



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 13 March 2019

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: Performance to 31 December 2018

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance to 31 December 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 Set out in Appendix 1 is the Covalent Performance report from 1 April 2018 – 31 December 2018.

5.3 Over this period the Partnership has achieved all but five 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 (Average of Q1, Q2 and Q3 - 63%). This is below target mainly due to resources as there is currently a vacant Surveyors post. It should be noted that during the first 3 quarters of 2018/19 94% 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.
- BC 4 – Percentage of Full Plans applications approved first time (Average of Q1, Q2 and Q3 - 87%). This is slightly below the target of 90% and is very reliant on the responses from agents/architects.
- BC10 – Percentage of Market Share within schedule 1 (Average of Q1, Q2 and Q3 - 40%). This is on target but there have been a low number of high volume housing applications submitted by AI's. NYBCP is continuing to work 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. (56%) does represent a static figure although this remains slightly below target.
- BC18 – Percentage of fee earning applications/notifications submitted electronically. (Average of Q1, Q2 and Q3 - 49%). Further work is being carried out to encourage more on-line applications and it is proposed to increase the target to 52% for 2019/20.

6.0 TRAINING

- 6.1** The Partnership will continue to encourage CPD events. CPD events are being arranged and held at The Galtres Centre, Easingwold.
- 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 attending a formal training course to obtain a Management and Leadership Qualification at Leeds City Collage.

- 6.4 The partnerships Assistant Building Control Surveyors are making progress in obtaining professional membership.
- 6.5 Both the Head of Building Control and the Development Manager successful passed the LABC Fire Safety Specialist Validation assessment. This assessment is in response to a national drive for Building Control Staff to evidence their competence following the unfortunate Grenfell Tower tragedy and the subsequent Dame Judith Hackett report.

7.0 CUSTOMER AND AGENT SURVEYS

- 7.1 A copy of the customer survey results for the period 1 April 2018 – 31 December 2018 is included in Appendix 2 (NYBCP Service Delivery Questionnaire April to December 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 will also be publicised in the form of a newsletter along with the NYBCP website updated to include some of the customer comments.
- 7.2 A copy of the recent agent survey carried out earlier this year is included in Appendix 3 (NYBCP Service Delivery AGENT 2019 - Results). This again 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 will also be publicised in the form of a newsletter along with the NYBCP website updated to include some of the agents 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 Uniform was upgraded to 10.3.2 in December 2018 (de-support notice due October 19). The next version 10.4.1 is due to be released on 28 February 2019 which will introduce a change to the mapping system.

We will review the what's new documentation with a view to getting it into Test for a couple of months before going live later in the year.

- 8.2.2** A new version of BC Mobile is due to be released in March, including suggestions put forward by NYBCP to improve the product. Once NYBCP have had an opportunity to test, IDOX will visit to gain feedback and accompany a site officer to see it work in a live environment.
- 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** DMS5 and Scan5 updates were implemented in July 2018. We are liaising with IDOX over a couple of features that need to be addressed.
- 8.2.5** Following an update to Public Access it was found that a member of public had been able to view documents via an iPad. This was reported as a GDPR matter to IDOX and they have altered the system glitch so that mobile devices/iPads will not be able to access documentation.

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