



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 17 March 2021

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: Performance to 31 December 2020

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance to 31 December 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 2020 to 31 December 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, 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 - 78%). This is below target mainly due to resources as there is a vacant post during this period. It should be noted that during the first 3 quarters of 2020/21 97% 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. Going forward there will be further pressure on this target as there are two surveyors on maternity leave until Autumn 2021.
- BC 3 – Percentage of applications decided within statutory time period (Average of Q1, Q2 and Q3 - 99%). This equates to the occasional application and when investigated they are usually due to the fee being paid by BACS and this information not being evident at the time which does mean that applications can be past their decision time prior to NYBCP being aware it being a valid application. Further work is being done to rectify this weakness.
- BC 4 – Percentage of Full Plans applications approved first time (Average of Q1, Q2 and Q3 - 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. (Average of Q1, Q2 and Q3 - 17%). (See 8.1.1 below for further information).

6.0 TRAINING

- 6.1** The Head of Building Control and Operations Manager will be attending the LABC Conference this year (Postponed until November 2021). 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
- 6.2** The Operations Manager is attending a formal training course to obtain a Management and Leadership Qualification at Leeds City Collage.
- 6.3** Both Chloe Blakeborough, Building Control Surveyor and Kyle Davies, Building Control Surveyor, have successfully passed their CABE APC Interview and are now full members of CABE.
- 6.4** Elisabetta Bricchetto, Assistant Building Control Surveyor, has now completed the LABC Level 4 Diploma in Public Service Building Control

Surveying. Although feedback is positive the overall result has not yet been issued as they are going through a validation process by the CIOB.

- 6.5 Tristan Bean, 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.
- 6.6 Several of the partnerships Assistant Building Control Surveyors and Building Control Surveyors are making good progress in obtaining professional membership.
- 6.7 Karen Herron, Deputy Administration Supervisor, has successfully passed the LABC Level 3 Certificate in Technical Support course with an overall pass mark of 87%.
- 6.8 Maria Podgorski, Administration Supervisor, and Tracy Roach, Administration Officer, are both currently attending an LABC Level 3 Certificate in Technical Support course following the recent successful completion by Karen Herron.
- 6.9 The Partnership will continue to encourage CPD events. CPD events are being arranged by virtual means at the moment until restrictions are lifted to allow face to face events.
- 6.10 All staff are currently progressing with the NYCC E-Learning modules required by Ryedale District Council.

7.0 SERVICE USER, AGENT AND STAKEHOLDER SURVEYS

- 7.1 A copy of the service user survey results for the period 1 April 2020 – 31 December 2020 is included in Appendix 2 (NYBCP Service User Satisfaction Survey - Q1 - Q2 - Q3 combined). This has also been circulated to all staff for their information as this fantastic outcome is due to their hard work and continued service user focus during a difficult year. 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 Agent Survey 2020-21). 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.

7.3 A copy of the recent Stakeholder survey carried out earlier this year is included in Appendix 4 (NYBCP Stakeholder Survey 2020-21). 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' 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 next financial year. Before adopting the system and committing the partnership to the associated costs further investigation work is required to ensure that this will deliver what is expected. Both the Head of Building Control and Administration Supervisor are looking at getting feedback from other similar authorities who have adopted Planning Portal for their building control applications.

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. NYBCP are currently considering the value of moving to 10.5.3, when the patches have already been applied that cure the bug fixes in the next version. Awaiting feedback from Idox.

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 and are waiting for Idox to carry out a test before moving forward with the update.

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. NYBCP are currently waiting for Idox to carry out a test before moving forward with the update.

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. Since the last meeting another issue has been experienced preventing the GMS Address Database being updated. This is currently with both Idox and Razorblue to establish whose responsibility it is and rectify the issue. Once done the backlog will be addressed.

8.2.5 Citrix

The new version of Citrix has been rolled out to all users. Razorblue have yet to deploy citrix workspace and in the first instance will deploy to one user and then by group policy to all users.

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