



# Ryedale District Council

---

**REPORT TO:** North Yorkshire Building Control Partnership Board

**DATE:** 12 October 2011

**REPORTING OFFICER:** Les Chapman  
Head of Building Control

**SUBJECT:** Performance 1 April 2011 – 31 August 2011

---

## **1.0 PURPOSE OF REPORT**

- 1.1** To receive a report on the Building Control Partnership's operational performance from 1 April 2011 to 31 August 2011.

## **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 2011 to 31 August 2011.

**5.3** Over the past 5 months the Partnership has achieved most of its targets with the exception of those relating to market share and training. The exceptions are:

- BC11 Percentage of market share within Schedule 1 (Housing). Remained the same as the previous year with a number of initial notices for large housing developments being received despite actively promoting our service.
- BC12 Percentage of market share within Schedule 2/3 in the domestic and commercial sectors. The first quarter value of 79% is down 2% on last year. Additional promotion activity and personal visits have been initiated to attempt to increase market share.
- BC13 CPD Training. The Partnership has not been able to support the level of CPD training due to operational demands, however, this will improve in the near future due to attendance at various seminars.
- BC15 Income gained through LABC Partnerships. The number of LABC Partnership applications remains low in this current financial climate. The value of this indicator is now very dubious following the expansion of the Partnership and the level of competitor activity within our area. This indicator was introduced when there were only two Partners and the economic climate and competitor activity were more closely balanced.

## **6.0 TRAINING**

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

**6.2** Michelle Lanaghan and Daniel Page have successfully completed the Diploma in Management Studies.

**6.3** Michelle Lanaghan continues with her professional examination and diary for the Royal Institute of Chartered Surveyors.

**6.4** Simon Nichol has commenced year 4 of a five year BSc Honours degree in Building Surveying at Northumbria University.

**6.5** Julie Chapman has commenced a three year part-time BSc Honours degree in Construction at Sheffield Hallam University.

**6.6** Eight officers are undertaking a one-day seminar on BS9999 in Fire Safety.

**6.7** Two officers are attending a one-day seminar on sustainability.

## **7.0 CUSTOMER AND AGENT SURVEYS**

**7.1** A copy of the results for the first six months of customer surveys will be emailed to Members prior to the meeting and a hard copy will be available at the meeting.

## **8.0 LEGAL IMPLICATIONS**

**8.1** There are no legal implications.

## **9.0 RISK ASSESSMENT**

**9.1** By not monitoring its performance against the Business Plan and corporate objectives the Partnership risks service failure and not meeting the expectations of customers, partner authorities and CPA requirements.

## **10.0 CONCLUSION**

**10.1** 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](mailto:les.chapman@nybcp.org)