



Ryedale District Council

REPORT TO: North Yorkshire Building Control Partnership Board

DATE: 8 February 2023

REPORTING OFFICER: Robert Harper. Head of Building Control.

SUBJECT: Performance to 30 September 2022

1.0 PURPOSE OF REPORT

1.1 To receive a report on the Building Control Partnership's operational performance to 30 September 2022.

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 2022 to 30 September 2022.

5.3 Over this period the Partnership has achieved all but four of its targets, the exception relates 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 (Q2 - 28%). This is below target mainly due to resources as there were vacant posts during this period and the recruits were brought in at trainee and assistant level. Improvements with this are starting to be seen with the new recruits showing signs of becoming productive and the return of a surveyor from maternity leave next month.
- BC1A – Percentage of full plans applications checked within 15 working days (Q2 – 34%). It should be noted that feedback from customers does not highlight this as a major issue and improvements are starting to be seen as indicated above.
- BC 4 – Percentage of Full Plans applications approved first time (Q2 - 85%). 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. (Q2 - 28%). (See 8.2.1 below for further information). It should also be noted that there is currently a positive trend so improvements are being seen.

6.0 TRAINING

- 6.1** The Head of Building Control has attended the LABC Conference last year. This was an informative event and provided updates regarding the review of the building regulations and fire safety being carried out following the recommendations issued by Dame Judith Hackitt as part of her Building Safer for the Future report.
- 6.2** Eleanor Parish, Assistant Building Control Surveyor will be re-attending a formal training course to obtain an MSc in Building Surveying which started in October 2021 at Northumbria University following her return to work after maternity leave. Eleanor has now achieved the equivalent to a HNC in building surveying and has therefore progressed from a Trainee Building Control Surveyor to Assistant Building Control Surveyor.
- 6.3** James Lister, Assistant Building Control Surveyor, is currently studying for the LABC Level 4 CIOB Diploma in Public Service Building Control which is due to be completed in June 2023
- 6.4** Gareth Bland, Assistant Building Control Surveyor, will be looking at options to commence his formal building control studying with the possibility of him starting the LABC Level 4 CIOB Diploma in Public Service Building Control which is due to be start in September 2023 as Gareth already has a degree in Building Surveying.

- 6.5 Abby Radford, Trainee Building Control Surveyor, is currently studying for a HNC in Civil Engineering at Teesside University which is due to be completed in May 2023
- 6.6 Maria Podgorski has recently completed the First Aider Training, so she is able to remain NYBCP's first aider.
- 6.7 Several of the partnerships Assistant Building Control Surveyors and Building Control Surveyors are making good progress in obtaining professional membership.
- 6.8 All surveyors are to attend the LABC Competency courses/validation assessments over the next 12 months in preparation for the Building Safety Bill which currently going through parliament to gain approval and is due to be in place by October 2022 with a view of coming into force by April 2023.
- 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.

7.0 SERVICE USER SURVEY

- 7.1 A copy of the service user survey results for the period 1 April 2022 – 30 September 2022 is included in Appendix 2 (NYBCP Service Delivery Questionnaire - April 2022 - September 2022). 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 another difficult year. The NYBCP website will be updated to include some of the customer comments.

8.0 COMPUTER UPGRADE / DEVELOPMENT

8.1 Website update

- 8.1.1 NYBCP continue to review their website. Updates to include the addition of individual staff photos 'Meet the Team' and the creation of new Case Studies and News Items.

8.2 Online submissions

- 8.2.1 The specification for the self-service payment facility has been sent to Victoria Forms, who are currently working on it.

8.3 Future Upgrades

- 8.3.1 Uniform

The Uniform Test and Live Application systems have been upgraded to 10.6.1, which include some improvements.

8.3.2 DMS5.1

The Partnership will commence work on reviewing the documentation in relation to the DMS5.1 upgrade. A Teams Meeting will be scheduled with Harrogate District Council to look at their system in preparation for the upgrade.

8.3.3 BC Inspector App

The 'Next Generation Onsite Apps' is currently in Test. Feedback suggests that this is an improvement on the current version. It is hoped to get this into Live over the next couple of weeks.

8.3.4 Address Database

The Partnership will undertake a full export of the address database from GEO Place for uploaded into the Address Database by Idox. This is a result of a combination of issues involving Idox GMS Exchange, Geo-Place Hub and a Partner Authority.

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