



NORTH YORKSHIRE BUILDING CONTROL PARTNERSHIP

Wednesday 8 February 2023 at 1.30 pm

The Galtres, Easingwold

Agenda

- 1 **Apologies for absence**
- 2 **Minutes Public Pack, 02/08/2022 North Yorkshire Building Control Partnership**
(Pages 3 - 4)
- 3 **Urgent Business**
To receive notice of any urgent business which the Chairman considers should be dealt with at the meeting as a matter of urgency by virtue of Section 100B(4)(b) of the Local Government Act 1972.
- 4 **Declarations of Interest**
Members to indicate whether they will be declaring any interests under the Code of Conduct.

Members making a declaration of interest at a meeting of a Committee or Council are required to disclose the existence and nature of that interest. This requirement is not discharged by merely declaring a personal interest without further explanation.
- 5 **Monitoring Report to 31.12.22** (Pages 5 - 8)
- 6 **Performance Board Report April 2022 to September 2022** (Pages 9 - 36)
- 7 **Transition to NYC Report - February 2023** (Pages 37 - 40)

8 **Any other business that the Chairman decides is urgent.**

North Yorkshire Building Control Partnership

Held at The Galtres Centre, Easingwold
on Tuesday 2 August 2022

Present

Councillors Goodrick (Chair), Lunn, Siddons (Vice-Chair) and Webster

In Attendance

Rob Harper, Sara-Jane Hill, Mandy Burchell, Mark Russell, Phillip Spurr and Cllr Helen Grant (via MS Teams).

Minutes

176 **Apologies for absence**

No apologies were received.

177 **Minutes Public Pack, 30/03/2022 North Yorkshire Building Control Partnership**

Resolved

That the minutes of the meeting held on Wednesday 30 March 2022 were approved and signed by the Chairman as a correct record.

178 **Urgent Business**

There were no items of urgent business.

179 **Declarations of Interest**

There were no declarations of interest.

180 **Performance Board Report - 1st April 2021 to 31st March 2022**

The Head of Building Control presented a report detailing the operational performance of North Yorkshire Building Control Partnership from 1 April 2021 to 31 March 2022.

Resolved

That the report be noted.

181 **Partnership Accounts Report 2021-22**

182 **NYBCP Accounts 2021-22 (Unsigned)**

The Head of Building Control presented the partnership Accounts for the year ending 31 March 2022.

Resolved

That the Accounts of the Partnership for the 2021/22 financial year be approved.

183 **Any other business that the Chairman decides is urgent.**

There were no matters of urgent business.



Ryedale District Council

REPORT TO:	North Yorkshire Building Control Partnership Board
DATE:	8 February 2023
REPORTING OFFICER:	Robert Harper Head of Building Control
SUBJECT:	Financial Performance April 2022 - December 2022

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to present Members with details of the financial performance of the North Yorkshire Building Control Partnership for the months of April 2022 to December 2022 inclusive.

2.0 RECOMMENDATIONS

- 2.1 Members are requested to note the financial performance of the North Yorkshire Building Control Partnership for the period 1 April 2022 to 31 December 2022.

3.0 BACKGROUND

- 3.1 This report shows the financial performance of the North Yorkshire Building Control Partnership for the period 1 April 2022 to 31 December 2022.
- 3.2 The original budget for 2022/23 has been profiled to the end of December 2022 based on estimated patterns of expenditure and income streams.
- 3.3 This report has been produced using actual income and expenditure figures and taking into account known commitments to 31 December 2022.

4.0 POLICY CONTEXT

- 4.1** The North Yorkshire Building Control Partnership has a duty to exercise effective financial management through the production of regular financial monitoring reports in line with the host council's constitution, including the financial regulations and standing orders.

5.0 REPORT

- 5.1** Annex A summarises the income and expenditure for the chargeable and non-chargeable accounts to 31 December 2022, together with the surplus as at that date.
- 5.2** The overall surplus for the North Yorkshire Building Control Partnership for the period 1 April 2022 to 31 December 2022 is £141,754 against a profiled original budgeted surplus of £81,322.
- 5.3** The surplus balance on the reserve account as at 31 December 2022 is £391,754 having taken into account redundancy costs, pension contributions due to early retirements and flood work and LABC income.
- 5.4** As at 31 December 2022, there would be a contribution to the Partner Authorities of £141,754 (or £28,351 each) in order to maintain a maximum balance on the reserve account of £250,000.
- 5.5** Using the original budget submitted to the Board on 30 March 2022, the overall surplus for 2022/23 is projected to be £125,271 with an estimated surplus balance on the reserve account as at 31 March 2023 of £375,271 again having taken account of redundancy costs, pension contributions due to early retirements and flood work and LABC income. There is therefore estimated to be a contribution to Partners of £125,271 (or £25,054 each) for the 2022/23 financial year to meet the maximum level of reserves requirement of £250,000. This assumes expenditure and income remains in line with the profiled original budget for the period 1 January 2023 to 31 March 2023.

Chargeable Account

- 5.6** For the period to 31 December 2022, the chargeable account shows a surplus of £81,192 against a profiled original budgeted surplus of £34,278.
- 5.7** The income is showing a reduction of £14,670, with an underspend on expenditure of £61,584.

Non Chargeable Account

5.8 For the period to 31 December 2022, the non-chargeable account shows a surplus of £60,562 against a profiled original budgeted surplus of £47,044.

5.9 There is a surplus in the non-chargeable income of £1,579 offset by an underspend of £11,939.

6.0 FINANCIAL IMPLICATIONS

6.1 The Partnership has been actively marketing its services to different target audiences in order to increase market share, whilst maintaining high levels of service delivery and customer satisfaction.

7.0 LEGAL IMPLICATIONS

7.1 There are no legal implications resulting from the contents of this report.

8.0 RISK ASSESSMENT

8.1 Regular financial monitoring reports provided to the Head of Building Control and the Board will help to inform Members of actions that need to be taken to bring the budget into balance and enable early preventative or remedial action to be taken.

9.0 CONCLUSION

9.1 For the period 1 April 2022 to 31 December 2022, the revenue account for the North Yorkshire Building Control Partnership is showing a surplus of £141,754.

9.2 The financial position of the Partnership will require close monitoring during the remainder of 2022/23.

9.3 The Partnership has diversified into new areas of work which is attracting additional income. Further diversification will continue during the current financial year.

OFFICER CONTACT:

Please contact Robert Harper, Head of Building Control on 01347 825759 or email robert.harper@nybcp.org or Mandy Burchell, Accountant (Ryedale District Council) on 01653 600666 ext 43389 or e-mail mandy.burchell@ryedale.gov.uk if you require any further information on the contents of this report.

Agenda Item:



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 8 February 2023

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: Performance to 30 September 2022

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance to 30 September 2022.

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 2022 to 30 September 2022.

5.3 Over this period the Partnership has achieved all but four of its targets, the exception relates to the checking of full plans applications and the number of applications received electronically. The exceptions are:

- BC1 – Percentage of full plans application checked within 10 working days (Q2 - 28%). This is below target mainly due to resources as there were vacant posts during this period and the recruits were brought in at trainee and assistant level. Improvements with this are starting to be seen with the new recruits showing signs of becoming productive and the return of a surveyor from maternity leave next month.
- BC1A – Percentage of full plans applications checked within 15 working days (Q2 – 34%). It should be noted that feedback from customers does not highlight this as a major issue and improvements are starting to be seen as indicated above.
- BC 4 – Percentage of Full Plans applications approved first time (Q2 - 85%). This is slightly below the target of 92% and is very reliant on the responses from agents/architects.
- BC18 – Percentage of fee earning applications/notifications submitted electronically. (Q2 - 28%). (See 8.2.1 below for further information). It should also be noted that there is currently a positive trend so improvements are being seen.

6.0 TRAINING

- 6.1** The Head of Building Control has attended the LABC Conference last year. This was an informative event and provided updates regarding the review of the building regulations and fire safety being carried out following the recommendations issued by Dame Judith Hackitt as part of her Building Safer for the Future report.
- 6.2** Eleanor Parish, Assistant Building Control Surveyor will be re-attending a formal training course to obtain an MSc in Building Surveying which started in October 2021 at Northumbria University following her return to work after maternity leave. Eleanor has now achieved the equivalent to a HNC in building surveying and has therefore progressed from a Trainee Building Control Surveyor to Assistant Building Control Surveyor.
- 6.3** James Lister, Assistant Building Control Surveyor, is currently studying for the LABC Level 4 CIOB Diploma in Public Service Building Control which is due to be completed in June 2023
- 6.4** Gareth Bland, Assistant Building Control Surveyor, will be looking at options to commence his formal building control studying with the possibility of him starting the LABC Level 4 CIOB Diploma in Public Service Building Control which is due to be start in September 2023 as Gareth already has a degree in Building Surveying.

- 6.5 Abby Radford, Trainee Building Control Surveyor, is currently studying for a HNC in Civil Engineering at Teesside University which is due to be completed in May 2023
- 6.6 Maria Podgorski has recently completed the First Aider Training, so she is able to remain NYBCP's first aider.
- 6.7 Several of the partnerships Assistant Building Control Surveyors and Building Control Surveyors are making good progress in obtaining professional membership.
- 6.8 All surveyors are to attend the LABC Competency courses/validation assessments over the next 12 months in preparation for the Building Safety Bill which currently going through parliament to gain approval and is due to be in place by October 2022 with a view of coming into force by April 2023.
- 6.9 The Partnership will continue to encourage CPD events. CPD events are being arranged by virtual means at the moment until restrictions are lifted to allow face to face events.

7.0 SERVICE USER SURVEY

- 7.1 A copy of the service user survey results for the period 1 April 2022 – 30 September 2022 is included in Appendix 2 (NYBCP Service Delivery Questionnaire - April 2022 - September 2022). This has also been circulated to all staff for their information as this fantastic outcome is due to their hard work and continued service user focus during another difficult year. The NYBCP website will be updated to include some of the customer comments.

8.0 COMPUTER UPGRADE / DEVELOPMENT

8.1 Website update

- 8.1.1 NYBCP continue to review their website. Updates to include the addition of individual staff photos 'Meet the Team' and the creation of new Case Studies and News Items.

8.2 Online submissions

- 8.2.1 The specification for the self-service payment facility has been sent to Victoria Forms, who are currently working on it.

8.3 Future Upgrades

- 8.3.1 Uniform

The Uniform Test and Live Application systems have been upgraded to 10.6.1, which include some improvements.

8.3.2 DMS5.1

The Partnership will commence work on reviewing the documentation in relation to the DMS5.1 upgrade. A Teams Meeting will be scheduled with Harrogate District Council to look at their system in preparation for the upgrade.

8.3.3 BC Inspector App

The 'Next Generation Onsite Apps' is currently in Test. Feedback suggests that this is an improvement on the current version. It is hoped to get this into Live over the next couple of weeks.

8.3.4 Address Database

The Partnership will undertake a full export of the address database from GEO Place for uploaded into the Address Database by Idox. This is a result of a combination of issues involving Idox GMS Exchange, Geo-Place Hub and a Partner Authority.

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
















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NYBCP Service Delivery Plan

Generated on: 20 October 2022



1. To encourage quality sustainable enterprise and employment




 	BC 2	% of Building Notices accepted in 2 working days			
	Current Value	96%	Q2 2022/23	Current Target	95%
 	BC 5	% Site Inspections undertaken on day of notification			
	Current Value	99.0%	Q2 2022/23	Current Target	98.0%
 	BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection			
	Current Value	99%	Q2 2022/23	Current Target	95%
 	BC 7	An average of 7 inspections undertaken per development.			
	Current Value	7.2	Q2 2022/23	Current Target	7.0
 	BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure			
	Current Value	100%	Q2 2022/23	Current Target	95%




		BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments			
Current Value	60%	Q2 2022/23	Current Target	60%		

		BC 3	% Full Plans approved within statutory time period 2 months			
Current Value	99.6%	Q2 2022/23	Current Target	100.0%		




		BC 1	% Check full plan applications within 10 working days			
Current Value	28%	Q2 2022/23	Current Target	90%		

		BC 1A	% Check full plan applications within 15 working days			
Current Value	34%	Q2 2022/23	Current Target	95%		

		BC 4	% Full Plans applications approved first time.			
Current Value	85%	Q2 2022/23	Current Target	92%		

		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value	28%	Q2 2022/23	Current Target	52%		

2. To act and lead by example as a reputable employer

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value	6.00hrs	Q2 2022/23	Current Target	5.00hrs		

		BC 17	Number of days lost sickness absence per officer	
Current Value	0.74	Q2 2022/23	Current Target 1.25	

3. To promote health provision

		BC 2	% of Building Notices accepted in 2 working days	
Current Value	96%	Q2 2022/23	Current Target 95%	


		BC 5	% Site Inspections undertaken on day of notification	
Current Value	99.0%	Q2 2022/23	Current Target 98.0%	

		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection	
Current Value	99%	Q2 2022/23	Current Target 95%	


		BC 7	An average of 7 inspections undertaken per development.	
Current Value	7.2	Q2 2022/23	Current Target 7.0	

		BC 8	Dangerous structures inspected within 2 hours.	
Current Value	99%	2021/22	Current Target 90%	




		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure	
Current Value	100%	Q2 2022/23	Current Target 95%	

		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	99.6%	Q2 2022/23	Current Target	100.0%	




		BC 1	% Check full plan applications within 10 working days		
Current Value	28%	Q2 2022/23	Current Target	90%	
Achieved.					

		BC 1A	% Check full plan applications within 15 working days		
Current Value	34%	Q2 2022/23	Current Target	95%	

4 To protect environmental quality and safety by promoting green issues




		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	Q2 2022/23	Current Target	98.0%	

		BC 7	An average of 7 inspections undertaken per development.		
Current Value	7.2	Q2 2022/23	Current Target	7.0	

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	6.00hrs	Q2 2022/23	Current Target	5.00hrs	




		BC 1	% Check full plan applications within 10 working days		
Current Value	28%	Q2 2022/23	Current Target	90%	

		BC 1A	% Check full plan applications within 15 working days	
Current Value	34%	Q2 2022/23	Current Target 95%	

		BC 18	% of fee earning applications/notifications submitted electronically	
Current Value	28%	Q2 2022/23	Current Target 52%	

5. To promote community safety

		BC 7	An average of 7 inspections undertaken per development.	
Current Value	7.2	Q2 2022/23	Current Target 7.0	



		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)	
Current Value	6.00hrs	Q2 2022/23	Current Target 5.00hrs	






















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		BC 1	% Check full plan applications within 10 working days	
Current Value	28%	Q2 2022/23	Current Target 90%	
Achieved.				

		BC 1A	% Check full plan applications within 15 working days	
Current Value	34%	Q2 2022/23	Current Target 95%	




6. To provide suitable, quality and affordable housing

		BC 5	% Site Inspections undertaken on day of notification	
Current Value	99.0%	Q2 2022/23	Current Target 98.0%	




		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection			
Current Value	99%	Q2 2022/23	Current Target 95%			
		BC 7	An average of 7 inspections undertaken per development.			
Current Value	7.2	Q2 2022/23	Current Target 7.0			
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure			
Current Value	100%	Q2 2022/23	Current Target 95%			
		BC 10	% of Market Share within Schedule 1			
Current Value	67%	Q2 2022/23	Current Target 40%			
		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value	6.00hrs	Q2 2022/23	Current Target 5.00hrs			
		BC 3	% Full Plans approved within statutory time period 2 months			
Current Value	99.6%	Q2 2022/23	Current Target 100.0%			
		BC 1	% Check full plan applications within 10 working days			
Current Value	28%	Q2 2022/23	Current Target 90%			



		BC 1A	% Check full plan applications within 15 working days		
Current Value	34%	Q2 2022/23	Current Target	95%	




7. To provide for vulnerable residents

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	6.00hrs	Q2 2022/23	Current Target	5.00hrs	

8. To maximise profitability

		BC 15	Total cost of providing service per head of population not to exceed budget		
Current Value	0.37	2021/22	Current Target	0.88	
<p> Page 21 Total income received from partner authorities = £355,000 Pay back to partner authorities = £208,307 Population = 401,727. (Based on 2020 figures) Value = £355,000 - £208,307 = £146,693 / 401,727 = £0.37 Target = £355,000 / 401,727 = £0.88. </p>					

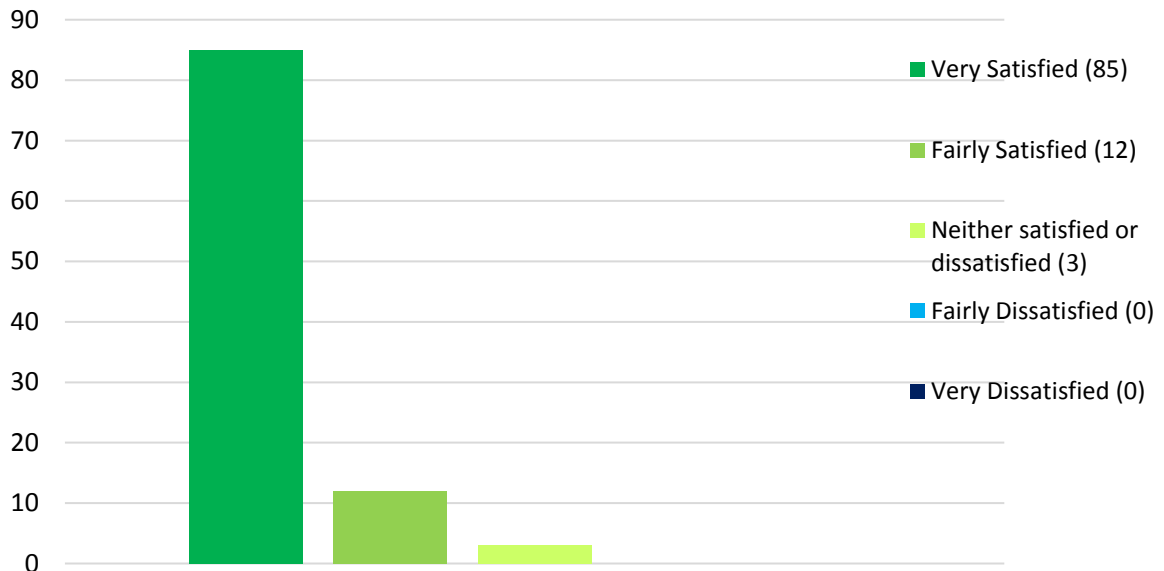
		BC 16	Total cost to each Council not to exceed budget		
Current Value	£29338	2021/22	Current Target	£71000	

		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	28%	Q2 2022/23	Current Target	52%	

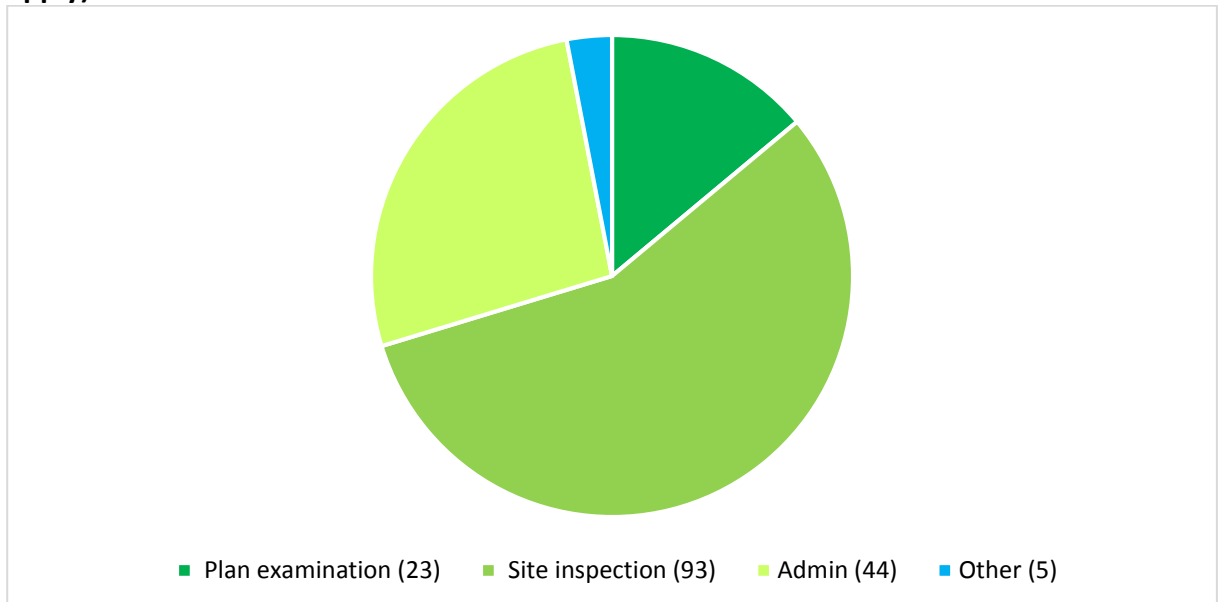
Service Delivery Questionnaire

This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2022 to 30 September 2022, showing the results of the 100 responses received.

1. What was your initial impression of the Building Control Service?



2. As a user of the service, what areas did you come into contact with? (Tick all that apply)



Other (please specify)

- _____ Legal documentation
- _____ House owner.
- _____ Property owner where works were completed
- _____ Householder
- _____ Advice and guidance on how to proceed with Regularisation.

3. Please rate the following aspects of the North Yorkshire Building Control Partnership service

	Very Poor	Poor	Average	Good	Very Good
Advice given	0	1	5	20	74
Attitude of staff	0	0	5	9	86
Speed of plans examination	0	0	7	26	67
Availability of staff	0	0	8	23	69
Number of site inspections	1	0	4	23	72
Quality of service	0	1	3	15	81
Speed of response to site inspection requests	0	0	6	13	81
Overall value for money	1	3	9	34	53

4. What aspects of the service did you find particularly good?

Booking and able to make payment over phone

Whole service was very good

customer service

Speed of response

Very efficient , prompt and helpful in organising a site visit and subsequent paperwork

Contact was very helpful even with lockdown

Initial advice and empathy, as a retrospective application; plus speed in bringing to a close

All aspects very good

The speed of the service and site visits. The friendly approach with great advise to a novice (me).

The whole process was very easy.

Informative, communicative, helpful, professional, timely, knowledgeable and accessible service throughout from Tristan.

Staff availability and speed of service.

Extremely quick friendly service couldn't fault it. Thank you very much

Speed at which a visit could be arranged most of the time there was available appointments the next day.

The general attitude of everyone I dealt with was great, always trying to be helpful and keen to please. I also got the impression that the building control officers (Steve and Tristan) were very knowledgeable.

Site inspection, interaction, politeness, feedback

The surveyor was approachable and made the whole process far less stressful than anticipated.

Ease of use and prompt response

Friendly, knowledgeable staff.

It was good to deal with the same person and very impressed with their superb knowledge

Responsiveness of the inspection team.

Speed of response

The staff that answered my calls were excellent, helpful and 'patient' , and all paperwork came through very quickly, Tristan visited us in February and was approachable and helped with our issue , very satisfactory service

VERY PROFESSIONAL

Prompt, friendly, professional.

Helpfulness of the staff. Having no experience in this area I needed help and advice and the staff were great.

Very helpful staff throughout the process

All round a good service and explained well.

Overall service unfot

Friendly, helpful and extremely quick and efficient respo

Attitude and helpfulness of those involved

The site visits and information

The people. Friendly and professional.

Speed of site attendance to maintain progress of work. Good understanding of raft foundation complexity and interpretation of engineers detail. Pragmatism in overcoming site constraints

When I didn't know which form I needed to complete I rang and they sent me the correct form direct to me.

N/A

The professional but friendly approach of the site inspectors

Advice on safety

When I made my initial application I was unsure of a couple of questions on the form so I contacted NYBCP's office and the lady was most helpful and knew exactly how to help me without having to ask anyone else for assistance. Very polite, professional and easy to understand what I needed to do in order to complete the documentation. In fact all staff have been absolutely first class!

Karen was knowledgeable and quick. Mike was friendly and very professional

Mike was very encouraging for my first self build and always available when needed for both inspections and advice. He is a credit to your organisation

The impartiality and knowledge that was well ahead of the builder.

Ivan Wooler the Administration Officer was particularly helpful - our consent took some time due to delays on our side but at each step he was quick to respond, had great information and was able to assist. He really made the experience much smoother for us

Speed of service and advice provided

Speed came out to look at the extension and quick response to emails

n/a

n/a

all fine

I have had no personal contact with the Service so have so comment. To my knowledge, the service did not visit the site for inspection at all.

all of them

very good helpful attitude from all staff encountered (on phone, email and in person) very understanding of my inexperience with your services

Inspectors helpful and give good service

Communication and very Friendly

Advice given.

Simon Peart was very good at providing advice when requested

Can't comment

To be fair, it was all good, easy and straight forward.

Seems to be a general willingness to help which sets you off on the right foot

Good communication and very helpful staff. The application and site inspection was quick and easy to arrange.

Availability and speed of submission to inspection. The ability to contact the inspector direct to discuss the project.

The Building Inspector was very helpful and knowledgeable and gave advice freely.

Efficient, friendly and helpful

Speed of visit and speed of Certificate produced

Advice given by inspectors

Speedy turn around

All

speed of service

Speed of response

Team work

advised on what was needed and responded quickly once the missing documents were submitted

Never late always on time and very professional in their line of work

The knowledge and advice offered

The help and advice from site officer Mr Mike Helm was invaluable.

The response time from David Morris, from me leaving a message to an actual visit time was extremely good. If I had any concerns or questions they were always answered.

The inspections

Speed and helpfulness

Swift

The fact there is no time limit to completing any stage of the process. We could call on the inspector, who was really helpful, for any advice at any time. We could call on the inspector, who was really helpful, for any advice at any time. We will use NYBCP for any future projects and recommend to others.

The service was timely, simple and clear.

Lady on the telephone, Karen Herron was very pleasant and helpful... Building Inspector Ivan Wooler was friendly and efficient.... what more could I ask!.

Very courteous employee

Customer service on phone

Polite service from people on telephone.

The project was mostly renovation of an old house . There is often a judgement to be made in getting as close as possible to compliance without destroying ancient features.

approachable, good, sensible advice.

The availability of site inspections

From application to certification' all entirely satisfied

Speedy arrangement of inspection. helpful staff on phone calls.

Helpful, pragmatic and professional team. Excellent responsive service

Helpful, pragmatic and professional team. Excellent responsive service. I was amazed I could get an inspection the same week I called to book and that certificates were issued the same day.

Having an independent, qualified person working with me to ensure that the building work complied with current standards.

I found that the team who answered the phone were prompt, professional and very helpful. Advice given was very useful, not just about building control issues but the entire approval process. Thanks for a great service

They were very punctual and straight forward.

The whole process went well, Considering we had covid to deal with, the service you provided was as good as it could be. Communication was good and prompt

Overall a very helpful and professional service that was delivered by competent staff, who were able to offer advice when needed.

Very quick to get a site inspection. And very informative when on site answering all my questions

Any queries I had were dealt with very well by the Office staff and the original Inspector.

5. What aspects of the service do you think could be improved?

Been able to book a morning slot or afternoon slot for an inspection It's simply not good enough to be told the inspector will visit within an 8 hour slot. Couriers are able to predict a delivery time so it is possible. A phone call an hour before arrival would be convenient especially when access to a home/building is required

None

Builder did not think that foundations needed to be so deep for a single story building conversion where a door was replaced by a window. I don't think it was explained to him why this was needed

None

None

?

None on this occasion

Due to this been my first experience of building control I don't know of any improvements that could be made. You fully met my expectations.

Only my suggestion would be on the form filling in would be for building control fill out the relevant form on the items they are surveying on site to make it easier for the customer.

None

Make pre payment clearer.

None

Didn't feel like the inspectors really looked at anything . Lucky for me I have a good builder I can trust. I was surprised that they didn't make any notes or take any photos while they were here and none of them actually went outside to check any works. as well as the x 2 bifold doors we extended the brick chimney breast, no photos notes were taken the inspector just said yeah that's fine, when my builder explained what he had done. what I'm trying to say is if you had a rogue builder doing substandard work I'm not sure it would have been picked up. Also once we had completed we were advised we would need another visit once we had completely finished which I found strange, The inspector that came just asked for a copy of the calculation report which we had on the 2nd visit.

Nothing - I had a great experience with nybcp!

None

No info provided.

If building control documents were available online in the same way planning permissions are available

Difficult to comment as I only had involvement with the service for the final inspection. The contractor was involved with all other inspections.

Not able to comment

No comment.

Value for money

None

AT PRESENT NONE

Emails detailing progress with the builder would have helped. Our builder acted as our liaison with the Building Control Service after the start of the work and probably should have kept us

better informed (although a very competent builder, he isn't the world's greatest communicator!).
I don't think there was anything that could be improved
N/A
I didn't find anything that really needed improvement. It's the first time I have used building control so I cannot comment but my service was fine.
Unfortunately due to illness and COVID we did not have a designated officer.
None
None
Plans and Building control to be more connected. Were told full Planning permission not required but amount of admin and other requirements requested from building control felt both areas are not connected. Would like to see a little more information from planning if full planning not required, for example, there may be structural calculations to be considered, energy Heat Loss Check sheet may be required, etc. This may help in the speed of the actual build as these could be obtained before the build start.
More concrete inspection times (smaller time windows for visits).
Nothing in my experience
More clarity on the website as to what forms are needed for ? And how to find them?
N/A
Getting in touch sometimes
Better communication-timely on-site visits
I really can't think of any areas for improvement.
N/A
None
I think for most people they will only do one or maybe two building projects in a lifetime, so it is good to have somebody around that has the knowledge and authority to ensure the build is completed correctly. I think most novices would be happy to pay for more site visits to check the builder is doing things properly.
The only thing I would say is realistically it's a look and see inspection i.e. I could have looked and said that it passed. It's a lot of money to pay for someone to look at a steel beam and say it looks like a steel beam
None
None that I am aware of
n/a
n/a
All fine
To my knowledge, the service did not visit the site for inspection at all. If you did, then making the property owner aware would be useful
Do not know
The two fees I have paid I feel should have been just one. I had two simple applications , one for windows and one for a new cloakroom. They have both been covered in a single visit by a single inspector so I feel it would have been fairer just to pay one £210 fee
Speed of plans approved
None, I am very happy with Everything
None really
None
Can't comment
None

Nothing in particular

No complaints at all

N/A

Would be helpful if an approximate appointment time could be given.

None

None

As far as I'm concerned everything good

Very pricey

It met my requirements

can't think of anything

None

More resources for site inspections

first person who took my call wasn't particularly helpful, building control officer was very helpful and gave me good advice

N/A

None

I was happy with everything.

I can't think of anything.

the fact that i had to pay an extra £120 that I wasn't told about at the beginning

None that we noticed

None

Not really

You need to broadcast what an excellent service you provide !

None.

None

No comments

Simplifying advice on submission of plans.

None. I have always found the Inspectors to be constructive and creative in suggesting ways to meet compliance.

All good

Fully satisfied

None in my experience

not sure

None

None

None

The first inspection was missed as the surveyor rang the doorbell then left, despite me being in all day. Recommend the surveyor also has a phone number to ring if no one answers the door, will save any misunderstandings. Otherwise, a really good service, thank you

There was a big delay in receiving the sign-off, I chased this up as I hadn't heard anything for a couple of months after completion and found it was due to missing photos. If they had informed me the photos were missing the turnaround could have been a lot quicker.

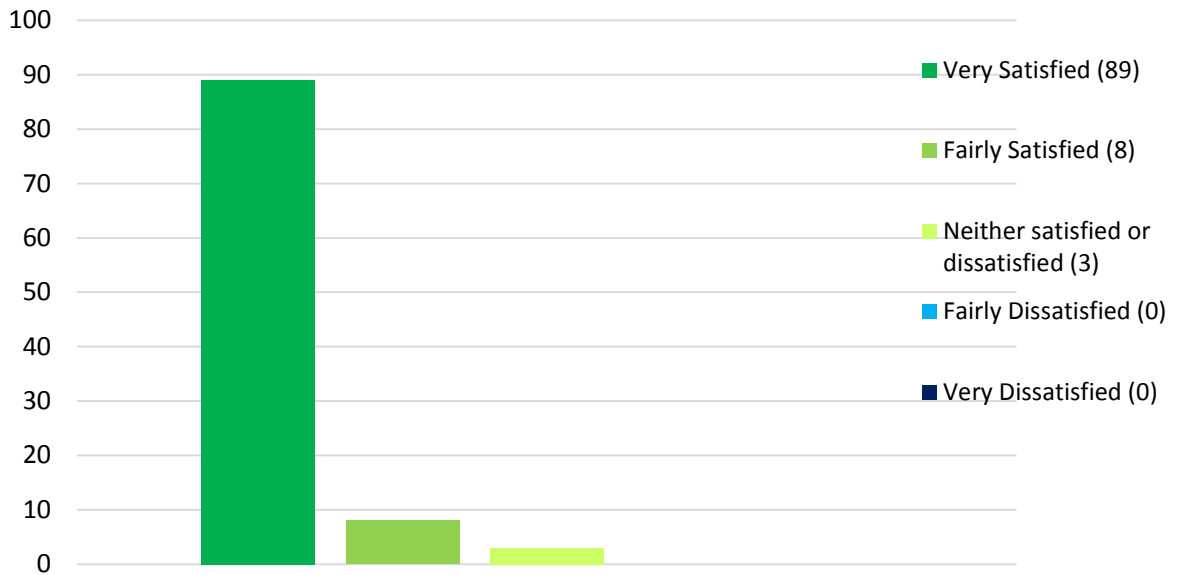
I think all communication was fairly good and straight forward with my inspector David Morris also with my conversations with Northallerton, so cant really think of any thing to suggest to improve things.

I think that due to work load of the staff in the service, responsiveness to requests for site visits sometimes takes a little longer, and therefore this can hold up on site progress, however this issue is about capacity and demand of the service not the staff employed.

None to mention after this inspection

When there was a change of Inspector the delay in visiting the site was very poor

6. How would you rate the Building Control staff in being helpful and responsive to your needs?



7. Do you have any comments regarding Building Control staff?

Again need to be able to book a slot rather than a day slot. I had not heard from building control or received the certificate 3 weeks plus after the inspection so I chased it and it arrived the following day by email.

Perfect

Very professional

Both the office person and inspector helpful and efficient

From initial contact to final site inspection really helpful

Very helpful

As a novice you hear of many stories of aggressive building control staff that like to make peoples life hard because they can. My experience is totally opposite, all staff I had contact with were over friendly and gave great advice that was accurate and timely.

Very pleasant and helpful.

Most impressed by Tristan.

They are very polite and friendly

Excellent - see above

There role is to ensure that building work is done in compliance, site inspection allow this at various stages of construction and to a standard that meets health and safety requirements

Approachable and made the process less stressful.

Efficient

Telephone reception and site inspectors all seemed to be friendly, helpful and knowledgeable.

No

Our inspector (Tristan) has been great throughout the process and very responsive.

As above

As above, ie prompt, friendly, helpful and professional.

David Morris, who dealt with my application, was very helpful, and dealt with all my email enquiries quickly and efficiently. Thank you David.

See previous comment

Pleasant and helpful

No

Very friendly, efficient and knowledgeable and helpful with questions asked.

I found them to be helpful

N/A

No

As mentioned previously, all NYBCP staff with whom I had dealings with provided a professional, friendly and helpful approach and made the process as smooth as possible.

Excellent

Mike was very encouraging for my first self build and always available when needed for both inspections and advice. He is a credit to your organisation

Simon Peart was always on site when he said he would arrive. He was very approachable and offered good advice on what needed to be done. Simon's knowledge of the building regulations was the best of anyone who worked on the project!

Very pleasant when visiting, were able to attend quickly which was very helpful

NO

Never met them not talked to them

no

Excellent

Helpful and professional

Keep Up The Good Work

Very helpful

No

All staff were friendly and efficient.

Mike was accessible and accommodating with regards to inspections.

Very helpful

Thank you

No

Very friendly

They are all helpful

Building control officer was spot on

N/A

Mike Hetherington is incredibly helpful, knowledgeable, and professional and very prompt at attending site. Thank you

All pleasant and helpful

Friendly, efficient, approachable.

All the staff I spoke with were extremely professional, helpful, friendly and knowledgeable. It was lovely to speak with actual people who cared enough to listen to my problem, who wanted to help me and did their very best to help me. My expectations were surpassed. I spoke with Chloe, Maria, Ivan Wooler, Karen and Mark Collins. They couldn't have been any more helpful. They were truly a pleasure to deal with. They are a credit to NYBCP. Thank you.

Very friendly and efficient.

When registered as a Builder with the NHBC I once made the mistake of using it for Building Control. Disastrous experience. What a relief to work again with NYBCP.

All extremely helpful with any uncertain issues

Helpful, pragmatic and professional team. Excellent responsive service. I was amazed I could get an inspection the same week I called to book and that certificates were issued the same day.

Helpful, pragmatic and professional team. Excellent responsive service. I was amazed I could get an inspection the same week I called to book and that certificates were issued the same day.

No

Very professional service, thank you

They were all very professional and efficient.

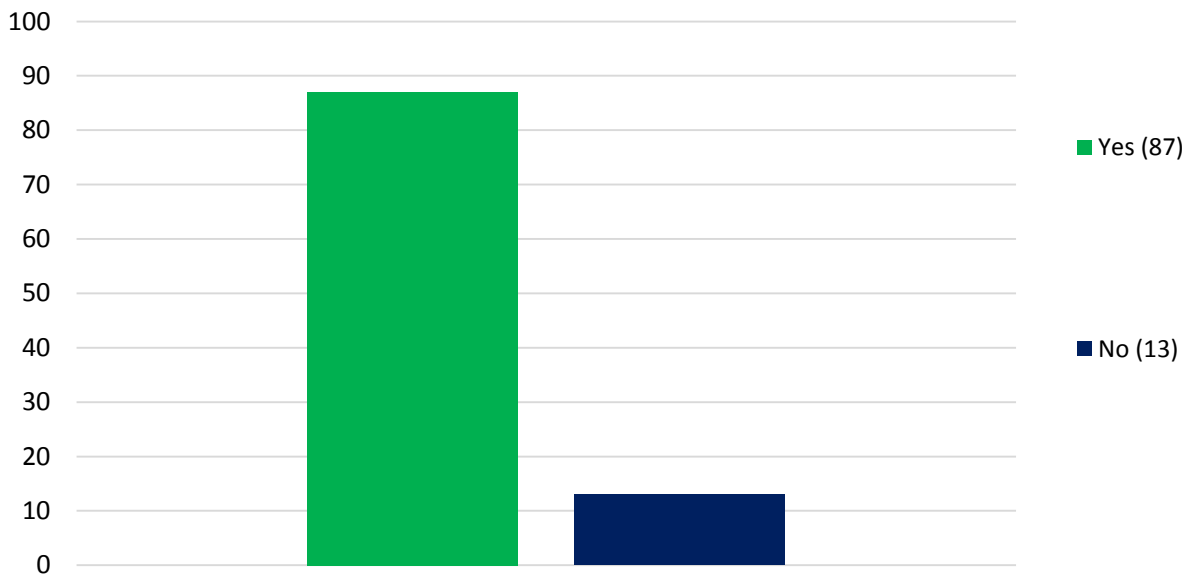
All staff that I have been in contact with have all been polite and helpful and knowledgeable.

None

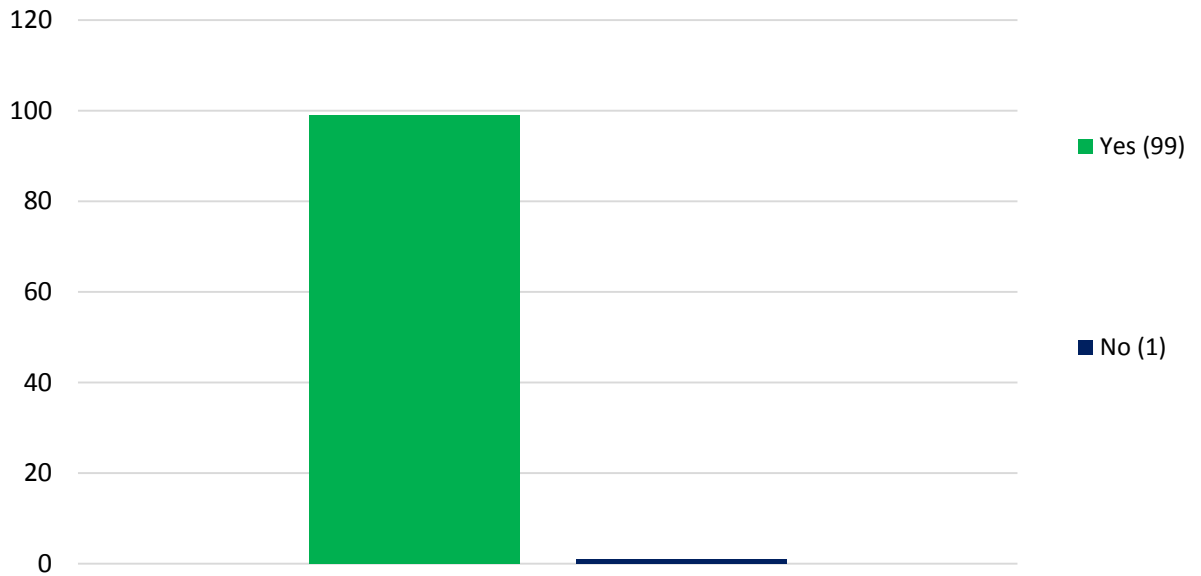
Inspector was very punctual and polite and answered all questions I had regarding the visit and my future BC application

I had a great service from Julie and the Office team

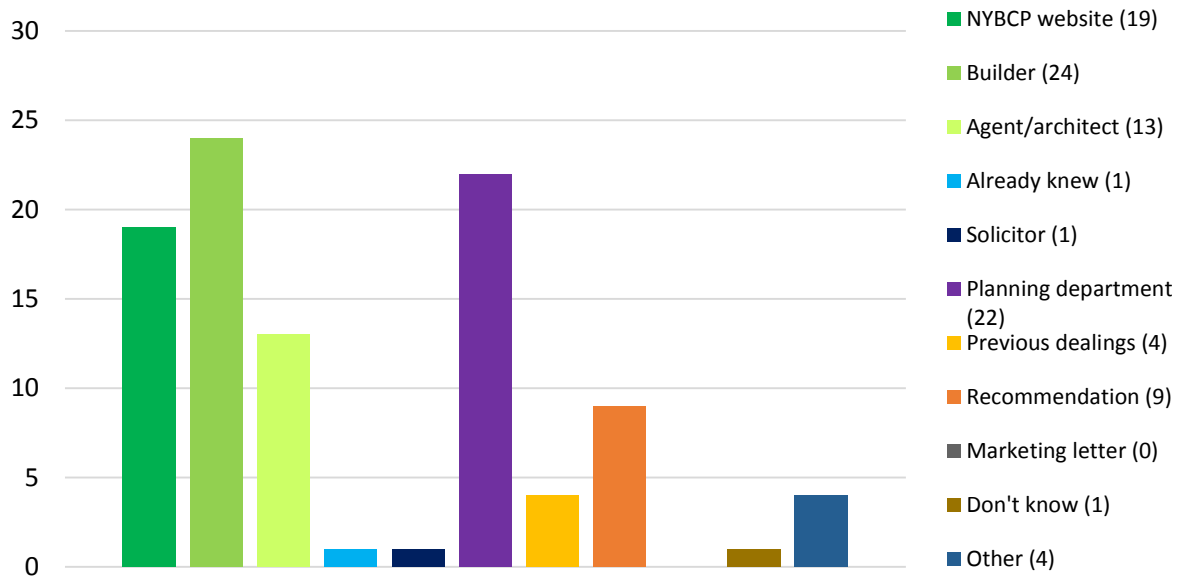
8. Do you consider that the Building Control process has added value to the finished development/project?



9. Did the Building Control Officer apply the Building Regulations in a professional manner?



10. Where did you first hear about the North Yorkshire Building Control Partnership?



We would welcome any other comments you wish to make on our service.

Bookable slots
Easy uncomplicated service
Keep up the great work, you really exceeded my expectations and made what could have been a stressful situation easy with your help and advice. Thank you very much and keep safe guys!
No
My builder spoke to the Planning control officer directly and that ensured the process flowed smoothly
No info provided.
I have answered all the questions on "Aspects of the service" as it would not let me leave them blank even though not applicable eg. site inspections
None
Unsure of the Building Control process has added value to the finished project, but it ensures the project is to the required standards with no shortcuts, so in the long run assists in the selling of the property, therefore overall a valuable service.
N/A
Well done to all concerned!
"A bit expensive for an oldie like me"
No contact made with building owner.
none
The reason for saying no to the question about added value is that I chose the windows carefully and was advised well by the supplier and the person who fitted them. I don't feel that this should really require building control and the only added value I can see is in avoiding problems if I sell the house in future. That's only added value because I'm required to have a certificate by the regs.
None
Unable to comment as our only contact was the final inspection. COVID prevented any further contact
Should incorporate the offer of an insurance backed structural warranty
No comments
Thank you
I think that the service was excellent. Thank You.
Initially the planning person who came to see me (she left some time ago) was shall we say was disliked by a lot of people but the inspectors through the build were very good.
Good value.
I just want to thank the NYBCP and their staff for all their help and hard work in guiding me through the process of Regularisation. They were a pleasure to deal with and made the whole process from start to finish, painless and enjoyable. Thank you so much.
Keep the helpful work going to help applicants
Very happy with the service
A pleasant experience

Comment/ Complaint

Thank you.

Thank you very much for your speedy service

n/a

Mike was very encouraging for my first self build and always available when needed fir both inspections and advice. He is a credit to your organisation

Impressed with speed of visit, production of certificate, and helpfulness of Steve by letting us know when he would be coming.

N/A

Thank you to everyone involved from a very delighted customer.

Very well informed inspector, polite and punctual. Good experience

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Agenda Item:



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 8 February 2023

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: NYBCP Transition to North Yorkshire Council

1.0 PURPOSE OF REPORT

1.1 To receive a report on the transition of NYBCP to North Yorkshire Council on 1st April 2023.

2.0 RECOMMENDATIONS

2.1 That the Report be noted.

3.0 BACKGROUND

3.1 To provide Members with information on the current position with the transition of NYBCP to North Yorkshire Council which will take place on 1st April 2023.

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 As the present eight District, Borough and County Councils will merge to become the new unity authority of North Yorkshire Council the present partnership arrangement of NYBCP will also become part of the North Yorkshire Council on 1st April 2023.

5.2 Over the past months a huge amount of work has been carried out by officers of each local authority and the county council to ensure that from 1st April 2023 services will still be delivered in a safe and legal manner

and this equally includes the building control service for the new authority.

- 5.3** As of 1st April it is proposed that building control will be provided as it is now by the building control teams at Craven District, Harrogate Borough and NYBCP without much change. Regular meetings have been held with critical members of each of the three teams, along with all building control staff meetings, to ensure that the transition is seamless for our service users and staff in the run up to and beyond vesting day. Following this we will enter the transformational period of the new authority when changes will be made to ensure that teams across the North Yorkshire area become one in delivering services to our residents.
- 5.4** Although the primary focus is to ensure that a safe and legal building control service will be provided on and after vesting day it is also important to ensure that service users have an overall positive experience and for that reason, as part of the LGR process, agreement has been reached for a single set of building control fees to be adopted from 1st April across the whole of the North Yorkshire Council area. For this purpose all three sets of building control fees were considered and rather than try to harmonise the differences in amounts and categories it has been agreed that the fees from 1st April will be based on the current NYBCP fee schedule which will include a 6% uplift in line with other council fees.
- 5.5** Another area of focus that the building control LGR sub-workstream has been considering is that of branding and it has been unanimously agreed that the NYBCP brand needs to continue, front and centre, into the new authority and be linked to the branding of the new authority. The reason for this is that the NYBCP brand has been established over the past 22 years and it is recognised that the brand itself is strong and well known with local service users and as such losing the brand would have a detrimental effect on the confidence of our service users with the potential to reduce market share. Such a decision to lose the brand will also be taken advantage of by competitors as an indication that the present service provided by NYBCP may not carry through to the new authority.
- 5.6** As the current building control partnership is a joint committee of five partner authorities, which will no longer be in existence from 1st April, the joint committee will no longer be in existence as this would essentially mean that the new authority will be in partnership with itself, as such this will also see the termination of the NYBCP Management Board. With effect from 1st April 2023 NYBCP will merge with the building control teams of Craven District and Harrogate Borough which will become the building control department of North Yorkshire Council within the Planning Directorate.

6.0 FINANCIAL IMPLICATIONS

6.1 There are no financial implications resulting from the contents of this report.

7.0 LEGAL IMPLICATIONS

7.1 There are no legal implications resulting from the contents of this report.

8.0 RISK ASSESSMENT

8.1 All risks associated with this are being recorded and monitored by the LGR project management processes in places.

9.0 CONCLUSION

9.1 No changes will take place with NYBCP until 1st April 2023 and then NYBCP will become part of North Yorkshire Council to deliver its building control service which will see the termination of the joint committee partnership agreement between the current five partner local authorities.

Background Papers: None

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

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