



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 22 November 2021

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: Performance for 2020 to 2021

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance for the year 2020 to 2021.

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 Pantana Performance report from 1 April 2020 to 31 March 2021 (*Appendix 1 - NYBCP Service Delivery Plan 2020-21*).

5.3 Over this period the Partnership has achieved all but three 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 = 68% (Target = 90%). This is below target mainly due to the increase in work to process applications received during the year. It should be noted that during 2020/21 91% 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 = 87%. 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 – 22%. This is significantly below the target of 52% (See 10.1.1 below for further information).

6.0 Investors in People

In an outcome report dated 19th October 2021 it has been confirmed that NYBCP has secured the Investors In People We invest in people gold accreditation, demonstrating its commitment to best practices in people management and development.

7.0 Internal Audit

In an outcome report dated 21st September 2021 it has been confirmed that Veritau carried out their annual internal audit of NYBCP for 2020/21 with no areas of concern identified.

8.0 TRAINING

8.1 The Head of Building Control and Operations Manager will be attending the LABC Conference this year (23rd and 24th 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

8.2 Both Simon Nichol, Operations Manager, and Christy McGibbon, Development Manager, will be attending the LABC Level 6 CIOB Certificate - Management of Public Service Building Control course.

- 8.3** 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.
- 8.4** Eleanor Parish, Trainee Building Control Surveyor is attending a formal training course to obtain an MSc in Building Surveying which started in October 2021 at Northumbria University.
- 8.5** Thomas Gore, Assistant Building Control Surveyor is attending a formal training course to obtain a BSc in Building Surveying which started in October 2021 at University College of Estate Management.
- 8.6** Several of the partnerships Assistant Building Control Surveyors and Building Control Surveyors are making good progress in obtaining professional membership.
- 8.7** Maria Podgorski, Administration Supervisor, and Tracey Roach, Administration Officer, have both successfully passed the LABC Level 3 Certificate in Technical Support course with an overall pass mark of over 90%.
- 8.8** The Partnership will continue to encourage CPD events. CPD events are still being arranged by virtual means at the moment until restrictions are further lifted to allow face to face events.
- 8.9** All staff are currently progressing with or have completed the NYCC E-Learning modules required by Ryedale District Council.

9.0 CUSTOMER

- 9.1** A copy of the service-user survey results for the period 1 April 2020 – 31 March 2021 is included in Appendix 2 (NYBCP Service Delivery Questionnaire April 2020 to March 21). 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.

10.0 COMPUTER UPGRADE / DEVELOPMENT

10.1 Website update

- 10.1.1** The NYBCP website has recently been updated to include a search facility to guide users to the most appropriate web-page which will result in a decrease in users having to contact the NYBCP offices to seek advice.

10.2 Online submissions

10.2.1 Following on from the March Report, the Partnership has recently implemented back office integration of the Planning Portal online application submission into Idox Uniform application database and document management system. It is the intention of the partnership to streamline this further by creating a self-service payment area on Ryedale's website, which will activate a notification of payment. Going forward the partnership will encourage users to use this facility thus alleviating the pressure on current resources, with a more dynamic promotional drive once the payment facility is in place.

10.3 Public Access

Public and Consultees Access was upgraded to PA3.4 in September. A query has been raised with IDOX and Veritau around Consultees Access overlapping with Public Access.

10.4 Future Upgrades

10.4.1 Uniform

Uniform test and live systems will be updated to the most recent version of Uniform 10.6.1 in January and February 2022. The update includes resolution of outstanding issues and enhancements to Enterprise Management Tool which should also improve performance.

10.4.2 DMS5.1

The Partnership is now in a position to move forward with the upgrade. DMS5.1 has some substantial changes and bug fixes including a new email insertion functionality which allows for multiple email and attachments being indexed along with a new document viewer and redaction tool. CICO is being retired and de-supported (current email insertion tool).

10.4.3 Citrix

Razorblue deployed citrix workspace to all users.

10.4.4 BC Inspector App

The Partnership is considering whether to move onto 'The Next Generation Onsite Apps'. Further investigations in process.

11.0 MARKETING/PROMOTIONS

11.1 Over recent months the Partnership has been implementing strategies identified in the Marketing plan. These are being monitored and achievements reported to the Board.

12.0 LEGAL IMPLICATIONS

12.1 There are no legal implications.

13.0 RISK ASSESSMENT

13.1 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.

14.0 CONCLUSION

14.1 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 820601 or at robert.harper@nybcp.org