



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 19 October 2016

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: Performance to 30 September 2016

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance to 30 September 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 (NYBCP Service Delivery Plan Q2) is the Covalent Performance report from 1 July 2016 – 30 September 2016.

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

- BC1 – Check full plans applications within 10 working days. Failed to meet target by 8% over the Q2 period. This was due to the September results (64%) with other months exceeded target. September has been a particularly difficult month due to a further reduction in staff numbers with 2 redundancies, one member of staff on maternity leave, and the latter end of the summer holiday period.
- BC10 – Percentage of Market Share within schedule 1. This is remaining low but NYBCP is currently working closely with LABC and LABC New Homes Warranty to try and increase our market share.
- BC11 – Percentage of market share in Schedule 2 & 3. Q2 (60%) does represent a static figure although this is still below target.

6.0 TRAINING

- 6.1** The Partnership will continue to encourage CPD events however due to the decrease in office size it is no longer possible to hold these at the Partnerships offices. Staff will be able to attend other events in the area and it may be possible to arrange joint events with the Fire Service.
- 6.2** All appropriate Building Control Surveyors/Assistants have received their CSCS cards relating to construction site safety.
- 6.3** Two officers have attended and LABC Warranty Inspections training program. The Partnership is now undertaking warranty inspections on behalf of LABC on a weekly basis.
- 6.4** It is intended that all site officers will continuing to undertake a four-week in-house plan checking and ICT refresher training programme. The current round of which commenced in November 2016 had completed at the end of June 2017.

7.0 CUSTOMER AND AGENT SURVEYS

- 7.1** A copy of the customer survey results for the period 1 April 2016 – 30 September 2016 is included in Appendix 2 (NYBCP Service Delivery Questionnaire Q1 and Q2 Results 2016). This has also been circulated to all staff for their information as the outcome is due to their hard work and continued customer focus.

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. It is understood that Planning Portal have also released an online submission product for building regulation application which will run alongside its planning application facility. This is due to go live in 2017. 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.

8.2 Future Upgrades

8.2.1 The Partnership has now had installed the most up to date version of Uniform (version 10.1.0). The transition from 10.0.3 seems to have taken place without any major issues but further testing is continuing.

8.2.2 The Partnership has signed up to have the Idox BC Mobile app installed on all the site surveyors iPads. Testing has been carried out by various officers with some positive feedback. Idox are currently working on fixing some issues that have been highlighted with a view to coming out of test and going live in the near future.

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