



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 16 October 2019

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: Performance 1 April 2018 – 31 March 2019

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance from 1 April 2018 to 31 March 2019.

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 2018 to 31 March 2019 is set out in Appendix 1.

5.3 Over this period the Partnership has achieved all but three of its targets, the exception relate to the checking of full plans within 10 working days and market share. The exceptions are:

- BC1 – Full Plans checked within 10 working days - 62%. The reason for this is due to the difficulty faced with recruiting new staff. It should be noted that over 94% of applications are being checked within 15 working days and no adverse comments have been received from our agents.
- BC11 – Percentage of market share in Schedule 2 & 3 - 56% (Excluding housing). There has been a slight decrease in this area. (2017/18 – 57%).
- BC12 – Percentage of market share retained – 56%. This has remained static when compared to 2017/18 – 56%.

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, is currently working towards his Leadership and Management Diploma at Leeds College.

7.0 CUSTOMER AND AGENT SURVEYS

- 7.1** A copy of the customer survey results for the period 1 April 2018 – 1 March 2019 is included in Appendix 2 (NYBCP Service Delivery Questionnaire 2018/2019).

Trend analysis also shows favourable results with 96% of our customers rating the NYBCP service as either very good or good for 2018/19. Previous year's results as 93% for 2015/16, 94% for 2016/17 and 95% for 2017/18.

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.

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 soon, 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