



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 18 November 2020

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: Performance for 1st April 2020 to 30th September 2020

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance for 1st April 2020 to 30th September 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 1st April 2020 to 30th September 2020.

5.3 Over this period the Partnership has achieved all but four of its targets, the exceptions relate to the checking of full plans applications, and the number of applications received electronically. The exceptions are:

- BC1 – Percentage of full plans application checked within 10 working days = 78% (Target = 90%). It should be noted that during the same period 97% 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.
- BC3 – Percentage of Full Plans applications approved within statutory time period = 98.3%. This is slightly below the target of 100% and equates to only a small number of applications.
- BC4 – Percentage of Full Plans applications approved first time = 84%. This is slightly below the target of 92% and is very reliant on the responses from agents/architects.
- BC18 – Percentage of fee earning applications/notifications submitted electronically – 14%. 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 currently being arranged via Zoom/MS Teams due to the present Covid-19 situation.
- 6.2** The Head of Building Control and Operations Manager will be attending the LABC Conference next 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** Simon Nichol, Operations Manager, is attending a formal training course to obtain a Management and Leadership Qualification at Leeds City Collage.
- 6.4** Simon Nichol, Operations Manager, has successfully passed the LABC/IFE Fire Safety Validation Assessment. 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 and Building Control Surveyors are making progress in obtaining professional membership.
- 6.6** The partnerships Trainee Building Control Surveyor is attending a formal training course to obtain a HNC in Building Studies which started in September 2020 at Leeds College of Building. This is presently being delivered virtually due to the current Covid-19 situation but it is hoped that this will change to a classroom based course when the situation allows.
- 6.7** Karen Herron, Deputy Administration Supervisor, is currently attending an LABC Level 3 Certificate in Technical Support course. If this is found to be beneficial to both the individual and the partnership the intension is to allow further administration officers to attend and complete the course.
- 6.8** All staff are currently progressing with the NYCC E-Learning modules.

7.0 Service users

- 7.1** A copy of the Service User Satisfaction Survey results for the period 1st April 2020 to 30th September 2020 is included in Appendix 2 (NYBCP Service User Satisfaction Survey - Q1 and Q2 2020). This has also been circulated to all staff and included a huge thank you from the Head of Building Control as the outcome is due to their hard work, professionalism and continued commitment to the partnership during what has been a very difficult period of time due to the present Covid-19 situation. The results will also be publicised in the form of a newsletter along with the NYBCP website being 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 service users 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

Uniform test and live systems have been updated to 10.5.2. The update has resolved some of the issues experienced with the template viewer, which replaced word.

8.2.2 DMS5

The Partnership is awaiting costs and dates from Idox for moving to DMS5.1. NYBCP have requested further information from them in order to put together a workable implementation plan.

8.2.3 Public and Consultee Access

The update was planned for August 2020, however, this did not go ahead as there was an issue for hosted sites. No new date planned. The Partnership have not heard back from Yorkshire Water regarding the offer to provide them with additional training on Consultee Access.

8.2.4 GMS Address Database

The GMS address database is currently up to date and issues with uploading files have been resolved. A backlog of street naming and numbering updates are being worked through.

8.2.5 Citrix

A new version of Citrix is being tested by several users, with an ongoing process of issue identification, Idox intervention, retest, resolution. Once the issues have been addressed this will be rolled out to the whole team.

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