



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 30 June 2010

REPORTING OFFICER: Les Chapman
Head of Building Control

SUBJECT: Performance 1 April 2009 – 31 March 2010

1.0 PURPOSE OF REPORT

- 1.1** To receive a report on the Building Control Partnership's operational performance from 1 April 2009 to 31 March 2010.

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**
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5.2 Set out in Appendix 1 is the Covalent performance report from 1 April 2009 to 31 March 2010.

5.3 Over the past 12 months the Partnership has in the majority of cases achieved its performance targets. The exceptions to this are:

- BC3 Plans over statutory time period. There were a total of ten applications which exceeded the statutory time period, seven of which occurred in one month which coincided with a high sickness level and holidays.

- BC7 Average number of inspection per development. This exceeded the target by 1.4 inspections per development which indicates efficiency savings can be made.

- BC11 Local Disability Groups Satisfaction. There is no active disability group operating over the majority of the Partnership area therefore this target has been removed from the Business Plan and performance monitoring for 2010/11.

- BC13 Market Share Schedule 2/3. There has been a significant increase in the number of initial notices submitted to the Partnership over the past twelve months resulting in a fall below target for the first time since being formed in 2001.

- BC16 Income gained through LABC Partnerships. The number of LABC Partnership applications significantly fell over the past twelve months against an increasing number of companies partnering with us. This clearly indicates that confidence in undertaking major developments have not yet returned or companies are not using the partnership scheme as intended.

5.4 On a positive note BC12 has shown a substantial increase with the Partnership achieving market share in the housing market for the first time in nine years. However, this is likely to be short term, as the volume builders tend to use Approved Inspectors rather than the local authority.

6.0 TRAINING

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

6.2 Michelle Lanaghan has completed year 5 of a part-time five year BSC Honours Degree in Building Surveying at Leeds Metropolitan University and is awaiting her results.

- 6.3 Angela Samuels has completed year 2 of a two year Diploma in Fire Engineering at Leeds College of Building and is awaiting her results.
- 6.4 Simon Nichol has completed year 2 of a five year BSC Honours degree in Building Surveying at Northumbria University.
- 6.5 Julie Chapman is continuing a part-time HNC in Construction at York College.
- 6.6 All staff have undertaken an in-house appraisal training course.

7.0 CUSTOMER AND AGENT SURVEYS

- 7.1 A copy of the results for the year 2009/10 customer surveys has 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