



# Ryedale District Council

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**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

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## **1.0 PURPOSE OF REPORT**

**1.1** To receive a report on the Building Control Partnership's operational performance from 1 April 2015 to 31 December 2016.

## **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 2015 to 31 December 2015.

**5.3** Over this period the Partnership has achieved all but two of its targets the exception relate to market share and rejection of full plans. The exceptions are:

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- BC4 – Full Plans approved first time. Failed to meet target by 4% however, this is an improvement on the previous quarter which was 10% and is a result of earlier contact with agents to resolve outstanding issues.
- BC11 – Percentage of market share in Schedule 2 & 3. There has been a slight improvement in this area with the trend line moving up.

## **6.0 TRAINING**

- 6.1** The Partnership continues to hold bi-monthly CPD events for Officers.
- 6.2** Eight building control officers have received their CSCS cards relating to site safety with eight officers scheduled to take the exam over the next three months.
- 6.3** Two officers will be attending the two day LABC Conference in Leicester on the 14 March.
- 6.4** All site officers are continuing to undertake a four-week in-house plan checking and ICT refresher training programme. The current round of commenced in October and will be completed at the end of June 2016.
- 6.5** The Partnership is holding a number of seminars at different venues across North Yorkshire for agents/developers during the next three months on Planning Strategy (LEP) the various manufactures products.

## **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**

- 8.1.1** The Partnership have carried out extensive testing of the new online product 'iApply' and have contributed to its overall improvement. The system officially went live on 15 February. Seminars were held, across the area, to promote the new facility to regular customers and departments within the local authorities.

## **8.2 Future Upgrades**

- 8.2.1** The Uniform application administration system has undergone a significant revamp of its general interface, giving it a modern look that is in line with other back office systems. New functionality and enhancements have also been included. The Partnership will go live with Uniform 10.0.3 (including the latest version of Unimap and Enterprise) on 21 March 2016, following officer training on 18 March.
- 8.2.2** Issues with IDOX Scan have been resolved.
- 8.2.3** Following the upgrade to Uniform 10.0.3 the Partnership will look to schedule in the installation of the Enterprise Contraventions Suite, which will allow a more robust monitoring of performance and tasks relating to contraventions of regulations and unauthorised works.
- 8.2.4** As part of the de-support notice, issued by IDOX, the Partnership has yet to plan an upgrade of the GMS system (address database), including its GMSX service.
- 8.2.5** IDOX are currently working on an upgrade to Public Access (PA2.1.2). This should include several improvement requests that have been put forward by the Partnership.

## **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 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](mailto:les.chapman@nybcp.org)