



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 07 March 2018

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: Performance to 31 December 2017

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance to 31 December 2017.

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 2017 – 31 December 2017.

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

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

- BC1 – Percentage of full plans application checked within 10 working days (68%). This is below target mainly due to resources as there is currently a Surveyor on maternity leave. It should be noted that during 2017 96% of full plans applications have been checked within 15 working days which does indicate that although there is a slight delay it is not significant and feedback from customers does not highlight this as a major issue.
- BC10 – Percentage of Market Share within schedule 1 (17%). This is particularly low as there have been a low number of high volume housing applications submitted by AI's. NYBCP is working closely with LABC and LABC New Homes Warranty to try and increase our market share along with our regular SME's to ensure their continued support.
- BC11 – Percentage of market share in Schedule 2 & 3. (57%) does represent a static figure although this remains below target.
- BC18 – Percentage of fee earning applications/notifications submitted electronically. (47%). Further work is being carried out to encourage more on-line applications.

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. CPD events are now being arranged and held at The Galtres Centre, Easingwold. Please note that the graph in Appendix 1 (BC 13) is incorrect as this represents the full year rather than the first three quarters.
- 6.2** The Head of Building Control will be attending the LABC Conference again this year. This is an informative event and it is hoped that further news will be delivered regarding the review of the building regulations and fire safety being carried out by Dame Judith Hackitt as part of her Building Safer for the Future report
- 6.3** The current Operations Manager is looking into attending a formal training course to obtain a Management Qualification.
- 6.4** The partnership is currently looking into the prospect of Assistant Building Control Surveyors attending the LABC Diplomas to aid their development and progression in obtaining professional membership.

6.5 The Administration Supervisor will be attending the Level 3 Technical Support training provided by LABC.

6.6 GDPR training will be carried out in preparation for the new regulations which come into force in May 2018.

7.0 CUSTOMER AND AGENT SURVEYS

7.1 A copy of the customer survey results for the period 1 April 2017 – 31 December 2017 is included in Appendix 2 (NYBCP Service Delivery Questionnaire April to December 2017). This has also been circulated to all staff for their information as the outcome is due to their hard work and continued customer focus. The results have also been publicised in the form of a newsletter along with the NYBCP website updated to include some of the customer comments.

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. Around 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. The Partnership sees this as a benefit to our customers as they can now apply for both planning and building regulations using the one portal. It is hoped that with encouragement and publicity there will be an upturn in the number of application being submitted through an on-line system.

8.2 Future Upgrades

8.2.1 The Partnership has now had installed the most up to date version of Uniform (version 10.2.2). The transition from 10.1.0 seems to have taken place without any major issues. The next upgrade will be to version 10.3 and it is hoped that the test version will be in place over the next few months.

8.2.2 The Partnership has signed up to have the Idox BC Mobile app installed on all the site surveyors iPads. Following successful testing and some positive feedback, along with some fixes and improvements to the system it is hoped that site based officers will reap the benefits in terms of time savings.

8.2.3 The partnership is promoting the use of the LABC Inspection request app to builders. This allows builders to request an inspection for their project with a simple apple or android app that they can download to their phone. This will then provide the partnership, via email, all the information required for the requested inspection as well as proving

assurance to the builder that the information has been received by the partnership.

8.2.4 DMS4 is due to be replaced with the latest update DMS5.

8.2.5 IDOX is looking to update Public and Consultee Access version PA3.

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