



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board
DATE: 16 December 2009
REPORTING OFFICER: Les Chapman
Head of Building Control
SUBJECT: Performance

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance from 1 April 2009 to 30 November 2009.

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

NORTH YORKSHIRE BUILDING CONTROL PARTNERSHIP
16 December 2009

5.2 Set out in Appendix 1 is the Covalent performance report from 1 April 2009 to 30 November 2009.

5.3 BC1 & 2

Members will note that the Partnership failed to meet its targets for 2008/9. However, following the restructuring and consolidating plan checking at the Partnership's office at Easingwold performance in checking full plans and accepting Building Notices is well above target.

5.4 BC3

This indicator relates to full plans being approved within the statutory time limits. Three applications have exceeded the time limits.

5.5 BC5

Following a significant improvement last year on undertaking site inspections on day of notification, this trend is continuing during the current year.

5.6 BC6

Issuing of completion certificates improved last year on the previous year and the trend is continuing during the current year with a 97% issue rate during November 2009. This improvement is primarily due to changes in the notification process by Building Control Officers to the admin section.

5.7 BC12

Percentage of market share – Housing. This has significantly improved over the first half year partly due to increased marketing activity as well as the Partnership being able to offer a more comprehensive range of products through our links with LABC warranties. These include sound and air pressure testing, sustainable home assessments, energy certificates and Home Information Packs. This trend may be reversed in the future when the large volume developers who have in the past used our competitors start to bring forward new housing sites but with the smaller and one-off developers continuing to use the Partnership.

5.8 BC13

For the first time in nine years the market share in Schedule 2/3 Domestic and Commercial developments has dipped below target. This reduction is due to greater Approved Inspector activity moving into the domestic market as a result of recessionary pressures in the commercial market.

5.9 BC 15

Customers consider the service to be good/excellent. The general trend is upwards with 92% of customers considering that the Partnership delivers a good/excellent service. The increased number of positive comments returned on the service questionnaires confirms this.

5.10 BC 16

Income generated from Partnership applications to equal loss to competition – significant downturn in this area mainly due to the slow down in commercial/industrial work, which was previously submitted to the Partnership. It is anticipated that this will improve over the second half of this financial year. However, with the growing trend of Approved Inspector applications it is unrealistic to assume this target will be achieved.

6.0 TRAINING

6.1 The Partnership continues to hold bi-monthly CPD events for Officers.

6.2 Karen Phillips and Gary Darley have satisfactorily completed a course run by LABC on building control administration aimed at developing their skills and understanding in dealing with customer enquiries, exemptions etc.

6.3 Helen Winfield and Simon Nichol have satisfactorily completed a course in Housing, Health & Safety Rating Systems (Decent Homes Surveys), which will enable the Partnership to undertake surveys on behalf of Hambleton District Council.

6.4 Michelle Lanaghan has successfully completed year 4 of a part-time five year BSC Honours Degree in Building Surveying at Leeds Metropolitan University.

6.5 Angela Samuels has successfully completed year 1 of a two year Diploma in Fire Engineering at Leeds College of Building.

6.6 Simon Nichol has completed year 1 of a five year BSC Honours degree in Building Surveying at Northumbria University.

6.7 Robert Harper has completed a Diploma in Management Studies at York University.

6.8 Julie Chapman has commenced a part-time HNC in Construction at York College. The Partnership has agreed changes to her work pattern to

facilitate her attendance, as this course is not directly related to her current post.

7.0 CUSTOMER AND AGENT SURVEYS

- 7.1 A copy of the results for the first two quarters of 2009/10 customer surveys have been emailed to Members and a hard copy will be available at the meeting.

8.0 LEGAL IMPLICATIONS

- 8.1 There are no legal implications.

9.0 RISK ASSESSMENT

- 9.1 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.

10.0 CONCLUSION

- 10.1 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 Les Chapman, Head of Building Control 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