



# Ryedale District Council

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

**DATE:** 23 July 2020

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

**SUBJECT:** Performance for 2019 to 2020

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## **1.0 PURPOSE OF REPORT**

**1.1** To receive a report on the Building Control Partnership's operational performance for the year 2019 to 2020.

## **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 2019 to 31 March 2020.

**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

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

- BC1 – Percentage of full plans application checked within 10 working days = 62% (Target = 90%). This is below target mainly due to the increase in work to process the significant number of reversion applications received during the year. It should be noted that during 2019/20 84% of full plans applications have been checked within 15 working days (Target 95%) 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. Further work is being carried out to focus on this target and new staff members that are currently being trained will provide the additional resource necessary.
- BC 4 – Percentage of Full Plans applications approved first time = 88%. This is slightly below the target of 92% and is very reliant on the responses from agents/architects.
- BC10 – Percentage of market share in Schedule 1 – 18%. This does represent a negative trend and this remains below target the target of 40%. This was due a small number of large housing developments being undertaken by the NHBC.
- BC18 – Percentage of fee earning applications/notifications submitted electronically – 35%. This is significantly below the target of 52% (See 8.1.1 below for further information).

## **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 and Operations Manager will be attending the LABC Conference 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 Operations Manager is attending a formal training course to obtain a Management and Leadership Qualification at Leeds City Collage.
- 6.4** The Operations Manager is attending the LABC/IFE Fire Safety Validation Assessment this year. This falls in line with the current campaign to raise the standard of the industry following the tragic incident at Grenfell Tower.

- 6.5 The partnerships Assistant Building Control Surveyors are making progress in obtaining professional membership.
- 6.6 The partnerships Trainee Building Control Surveyor will be attending a formal training course to obtain a HNC in Building Studies starting in September 2020 at Leeds College of Building.
- 6.7 Liam Lincoln, Assistant Building Control Surveyor, completed his Degree in Building Surveying at Northumbria University and obtained an impressive 1<sup>st</sup> Class.
- 6.8 Stephen Riley, Assistant Building Control Surveyor successfully achieved full members of CABE (Chartered Association of Building Engineers).
- 6.9 All staff are currently progressing with the NYCC E-Learning modules.

## **7.0 CUSTOMER**

- 7.1 A copy of the customer survey results for the period 1 April 2019 – 31 March 2022 is included in Appendix 2 (NYBCP Service Delivery Questionnaire April 2019 to March 2020). 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' was closed down by Idox at the end of October 2019 which has led to a significant decrease in the number of online application submissions and hence the current target of 52% will not be achievable at the moment. NYBCP are currently working with Idox to explore several proposals, one of which is the Idox integration with Planning Portal. The Partnership sees this as a benefit to our customers as they will be able to apply for both planning and building regulations using the one portal. It is hoped that should this platform be adopted, with encouragement and publicity, there will be an upturn in the number of applications being submitted through an on-line system during the financial year of 2020/21.

### **8.2 Future Upgrades**

#### **8.2.1 Uniform**

The Partnership is awaiting dates and guidance from Idox to plan the next upgrade. Idox recently updated the system to introduce its own

letter template viewer, replacing Word. This caused some issues which are being investigated.

### **8.2.2 BC Mobile**

Following enhancements to BC Mobile Surveyors are finding the updated app more reliable. The Partnership continues to liaise with Idox regarding further improvements to BC Mobile.

### **8.2.3 DMS5**

The Partnership is awaiting dates and guidance from Idox to plan in the next upgrade. Idox template viewer has also been applied to DMS.

### **8.2.4 Public and Consultee Access**

The Partnership is awaiting dates and guidance from Idox to plan the next upgrade. Yorkshire Water representatives will be receiving further training to encourage them to use the product to its full potential.

### **8.2.5 GMS Address Database**

A backlog has arisen in the updating of the address database due to issues with both Idox and Ryedale's transferring/uploading facilities. This is currently under investigation in order to establish a resolution.

## **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)