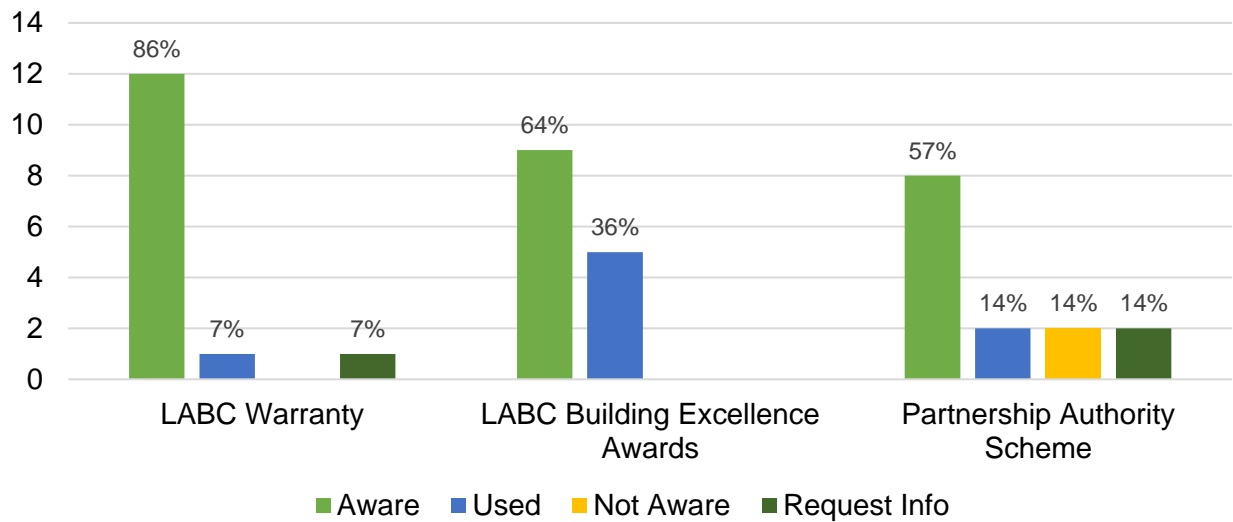
(Please make specific comment)

In reality very little if anything.
Generally service is very good however there may be some room for improvement in reliability of site
visits by inspectors. Contractors often say the BCO has been and comments only passed on third hand.
very happy with the whole service as provided to me
None
None
Giving specific timeslots for site inspections.
None
Not sure
An accessible online archive of files/drawings submitted for the duration of a project would be a really helpful addition to the application process (unless this is maybe already possible and am not aware).

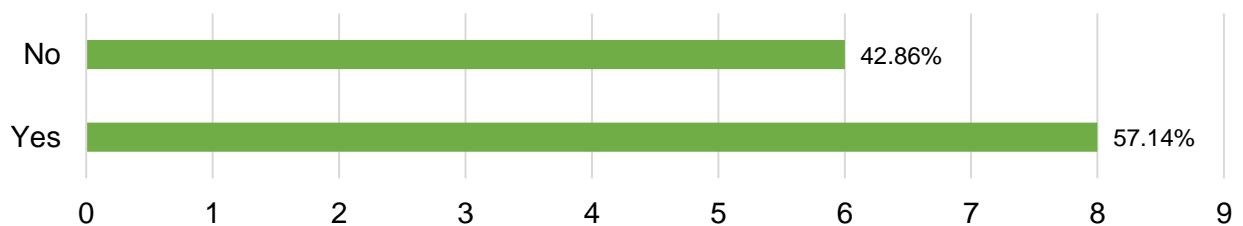
**Q7. What is your overall impression of the North Yorkshire Building Control service?**



**Q8. Have you used or are you aware of any of the following:**



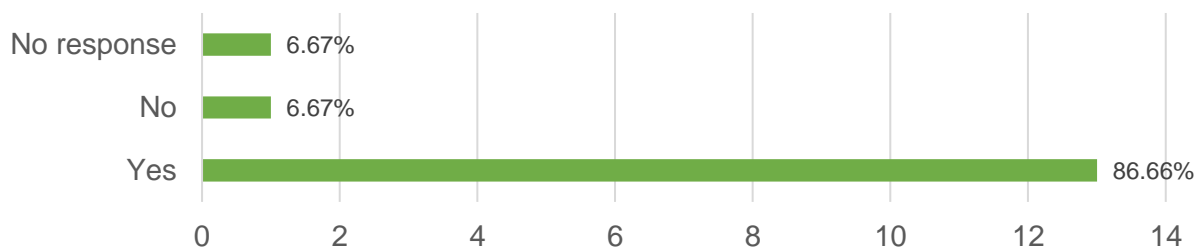
**Q9. Have you used/do you use an Approved Inspector?**



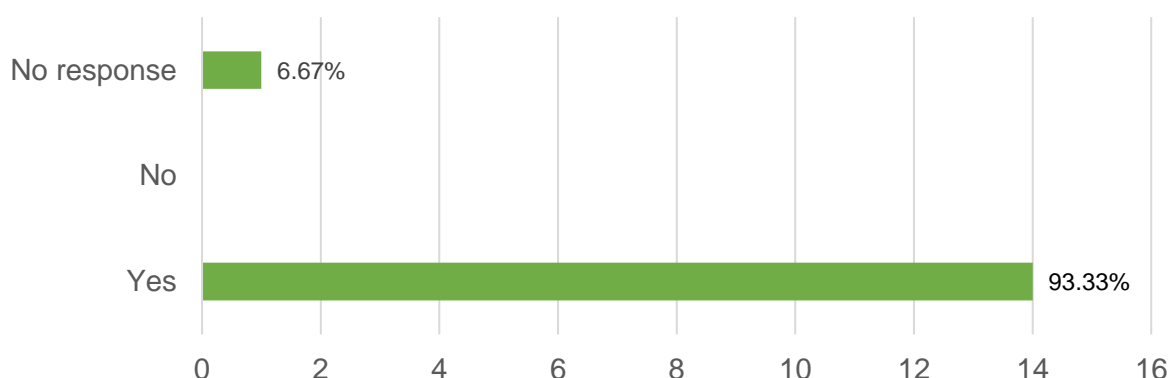
**Q9a. If Yes, what aspects of the Approved Inspector service do you consider they do better than ourselves?**

Nothing really better. Sometimes fees are a little less in cost.
offer building notice facility to small commercial projects.
I don't. Whenever I have used and Approved Inspector it has been at the request of a client, usually against my advice.
Nothing. My use of an approved inspector has been entirely as a result of an instruction from a client and I have generally found the service to be worse.
None
Nothing better at all!!
Nothing in particular although they do require mechanical ventilation performance to be tested
Used at specific client request. Support and service provided by NYBCP would nevertheless be preferred choice.

**Q10. Do you consider that the Building Control process has added value to the finished development/project?**



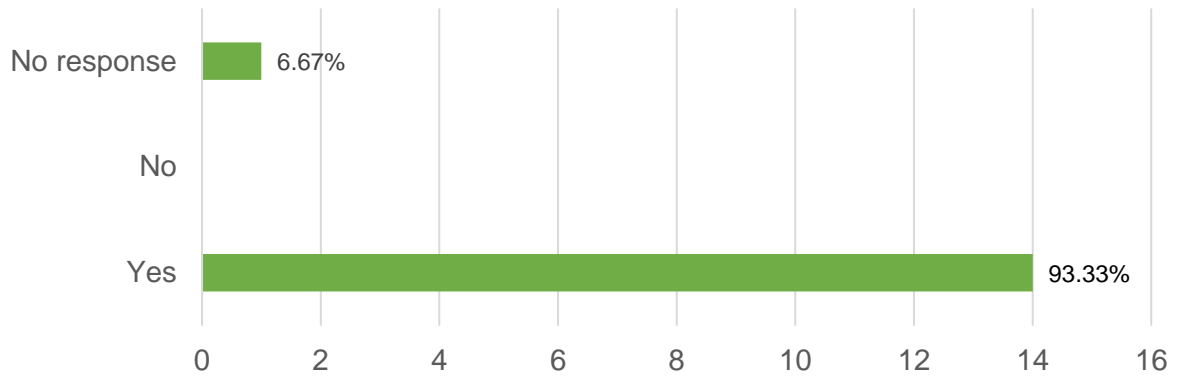
**Q11. Did the Building Control Officer apply the Building Regulations in a professional manner?**



**Q11a. If you answered No to Q11 please describe the circumstances.**

No responses

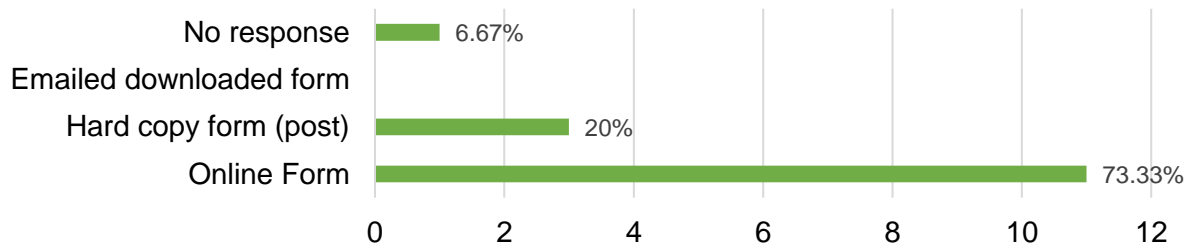
**Q12. Do you consider the Building Control service provides value for money?**



**Q12a. If no, please explain why**

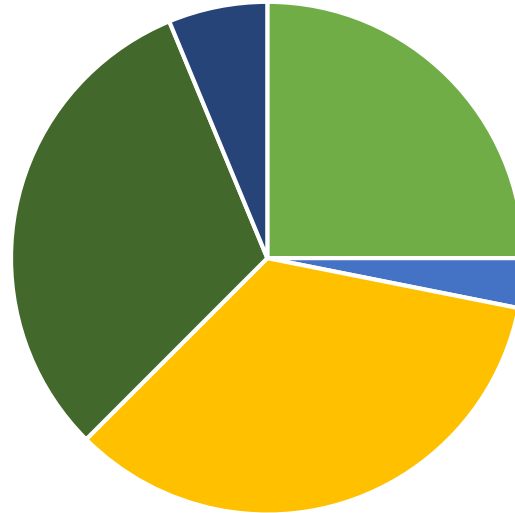
No responses

**Q13. What would be your preferred method of application submission?**



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

Area	Total
Hambleton	8
Richmondshire	1
Ryedale	11
Scarborough	10
Selby	2



- Hambleton    ■ Richmondshire    ■ Ryedale
- Scarborough    ■ Selby

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

Rare to find such a professional, engaging and helpful service. Many thanks NYBCP.
Consistently good service, also very helpful for designers in the early stages of a project.
Again just keep up the good work with you on board I feel confident the building work will be to a very high standard.
We have always received excellent service from yourselves. All staff we deal with are extremely helpful and professional. All queries receive prompt responses and staff are always available for advice and to attend site.
Thanks for a very valuable service

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