



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 29 October 2008

REPORTING OFFICER: Les Chapman
Building Control Manager

SUBJECT: Performance

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance from 1 April 2008 to 30 September 2008.

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 high quality services and respecting our employees and responding to their needs.

5.0 REPORT

5.1 Performance

5.1.1 The table below sets out performance targets and actual outcomes together with an explanation.

Performance	Achieved 2006/07	Achieved 2007/08	Target 2008/09	Achieved 2008/09	Remarks
Check full plan applications within 14 days.	94%	91%	90%	75%	Failed but improving
Building Notices processed within 2 days	98%	84%	93%	83%	Failed but improving monthly
Plans Approved within statutory time period	100%	99%	100%	99.98%	Failed
To approve Full Plan applications first time	92%	95%	90%	94%	Achieved
To undertake site inspections on the day of notification	98%	99%	92%	94%	Achieved
Undertake average 7 inspections per application	7.4	7.4	7	7.2	Achieved
Dangerous structures inspected within 2 hours notification	100%	100%	100%	100%	Achieved
80% customers consider the service to be good or excellent	N/A	84%	80%	84%	Achieved

5.2 Training

5.2.1 Michelle Smith and Helen Winfield have completed their energy performance accreditation and can now formally issue certificates on behalf of the Partnership.

5.2.2 Simon Nichol has commenced a five-year Building Surveying Degree course at Northumbria University.

5.2.3 Five members of staff have completed their Health and Safety Level 3 examinations.

5.2.4 All staff have completed a series of Business Development meetings to develop team working and identify ways of improving service delivery. The results of the various meetings are being collated with a view to prioritising areas for immediate and long-term improvement.

5.2.5 The Senior Building Control Officer, Robert Harper, has commenced a one-year Diploma in Management Studies at York University.

5.3 Computer Integration

5.3.1 Issues remain unresolved relating to document imaging whereby automatic transfer of scanned documents from the Partnership's office to

each partners' corporate imaging system has not been finalised. IT are currently working on developing the necessary scripts which will allow data to transfer overnight and then be indexed the following day allowing other departments to view our documents and facilitate on-line consultation.

5.4 Customer and Agent Surveys

5.4.1 A copy of the results of the 2008/09 customer surveys have been emailed to Members and a hard copy will be available at the meeting.

5.4.2 Members will note that the overall trend is down with satisfaction levels moving from 'Very Good - Satisfied' to 'Good – Fairly Satisfied'. However, customer comments remain positive.

6 FINANCIAL – LONG TERM DEBTORS

6.1 Debts exceeding 60 days are as follows: -

6.1.1 £21,483 on the Ryedale accounts, for all partnership areas from 1 April 2008 and £243 for Hambleton from 1 September 2007 to 30 September 2008.

7 LEGAL IMPLICATIONS

7.1 There are no legal implications.

8 RISK ASSESSMENT

8.1 By not monitoring its performance against the Business Plan and corporate objectives the Partnership risks service failure and not meeting the expectations of customers, partner authorities and CPA requirements

9 STAFFING

9.1 The Partnership continues to operate with three frozen posts resulting from the previous Board meeting. In September an Assistant Building Control Surveyor went on maternity leave and will not return until July 2009. This Surveyor has requested changing her contract from full-time to part-time working on a three-day week, which has been granted on the basis of reasonable adjustment to her working conditions. At the same time a Building Control Surveyor was granted flexible retirement under the Partnership's Flexible Retirement Policy. To compensate for this reduction and to meet delivery requirements an Assistant Building Control Surveyor's post has been filled.

9.2 Since the last Board meeting there has been a further request for flexible retirement to take effect from 1 January 2009. This request meets with all the requirements under the Partnership's Flexible Retirement Policy.

9.3 An Area Building Control Surveyor has been seconded for an eighteen-month period to Ryedale District Council Property Services Department, to assist in the delivery of their capital programme. The Surveyor is still employed by the Partnership with the necessary recharges to Ryedale District Council.

10 CONCLUSION

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, Building Control Manager 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