



# Ryedale District Council

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**REPORT TO:** North Yorkshire Building Control Partnership Board

**DATE:** 27 June 2018

**REPORTING OFFICER:** Robert Harper. Head of Building Control.

**SUBJECT:** Performance 1 April 2017 – 31 March 2018

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## **1.0 PURPOSE OF REPORT**

**1.1** To receive a report on the Building Control Partnership's operational performance from 1 April 2017 to 31 March 2018.

## **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** A copy of the Covalent Performance report from 1 April 2017 to 31 March 2018 is set out in Appendix 1.

**5.3** Over this period the Partnership has achieved all but six of its targets, the exception relate to the checking of full plans within 10 working days,

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market share, electronic application submissions and officer sickness. The exceptions are:

- BC1 – Full Plans checked within 10 working days - 71%. Failed to meet target by 19%. The reason for this is due to not filling vacant posts immediately to realise savings in expenditure during the summer and autumn period together with the added strain of a surveyor being on maternity leave during the same period. It should be noted that over 95% of application are being checked within 15 working days and no adverse comments have been received from our agents.
- BC10 – Percentage of Market Share within schedule 1 - 16% (Housing). There has been a drop off in our market share for new housing. (2015/16 – 38%, 2016/17 – 29%).
- BC11 – Percentage of market share in Schedule 2 & 3 - 57% (Excluding housing). There has been an increases in this area. (2016/17 – 53%).
- BC12 – Percentage of market share retained – 56%. There has been an increase in this area. (2016/17 – 54%).
- BC17 – Number of days lost due to sickness absence per officer – 5.92. (2015/16 – 1.75, 2016/17 - 3.9). The reason for this is that one member of staff was off work due to illness for several months. However, with support from NYBCP, this officer has returned to full time employment with no further issues.
- BC18 – Percentage of fee earning work submitted electronically – 44%. There has been a slight increase in this area. (2016/17 – 43%)

## **6.0 TRAINING**

**6.1** The Partnership continues to support CPD events for Officers.

**6.2** Liam Lincoln, Assistant Building Control Surveyor, is currently working towards his Degree in Building Surveying at Northumbria University which will be completed by June 2020.

**6.3** Assistant Building Control Surveyors Julie Chapman, Chloe Blakeborough, Christy McGibbon, Kyle Davies and Stephen Riley are all working towards their full membership of either RICS or CABE.

**6.4** Simon Nichol, Operations Manager, has enrolled on a Leadership and Management course at Hull College.

## **7.0 CUSTOMER AND AGENT SURVEYS**

**7.1** A copy of the customer survey results for the period 1 April 2017 – 1 March 2018 is included in Appendix 2 (NYBCP Service Delivery Questionnaire 2017/2018). 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 is using the updated 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 continuing to promote the use of the updated 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](mailto:robert.harper@nybcp.org)