



# Ryedale District Council

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

**DATE:** 17 October 2018

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

**SUBJECT:** Performance to 30 September 2018

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## **1.0 PURPOSE OF REPORT**

**1.1** To receive a report on the Building Control Partnership's operational performance to 30 September 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 - NYBCP Service Delivery Plan** is the Covalent Performance report from **1 April 2018 – 30 September 2018**.

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

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

- **BC1 – Check full plans applications within 10 working days** (55%). It should be noted that although this KPI has not been achieved The Partnership is checking 90% of full plans applications within 15 days.
- **BC10 – Percentage of Market Share within schedule 1** (27%). (Housing). There has been a drop off in our market share for new housing. (2016/17 – 29%, 2017/18 – 16%,). 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** (54%). (Excluding housing). There has been a decrease in this area. (2016/17 – 53%, 2017/18 - 57%,). This year we have seen a significant number of low value applications made by Approved Inspectors for the re-roofing of social housing. If these figures were excluded then NYBCP's marker share in this area would be 59%
- **BC18 – Percentage of fee earning work submitted electronically** (46.75%). (2016/17 – 43%, 2017/18 – 44%) Although the results are still below target it is indicating a positive trend which is encouraging.

## **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** Simon Nichol, Operations Manager, will be attended a Leadership and Management course at Leeds Collage during 2018/19
- 6.3** Julie Chapman, Chloe Blakeborough, Christy McGibbon and Stephen Riley, Assistant Building Control Surveyors, are working towards full corporate membership of RICS/CABE.
- 6.4** Liam Lincoln, Assistant Building Control Surveyor, will be attending Northumbria University to continue his Building Surveying Degree on a part time (Day Release) basis.
- 6.5** Robert Harper, Head of Building Control, will be taking an assessment for Fire Safety Specialist Competence Validation in January.

## **7.0 CUSTOMER AND AGENT SURVEYS**

- 7.1** The Covalent Performance report system indicates that for the period **1 April 2018 – 30 September 2018** that in Q1 94% of our customers found our service to be either good or very good and in Q2 92% of our customers found our service to be either good or very good. This result will be circulated to all staff for their information as the outcome is due to their hard work and continued customer focus.

Attached to this report are the results of the recent customer questionnaires. Please see “**Appendix 2. NYBCP Service Delivery Questionnaire. Mid-Year 2018-2019**”

## **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. Currently just below 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.

### **8.2 Future Upgrades**

- 8.2.1** The Partnership has upgraded its Uniform system to Version 10.3.2 in both Test and Live over the next few months.
- 8.2.2** There has been no further progress made on the Planning Portal integration into the IDOX back office system.
- 8.2.3** DMS5 and Scan 5 upgrades are now in place. The Partnership is in the process of liaising with IDOX to get some issues resolved with the new upgrade.
- 8.2.4** The Partnership is currently rolling out the Idox BC Mobile app to all surveyors which is now installed on all the site surveyors’ iPads.

## **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)