



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 22 December 2010

REPORTING OFFICER: Les Chapman
Head of Building Control

SUBJECT: Performance 1 April 2009 – 30 November 2010

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance from 1 April 2010 to 30 November 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

5.2 Set out in Appendix 1 is the Covalent performance report from 1 April 2010 to 3 November 2010.

5.3 Over the past nine months the Partnership has seen an increasing number of targets not being achieved. These include:

- BC1 Check plans within 10 working days. Continuing in downward direction, this is likely to have been caused by the high number of applications submitted in September to beat changes in Regulations and also staff holidays. It should also be noted that since June we have had one surveyor on maternity leave.
- BC3 Plans over statutory time period. A small number of applications continue to go over the statutory time period. However with increased monitoring it is anticipated that the amount of plans going beyond the target will be reduced.
- BC4 Applications approved first time. Significant reduction in November on the number of applications approved first time. This in the majority of cases relates to the high level of applications submitted prior to changes in Regulations on 1 October 2010.
- BC6 Completion Certificates issued within 5 days. Significant reduction again in November. This was due to a member of staff being on holiday and the failure of surveyors to notify administration by email of successful completions.

5.4 Recent changes to the operational site areas have taken place and appear to have gone smoothly as there have been no adverse comments from customers or staff. These changes have resulted in additional surveyors being office based to undertake plan checking duties which should improve plan checking targets.

6.0 TRAINING

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

6.2 Michelle Lanaghan and Daniel Page have recently commenced a one year Diploma in Management Studies at York College. Simon Nichol has commenced Year 3 of a five year part-time BSc Building Surveying Degree at Northumbria University. Julie Chapman has commenced Year 2 of a BTEC Higher in Construction at York College. Various officers have attended internal training and events on Microsoft Office, Absence Management, and Emergency Planning.

6.3 Examination successes:

David Morris has successfully achieved corporate membership of the Royal Institute of Chartered Surveyors

Mike Helm has achieved membership of the Association of Building Engineers.

Both surveyors have received recognition as agreed by the Board in June of this year.

7.0 LEGAL IMPLICATIONS

7.1 There are no legal implications.

8.0 RISK ASSESSMENT

8.1 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.

9.0 CONCLUSION

9.1 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