



Ryedale District Council

REPORT TO: North Yorkshire Building Control Board

DATE: 22 January 2014

REPORTING OFFICER: Head of Building Control

SUBJECT: Stakeholder Survey Results

1.0 PURPOSE OF REPORT

To advise Members on the results of a recent independent stakeholder survey undertaken on behalf of the Partnership.

2.0 RECOMMENDATIONS

- (i) That the report is noted and a copy of the Stakeholder Report be sent to the Performance Monitoring Officer in each Authority.

3.0 REASONS SUPPORTING DECISION

To improve the Partnership's level of stakeholder satisfaction, by identifying areas of improvement and prioritising resources to achieve the desired outcome.

4.0 BACKGROUND

The Partnership has undertaken three stakeholder surveys since its formation in 2001. The first survey was undertaken in 2006 which established an overall level of satisfaction of 86% this increased to 90% in 2008 following the enlargement of the Partnership that year, with the recent survey identifying a further increase to 91%.

- 4.2 The results of the stakeholder survey feed into the business plan and where areas of improvement have been identified, they are considered
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and if these are found to be justified are prioritised for action and form part of the Partnerships Improvement Plan for the ensuing year.

5.0 POLICY CONTEXT

This report impacts on all the Partnership's values.

6.0 REPORT

6.1 The results of the 2013 survey are set out in appendix 1 and indicate an overall increase in the level of satisfaction from 90% to 91%. The only area where there has been a reduction is in 'Communication' and to a lesser extent 'Credibility'.

6.2 To address many of the communication points raised the Partnership as already implemented increased online consultations with statutory consultees and provided agents with the opportunity to monitor the progress of their application securely via 'Public Access'. Additional training will be given to agents over the next year to encourage greater take up of online submissions and by implication increasing monitoring of service delivery.

6.3 Increased access to electronic data for inspecting officers is being rolled out over the next six months to enable them to view plans, documents, regulations and product information whilst on site. This will reduce the level of contact between site inspectors and the office as well as enable a faster response to queries.

6.4 The Partnerships performance as identified in the business plan continues to be reported to Members and Council Officers via quarterly monitoring reports.

7.0 FINANCIAL IMPLICATIONS

Cost of undertaking survey funded from within existing budget.

8.0 LEGAL IMPLICATIONS

None.

9.0 RISK ASSESSMENT

By not undertaking a regular review the Partnership risks not meeting stakeholders' expectations.

10.0 CONCLUSION

It is essential that the Partnership continues to monitor stakeholder views on a regular basis to identify service improvements and ensure there is no service reduction. If service reductions are identified they can be quickly corrected.

Background Papers: None

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 at the Partnership Office at Easingwold on 01347 822703 or email les.chapman@nybcp.org.