



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 4 November 2015

REPORTING OFFICER: Les Chapman
Head of Building Control

SUBJECT: Performance 1 April 2015 – 30 September 2015

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance from 1 April 2015 to 30 September 2015.

2.0 RECOMMENDATIONS

2.1 That the Report be noted and

2.2 A 40 year service award be established with Certificate and cheque for £200.

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 2015 to 30 September 2015.

5.3 Over this period the Partnership has achieved most of its targets with the exception of those relating to market share and plan checking. The exceptions are:

- BC3 – a small number of plans have exceeded the statutory time limit. Closed monitoring has been introduced.
- BC4 – Full Plans approved first time. Failed to meet target by 10% mainly due to applications being resubmitted immediately after refusal and not resolved in the following 2 month time period. Changes have been introduced to reject the application and only resubmitting this when new information is received unless the application has been commenced.
- BC10 – Percentage of market share in Schedule 1. There is a continuing reduction in our market share and over the last quarter a significant number of applications have been deposited to avoid changes to regulation which came into on the 1 October.
- BC11 – Percentage of market share in Schedule 2 & 3. There is a continuing reduction in our market share due to the slow recovery in the construction market and increased competition.

6.0 TRAINING

6.1 The Partnership continues to hold bi-monthly CPD events for Officers.

6.2 All site officers have undertaken a half day seminar on Safeguarding, arranged through Ryedale District Council and delivered by Scarborough Borough Council.

6.3 All building control officers are scheduled to undertake appropriate training to gain their CSCS cards regarding site safety. Four officers have taken and passed the test with a further two officers scheduled to undertake the test next month.

6.4 Two officers attended the two day LABC Conference in Nottingham.

6.5 All site officers are continuing to undertake a four-week in-house plan checking and ICT refresher training programme to ensure they are conversant with the recent changes to regulations and the use of the upgraded ICT system. The current round of training starts in October and will be completed at the end of June 2016.

6.6 Four officers have attended a seminar in Leeds on revisions to the building regulations which came into force on the 1 October 2015.

6.7 The Partnership are also holding four seminars at different venues across North Yorkshire for agents/developers during October on the changes to regulations.

6.8 The Partnership was re-assessed by liP on the 16 October and had its current “Gold Standard” reconfirmed.

7.0 CUSTOMER AND AGENT SURVEYS

7.1 A copy of the customer survey results for the period April to September will be emailed to Members prior to the meeting and a hard copy will be available at the meeting.

8.0 COMPUTER UPGRADE / DEVELOPMENT

8.1 Online submissions

There has been a continued increase in the number of online applications over the last half year, from 30% for 2014/15 to 43%, an overall increase of 13%. This may, in part, be due to recent user seminars where we actively promoted this option or familiarity by users with this process, who have adopted it as the sole route to register building control applications now. The increased use of online submissions has helped improve the overall application processing time, as well as reducing the cost of printing and postage.

8.4 Future Upgrades

8.4.1 The new online submission facility is currently being beta tested by several local authorities, including the Partnership. The Partnership will commence its testing once the document management element has been immobilised as it is currently pointing to the live system. Testing should be completed by December, when the product goes out to the market.

8.4.2 The IDOX Document Management upgrade to 4.2 has been completed. IDOX Scan 3 (plus) requires further development before it is released.

8.4.3 Uniform ‘Train’ has been upgraded to Uniform 10.0.3. ‘Train’ will allow all staff to familiarise themselves with this new product prior to formal training on the new version. The target date for going live is March 2016.

8.4.4 A purchase order has been placed for the Enterprise Contraventions Suite, which will allow a more robust monitoring of performance and tasks relating to contraventions of regulations and unauthorised works. This will be implemented following the upgrade of Uniform to 10.0.3.

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 SERVICE ACHIEVEMENT AWARDS

10.1 The Partnership recognises and rewards staff who have achieved 25 years combined service with the Partnership and former Councils. This month two administrative officers will have completed their 25 years combined service.

10.2 In addition to the above achievements one Building Control Officer has recently completed 42 years combined service and another will reach 40 years next year. To recognise 40 years Local Government Service achievement, it is proposed to award each officer with a certificate and cheque for £200 which will be presented by the Board Chairman.

11.0 LEGAL IMPLICATIONS

11.1 There are no legal implications.

12.0 RISK ASSESSMENT

12.1 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.

13.0 CONCLUSION

13.1 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 Les Chapman, Head of Building Control if you require any further information on the contents of this report. The officer can be contacted on 01347 825760 or at les.chapman@nybcp.org