



NORTH YORKSHIRE BUILDING CONTROL PARTNERSHIP

Wednesday 17 March 2021 at 1.30 pm

Via MS Teams

Agenda

- 1 **Apologies for absence**
- 2 **Minutes of the meeting held on 18 November 2020** (Pages 3 - 4)
- 3 **Urgent Business**
To receive notice of any urgent business which the Chairman considers should be dealt with at the meeting as a matter of urgency by virtue of Section 100B(4)(b) of the Local Government Act 1972.
- 4 **Declarations of Interest**
Members to indicate whether they will be declaring any interests under the Code of Conduct.

Members making a declaration of interest at a meeting of a Committee or Council are required to disclose the existence and nature of that interest. This requirement is not discharged by merely declaring a personal interest without further explanation.
- 5 **Budget Report 2021-22** (Pages 5 - 10)
- 6 **Monitoring Report to 31 January 2021** (Pages 11 - 16)
- 7 **Performance Board Report - April 2020 to December 2020** (Pages 17 - 50)

8 **Exempt Information**

9 **Any other business that the Chairman decides is urgent.**

Public Document Pack Agenda Item 2

North Yorkshire Building Control Partnership

Held on MS Teams on Wednesday 18 November 2020

Present

Councillors Goodrick, Grant, Lunn, Siddons, and Webster

In Attendance

Mandy Burchell, Keith Cadman, Rob Harper, Sara-Jane Hill, Helen Kemp, Callum McKeon and Phillip Spurr

Minutes

136 Election of Chair

Cllr Cliff Lunn proposed and Cllr Helen Grant seconded that Cllr David Webster be elected as Chairman.

Resolved

Cllr David Webster be elected as Chairman.

137 Election of Vice Chairman

Cllr Cliff Lunn proposed and Cllr Caroline Goodrick seconded that Cllr Steve Siddons be elected as Vice Chairman.

Resolved

Cllr Steve Siddons be elected as Vice Chairman.

138 Apologies for absence

No apologies were received.

139 Minutes Public Pack, 23/07/2020 North Yorkshire Building Control Partnership

Resolved

That the minutes of the meeting held on Thursday 23 July 2020 were approved and signed by the Chairman as a correct record.

140 Urgent Business

There were no items of urgent business.

141 **Declarations of Interest**

There were no declarations of interest.

142 **Performance Board Report 1 April 2020 - 30 September 2020**

Resolved

That the report be noted.

143 **Monitoring Report 30.09.2020**

Resolved

That the report be noted.

144 **Any other business that the Chairman decides is urgent.**

The Head of Building Control gave an update on the following:

Phase 2 of Grenfell Enquiry

Covid -19 and the NYBCP protocol

Facilities Management for Ryedale District Council.

Recruitment of staff to vacant posts

Building Safer for the future and the competency framework

Local Authority Re-organisation and what this may mean for NYBCP.

145 **Date of next meeting**

Wednesday 17 March 2021

Wednesday 30 June 2021



Ryedale District Council

REPORT TO:	North Yorkshire Building Control Partnership Board
DATE:	17 March 2021
REPORTING OFFICER:	Robert Harper Head of Building Control
SUBJECT:	Proposed Budget 2021/22

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to present Members with a proposed budget for 2021/22 together with a further two years of the financial recovery plan.

2.0 RECOMMENDATIONS

- 2.1 That Members consider and approve the budget options contained within the report and set a proposed 2021/22 budget.
- 2.2 That the Partner Authorities note the expected outturn for 2020/21 and advise their appropriate committees.
- 2.3 That an increase of 1.5% is applied to Building Regulations Charges for the financial year 2021/22.

3.0 BACKGROUND

- 3.1 The Partnership was formed in April 2001 with Ryedale and Selby and expanded to include Hambleton in September 2007 at the same time as the onset of the economic recession following the collapse of Northern Rock. Scarborough joined the Partnership in April 2008 and Richmondshire in April 2010.

3.2 Prior to the formation of the enlarged Partnership in September 2010 there was a total of 48 building control staff operating across the current Partnership area. Over the past eleven years due to the economic downturn and efficiency savings this number has been reduced to 24, a reduction of 50% together with the associated annual savings.

4.0 CURRENT POSITION

4.1 Annex A outlines the Partnership's expected financial performance in the current financial year and is reflected in the approved budget. A draft chargeable income of £951,840 has been forecast for 2021/22 taking into account the current financial position and recent trends. This incorporates a nil decrease on the approved budget for 2020/21. This budget assumes there will be no further contraction of the construction industry.

4.2 Working from the approved budget for 2020/21 the chargeable income for 2021/22 will be increased by 1.5% in line with an increase in charges of 1.5%, expected inflation and increased salary costs and 2.5% for the following two years. This will maintain the current structure and provide for development in 2022/23 and 2023/24 in line with the Partnership's Business Plan. In projecting the budget forward the Partnership is forecasting a deficit in 2021/22 of £5,936 after taking into account flood work and LABC income of £2,500.

4.3 In setting this budget it is assumed that the level of development will grow steadily following the decline over the previous years.

4.4 Minor adjustments have been made in expenditure in the proposed 2021/22 budget to take into account over and under spends in various budget headings. The Partnership's expenditure continues to be delivered within budget, however, there is little to no prospect of any further savings following continual review and reduction to maximise savings to bring the expenditure into line with income.

5.0 FINANCIAL IMPLICATIONS

5.1 The financial implications are as detailed in this report.

6.0 LEGAL IMPLICATIONS

6.1 There is a requirement within the legal agreement that a minimum reserve balance of £10,000 is maintained.

7.0 RISK ASSESSMENT

- 7.1** Regular financial monitoring reports provided to the Head of Building Control and the Board will help to reduce the risk of unexpected overspends on budgets and falls in income, thereby enabling early preventative or remedial action to be taken.

8.0 CONCLUSION

- 8.1** That Members consider the budget set out in Annex A with a view to agreeing the proposed budget for 2021/22.
- 8.2** That Partner Authorities are notified of the expected outturn for 2020/21.

OFFICER CONTACT:

Please contact Robert Harper, Head of Building Control on 01347 825759 or email robert.harper@nybcp.org or Mandy Burchell, Accountant (Ryedale District Council) on 01653 600666 ext 43389 or email mandy.burchell@ryedale.gov.uk if you require any further information on the contents of this report.

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**NORTH YORKSHIRE BUILDING CONTROL PARTNERSHIP
ESTIMATES 2013/2014 TO 2023/2024**

	2013/2014 Actual	2014/2015 Actual	2015/2016 Actual	2016/2017 Actual	2017/2018 Actual	2018/2019 Actual	2019/2020 Actual	2020/2021 Approved Budget	Draft 2021/2022 Budget	Draft 2022/2023 Budget	Draft 2023/2024 Budget
	£	£	£	£	£	£	£	£	£	£	£
REVENUE ACCOUNT											
CHARGEABLE ACCOUNT											
INCOME	937,150	899,541	891,485	866,335	870,228	899,102	1,010,887	937,780	951,840	975,630	1,000,020
EXPENDITURE											
Employees	611,227	635,132	649,439	614,743	600,520	644,370	700,375	728,217	736,239	758,102	780,620
Transport	72,915	76,435	81,061	71,343	64,326	71,101	71,626	79,230	80,820	82,440	84,090
Premises	36,340	36,469	37,163	30,280	24,560	24,247	24,500	27,190	27,840	28,520	29,210
Supplies & Services	110,701	131,899	128,983	98,016	107,040	89,763	108,613	136,560	138,870	141,240	143,690
Central Departmental Support	14,214	13,832	13,569	13,322	12,532	13,745	15,262	14,620	14,910	15,210	15,510
Gross Expenditure	845,397	893,767	910,215	827,704	808,978	843,226	920,376	985,817	998,679	1,025,512	1,053,120
CHARGEABLE SURPLUS/(DEFICIT)	91,753	5,774	(18,730)	38,631	61,250	55,876	90,511	(48,037)	(46,839)	(49,882)	(53,100)
NON CHARGEABLE ACCOUNT											
INCOME	296,656	305,829	329,062	319,165	322,771	339,800	344,999	350,640	355,000	361,800	368,740
EXPENDITURE											
Employees	200,724	209,346	213,989	203,418	198,987	212,820	228,473	239,557	242,167	249,432	256,915
Transport	24,305	25,478	27,020	23,789	21,442	23,702	23,877	26,390	26,910	27,440	27,990
Premises	12,114	12,156	12,388	10,093	8,187	8,082	8,167	9,060	9,280	9,510	9,740
Supplies & Services	30,580	30,198	36,725	28,382	29,308	28,552	26,729	32,710	33,310	33,930	34,580
Central Departmental Support	4,738	4,611	4,523	4,440	4,177	4,581	5,087	4,830	4,930	5,030	5,130
Gross Expenditure	272,461	281,789	294,645	270,122	262,101	277,737	292,333	312,547	316,597	325,342	334,355
NON CHARGEABLE SURPLUS/(DEFICIT)	24,195	24,040	34,417	49,043	60,670	62,063	52,666	38,093	38,403	36,458	34,385
REVENUE ACCOUNT SURPLUS/(DEFICIT)	115,948	29,814	15,687	87,674	121,920	117,939	143,177	(9,944)	(8,436)	(13,424)	(18,715)
	2013/2014 £	2014/2015 £	2015/2016 £	2016/2017 £	2017/2018 £	2018/2019 £	2019/2020 £	2020/2021 £	2021/2022 £	2022/2023 £	2023/2024 £
RESERVE ACCOUNT											
BALANCE AS AT 1 APRIL	10,000	81,711	77,771	94,941	62,880	178,428	250,000	250,000	242,556	236,620	225,696
Partner Joining Fee											
Revenue Account Surplus/(Deficit)	115,948	29,814	15,687	87,674	121,920	117,939	143,177	(9,944)	(8,436)	(13,424)	(18,715)
Redundancy Costs	(45,304)	(33,754)	(350)	(126,035)	(9,672)	(9,672)	(27)				
Flood Work & LABC Income	1,067		1,833	6,300	3,300	2,050		2,500	2,500	2,500	2,500
BALANCE AS AT 31 MARCH	81,711	77,771	94,941	62,880	178,428	288,745	393,150	242,556	236,620	225,696	209,481
Contribution from/(to) Partners	0	0	0	0	0	(38,745)	(143,150)	0	0	0	0
REVISED BALANCE AS AT 31 MARCH	81,711	77,771	94,941	62,880	178,428	250,000	250,000	242,556	236,620	225,696	209,481

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Ryedale District Council

REPORT TO:	North Yorkshire Building Control Partnership Board
DATE:	17 March 2021
REPORTING OFFICER:	Robert Harper Head of Building Control
SUBJECT:	Financial Performance April 2020 - January 2021

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to present Members with details of the financial performance of the North Yorkshire Building Control Partnership for the months of April 2020 to January 2021 inclusive.

2.0 RECOMMENDATIONS

- 2.1 Members are requested to note the financial performance of the North Yorkshire Building Control Partnership for the period 1 April 2020 to 31 January 2021.

3.0 BACKGROUND

- 3.1 This report shows the financial performance of the North Yorkshire Building Control Partnership for the period 1 April 2020 to 31 January 2021.
- 3.2 The original budget for 2020/21 has been profiled to the end of January 2021 based on estimated patterns of expenditure and income streams.
- 3.3 This report has been produced using actual income and expenditure figures and taking into account known commitments to 31 January 2021.

4.0 POLICY CONTEXT

- 4.1** The North Yorkshire Building Control Partnership has a duty to exercise effective financial management through the production of regular financial monitoring reports in line with the host council's constitution, including the financial regulations and standing orders.

5.0 REPORT

- 5.1** Annex A summarises the income and expenditure for the chargeable and non-chargeable accounts to 31 January 2021, together with the surplus as at that date.
- 5.2** The overall surplus for the North Yorkshire Building Control Partnership for the period 1 April 2020 to 31 January 2021 is £114,182 against a profiled original budgeted surplus of £13,537.
- 5.3** The surplus balance on the reserve account as at 31 January 2021 is £365,332 having taken into account redundancy costs, pension contributions due to early retirements and flood work and LABC income.
- 5.4** As at 31 January 2021, there would be a contribution to the Partner Authorities of £115,332 (or £23,066 each) in order to maintain a maximum balance on the reserve account of £250,000.
- 5.5** Using the original budget submitted to the Board on 11 March 2020, the overall surplus for 2020/21 is projected to be £90,701 with an estimated surplus balance on the reserve account as at 31 March 2021 of £341,851 again having taken account of redundancy costs, pension contributions due to early retirements and flood work and LABC income. There is therefore estimated to be a contribution to Partners of £91,851 (or £18,370 each) for the 2020/21 financial year to meet the maximum level of reserves requirement of £250,000. This assumes expenditure and income remains in line with the profiled original budget for the period 1 February 2021 to 31 March 2021.

Chargeable Account

- 5.6** For the period to 31 January 2021, the chargeable account shows a surplus of £59,489 against a profiled original budgeted deficit of £20,028.
- 5.7** The income is showing a reduction of £20,937, with an underspend on expenditure of £100,454.

Non Chargeable Account

- 5.8** For the period to 31 January 2021, the non-chargeable account shows a surplus of £54,693 against a profiled original budgeted surplus of £33,565.
- 5.9** There is a shortfall in the non-chargeable income of £2,773 offset by an underspend of £23,901.

6.0 FINANCIAL IMPLICATIONS

- 6.1** The Partnership has been actively marketing its services to different target audiences in order to increase market share, whilst maintaining high levels of service delivery and customer satisfaction.

7.0 LEGAL IMPLICATIONS

- 7.1** There are no legal implications resulting from the contents of this report.

8.0 RISK ASSESSMENT

- 8.1** Regular financial monitoring reports provided to the Head of Building Control and the Board will help to inform Members of actions that need to be taken to bring the budget into balance and enable early preventative or remedial action to be taken.
- 8.2** The shortfall in chargeable income for the period to 31 January 2021 is due to the slow recovery within the construction industry during the coronavirus pandemic.

9.0 CONCLUSION

- 9.1** For the period 1 April 2020 to 31 January 2021, the revenue account for the North Yorkshire Building Control Partnership is showing a surplus of £114,182.
- 9.2** The financial position of the Partnership will require close monitoring during the remainder of 2020/21.
- 9.3** The Partnership has diversified into new areas of work which is attracting additional income. Further diversification will continue during the current financial year.

OFFICER CONTACT:

Please contact Robert Harper, Head of Building Control on 01347 825759 or email robert.harper@nybcp.org or Mandy Burchell, Accountant (Ryedale District Council) on 01653 600666 ext 43389 or e-mail mandy.burchell@ryedale.gov.uk if you require any further information on the contents of this report.

NORTH YORKSHIRE BUILDING CONTROL PARTNERSHIP
FINANCIAL STATEMENT FOR THE PERIOD 1 APRIL 2020 TO 31 JANUARY 2021

	2020/2021 Original Budget £	2020/2021 Revised Budget £	Revised Budget to 31/1/21 £	Actual to 31/1/21 £
<u>REVENUE ACCOUNT</u>				
<u>CHARGEABLE ACCOUNT</u>				
INCOME	937,780	937,780	797,110	776,173
EXPENDITURE				
Employees	728,217	728,217	607,367	572,635
Transport	79,230	79,230	66,036	49,619
Premises	27,190	27,190	26,542	24,823
Supplies & Services	136,560	136,560	105,007	57,421
Central Departmental Support	14,620	14,620	12,186	12,186
Gross Expenditure	985,817	985,817	817,138	716,684
CHARGEABLE SURPLUS/(DEFICIT)	(48,037)	(48,037)	(20,028)	59,489
<u>NON CHARGEABLE ACCOUNT</u>				
INCOME	350,640	350,640	292,222	289,449
EXPENDITURE				
Employees	239,557	239,557	199,728	189,980
Transport	26,390	26,390	21,998	16,541
Premises	9,060	9,060	8,847	8,274
Supplies & Services	32,710	32,710	24,058	15,935
Central Departmental Support	4,830	4,830	4,026	4,026
Gross Expenditure	312,547	312,547	258,657	234,756
NON CHARGEABLE SURPLUS/(DEFICIT)	38,093	38,093	33,565	54,693
REVENUE ACCOUNT SURPLUS/(DEFICIT)	(9,944)	(9,944)	13,537	114,182

RESERVE ACCOUNT

BALANCE AS AT 1 APRIL 2020

REVENUE ACCOUNT SURPLUS/(DEFICIT) 1 April 2020 to 31 January 2021

REDUNDANCY COSTS

FLOOD WORK & LABC INCOME

BALANCE AS AT 31 JANUARY 2021

CONTRIBUTION FROM/(TO) PARTNERS

REVISED BALANCE AS AT 31 JANUARY 2021

£	£
	250,000
114,182	
0	
1,150	115,332
	365,332
	(115,332)
	250,000



Agenda Item:



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

NYBCP Service Delivery Plan

Generated on: 02 March 2021



1. To encourage quality sustainable enterprise and employment

		BC 2	% of Building Notices accepted in 2 working days	
Current Value	96%	Q3 2020/21	Current Target 95%	
		BC 5	% Site Inspections undertaken on day of notification	
Current Value	99.0%	Q3 2020/21	Current Target 98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection	
Current Value	98%	Q3 2020/21	Current Target 95%	
		BC 7	An average of 7 inspections undertaken per development.	
Current Value	7.7	2019/20	Current Target 7.0	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure	
Current Value	100%	Q3 2020/21	Current Target 95%	

		BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments		
Current Value	60%	2019/20	Current Target	60%	
This figure does include reversion applications.					

		BC 1	% Check full plan applications within 10 working days		
Current Value	65%	Q3 2020/21	Current Target	90%	

		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	99.0%	Q3 2020/21	Current Target	100.0%	
3 old applications are showing in the enterprise graphs that can be ignored.					

		BC 4	% Full Plans applications approved first time.		
Current Value	84%	Q3 2020/21	Current Target	92%	






















		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	20%	Q3 2020/21	Current Target	52%	

2. To act and lead by example as a reputable employer

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	20.00hrs	2020/21	Current Target	20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.					

		BC 17	Number of days lost sickness absence per officer		
Current Value	0.54	Q3 2020/21	Current Target	1.25	

3. To promote health provision

		BC 2	% of Building Notices accepted in 2 working days	
Current Value	96%	Q3 2020/21	Current Target 95%	
		BC 5	% Site Inspections undertaken on day of notification	
Current Value	99.0%	Q3 2020/21	Current Target 98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection	
Current Value	98%	Q3 2020/21	Current Target 95%	
		BC 7	An average of 7 inspections undertaken per development.	
Current Value	7.7	2019/20	Current Target 7.0	
		BC 8	Dangerous structures inspected within 2 hours.	
Current Value	96%	2019/20	Current Target 90%	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure	
Current Value	100%	Q3 2020/21	Current Target 95%	
		BC 1	% Check full plan applications within 10 working days	
Current Value	65%	Q3 2020/21	Current Target 90%	

		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	99.0%	Q3 2020/21	Current Target	100.0%	
3 old applications are showing in the enterprise graphs that can be ignored.					

4. To protect environmental quality and safety by promoting green issues

		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	Q3 2020/21	Current Target	98.0%	

		BC 7	An average of 7 inspections undertaken per development.		
Current Value	7.7	2019/20	Current Target	7.0	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	20.00hrs	2020/21	Current Target	20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.					


		BC 1	% Check full plan applications within 10 working days		
Current Value	65%	Q3 2020/21	Current Target	90%	

		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	20%	Q3 2020/21	Current Target	52%	




5. To promote community safety




		BC 7	An average of 7 inspections undertaken per development.		
Current Value	7.7	2019/20	Current Target	7.0	

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)	
Current Value	20.00hrs	2020/21	Current Target 20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.				




		BC 1	% Check full plan applications within 10 working days	
Current Value	65%	Q3 2020/21	Current Target 90%	




6. To provide suitable, quality and affordable housing

		BC 5	% Site Inspections undertaken on day of notification	
Current Value	99.0%	Q3 2020/21	Current Target 98.0%	

		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection	
Current Value	98%	Q3 2020/21	Current Target 95%	

		BC 7	An average of 7 inspections undertaken per development.	
Current Value	7.7	2019/20	Current Target 7.0	




		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure	
Current Value	100%	Q3 2020/21	Current Target 95%	

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)	
Current Value	20.00hrs	2020/21	Current Target 20.00hrs	

Increased NYCC E-learning due to Covid-19 situation.




		BC 1	% Check full plan applications within 10 working days		
Current Value		65%	Q3 2020/21	Current Target 90%	

		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value		99.0%	Q3 2020/21	Current Target 100.0%	
3 old applications are showing in the enterprise graphs that can be ignored.					




		BC 10	% of Market Share within Schedule 1		
Current Value		18%	2019/20	Current Target 40%	

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To provide for vulnerable residents




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value		20.00hrs	2020/21	Current Target 20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.					

8. To maximise profitability

		BC 15	Total cost of providing service per head of population not to exceed budget		
Current Value		0.53	2019/20	Current Target 0.89	
<p>Total income received from partner authorities = £343,740 Pay back to partner authorities = £140,000 Population = 385,100. Value = £343,740 - £140,000 = £203,740 / 385,100 = £0.53 Target = £343,740 / 385,100 = £0.89.</p>					

		BC 16	Total cost to each Council not to exceed budget		
---	---	-------	---	--	---

Current Value	£40748	2019/20	Current Target	£68748	
<p>Target = £343,740/5 = £68,748 per authority. Actual = (£343,740-£140,000)/5 = £40,748 per authority.</p>					

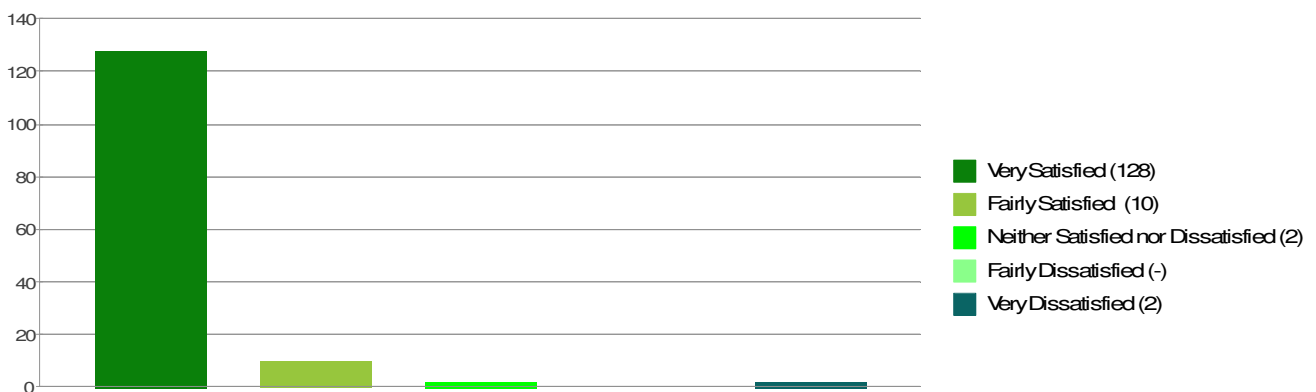
		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value	20%	Q3 2020/21	Current Target	52%		

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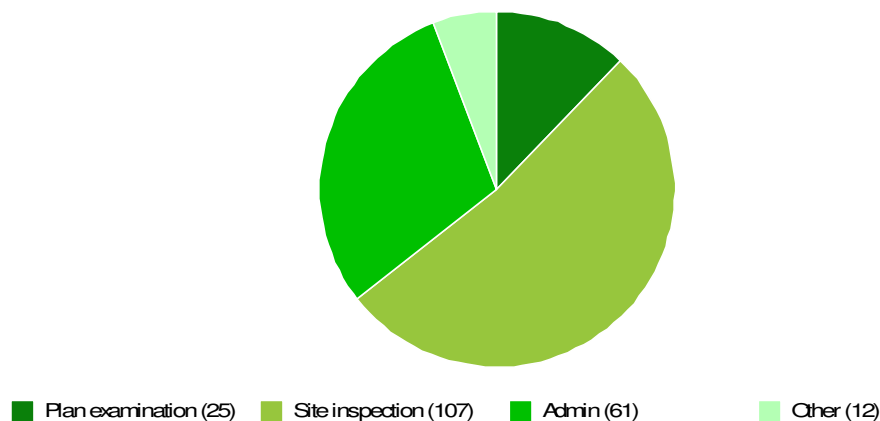
Service Delivery Questionnaire

This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2020 to 31 December 2020, showing the results of the 142 responses received.

1. What was your initial impression of the Building Control Service?



2. As a user of the service, what areas did you come into contact with? (Tick all that apply)



2a. If Other, please specify

- owner builder assistant
- Copy of a Completion Certificate
- House sale
- Building reg inspection
- My builder dealt largely with the building inspector though I received feedback via my builder.
- Covid distance inspection
- applicant of the planning process
- Required a certificate
- covid 19 restricted contact
- Regularisation application for domestic electrical installation not notified by NICEIC contractor
- Property owner wanting previous documents to enable a sale
- virtual site inspection
- Regularisation done via photos and email
- first time of use.
- House owner
- Regularisation
- none of the above
- obtaining duplicates of old completion certificates
- Completion Certificate

3. Please rate the following aspects of the North Yorkshire Building Control Partnership service

	Very Poor	Poor	Average	Good	Very Good
Advice given	3	-	4	33	98
Availability of staff	3	2	1	41	94
Attitude of staff	3	-	2	24	112
Speed of plans examination	2	-	4	29	84
Number of site inspections	3	-	3	29	89
Quality of service	3	-	3	29	104
Speed of response to site inspection requests	3	1	1	27	104
Overall value for money	3	3	9	39	80

What aspects of the service did you find particularly good?



5. What aspects of the service do you think could be improved?

None

N/A

None more than happy.

Unable to comment as most of dealings done with my builder.

None so far

none, but as building increases there will need to meet the demand with more people

None

None

We had a couple of officer changes during our build. It would have been useful to have new contact details at the time of change

the corona virus did effect us as it did delay things but no more than one would expect hope fully never to happen again

N/A

-

Price.

Nothing really

nothing

n/a

I was very satisfied with the service received.

None - it was absolutely excellent

cannot think of anything

Satisfied with all aspects

A time slot for site visits would be good, while I can see this can be awkward perhaps some way of tracking visit in a similar way to home deliveries via your smart phone..

N/A

Non that I've come across.

Nothing in particular to improve on.

Clarity and consistency of policy regarding Covid 19

None

Cannot comment

-

Answering service when no one available

Difficult to find a contact number online

Happy with it

None very good service.

Value for money! I paid £734 to received 3 or 4 emails from the building control inspector. There were no visits due to Covid. I feel that the certificate that arrived today cost £734 as only one email from the inspector was helpful.

None

I cannot really comment as my contact was minimal

None. Due to Covid19 the system is as good as it can be.

I think a list of the stages that need to be concluded and more understanding about completion would be useful. Just a one pager on the process from start to finish for the homeowner who is engaging the service on a small building project.

No negative comments

None

Its a minor point but it was difficult to find the right individual to deal with initially. this won't be an issue for people who use the service on a regular basis. Once i got over this no issues.

None

no suggestions can be made

Not sure - too new to comment really

5. What aspects of the service do you think could be improved?

None

None

None

none

Nothing.

none

Happy as it stands

None at the moment.

nothing

All good

If a date, time for a visit is agreed, I don't expect my builder to have to ring and then wait 2 hours for you to arrive!

None

N/A

none that I experienced under covid 19 restrictions.

Nothing of note

None

N/ A

The SBC Planning Dept website is very user unfriendly. For a lay person it is extremely complicated to navigate.

None

None

To explain and break down more technical matters to be more supportive for the applicant.

I had a site inspection booked, I don't live at the property and had taken the day off work to wait for the inspection. I got a phone call on the day to say that they were not doing site inspections and to send photos - this could have been communicated beforehand so that I did not have to take the day off and wait around.

Nothing

The final inspection should have been done when the work was completed. I was not aware that this had not been done. Chasing up the relevant paperwork after twenty years has not been easy.

Availability of staff

Nothing

Seems a bit unfair that we have to pay to make adjustments to our own home, but I guess everyone moans about that!

Nothing.

This was a retrospective inspection of work completed 16 years ago. I paid all the required fees at the time but no explanation of why it wasn't done at the time is available, so I had little choice but pay £120 now in order to help sell my house. I feel that the service should have chased final inspection/completion 16 years ago.

More communication. Attention to be paid to materials supplied and if these materials are fit for purpose.

All good

Not sure.

Site visits during covid-19

I have no complaints .the service was excellent

None

Given the current Covid problems we thought your team managed extremely well and there were no areas we felt needed improvement.

none - it all worked perfectly

None that I can think of

all good

An automatic response indicating when certificate should be expected would be helpful.

None-in respect of this particular service

I may be out of touch but thought the fee was disproportionate to the amount of time and work involved.

Quicker with the plan check, although this aspect was not bad overall

none

5. What aspects of the service do you think could be improved?

Unknown

none

6. How would you rate the Building Control staff in being helpful and responsive to your needs?



Any comments:

Neil was outstanding, so helpful informative.

Great support and guidance all round, thank you

easy to contact always ready to talk

Prompt, efficient, courteous service.

Very quick response.

See previous comments

Again Ivan was very helpful.

Very professional, friendly and helpful staff. Excellent communication from all departments.

No complaints. But difficult to assess under restrictions.

Even during the challenging times of COVID the service has been strong

Excellent - timely response to queries and to inspections

When I needed advice and asked questions, people got back to me and were pleasant.

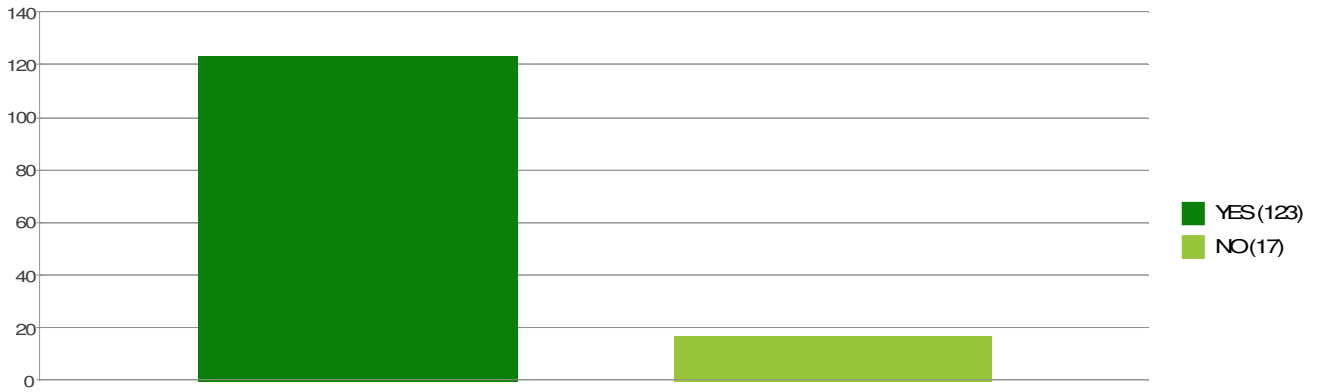
Maria and Simon did what was needed efficiently.

I have emailed with my problems and not even had a response. When talking on the phone have been told this has nothing to do with them if my conservatory roof is leaking and not fitted correctly.

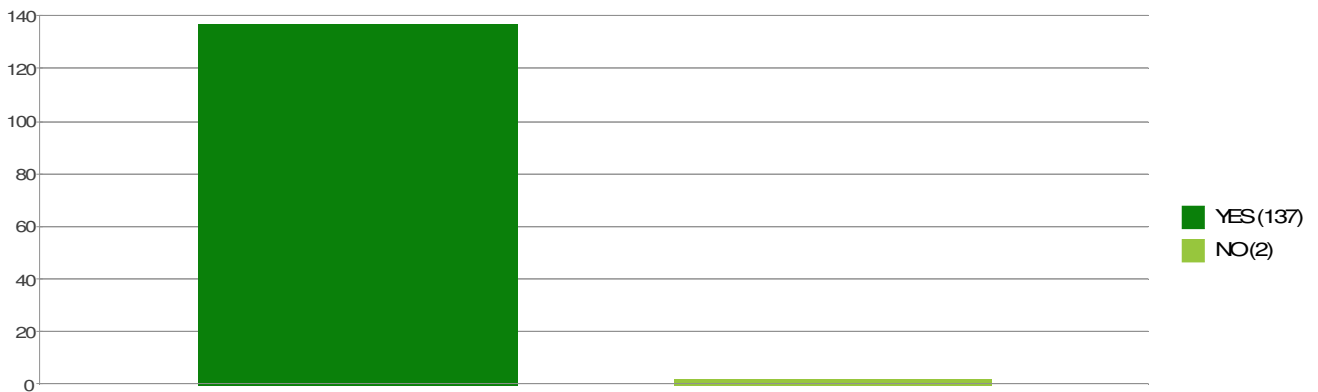
Ivan Wooler was extremely helpful

Inspector was very pleasant and helpful

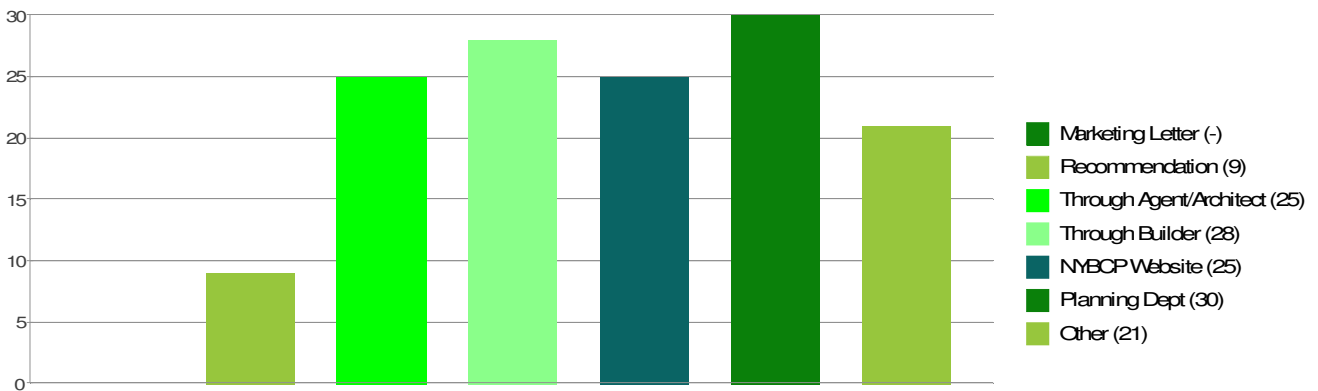
7. Do you consider that the Building Control process has added value to the finished development/project?



8. Did the Building Control officer apply the Building Regulations in a professional manner?



9. Where did you first hear about the North Yorkshire Building Control Partnership?



We would welcome any other comments you wish to make on our service.

Service much better and easier than expected

very helpful department.

Thank you.

Excellent professional service,no issues

Most dealings done through my builder but I was present on site when surveyor attended. He was always polite pleasant, professional and efficient.

Very prompt response to my query on the Certificate

Prompt site visits, fair comments, good communications and pleasant people to deal with. Thank you!

Nothing to add , thank you all for your support

We wish you could replace the Planning Dept.

i have a further house to build next door to stable view and look forward to again dealing with you thanks paul

very satisfied

-

It is a good system for self builds and competent people who carry out their own work. Good advice from the start avoiding regularisation fees.

Carry on the good work

Dave Morris was very efficient, prompt, informative and courteous

As said previously, I was very happy with all aspects and I have to say that Helen Winfield was exceptionally helpful

Happy with the overall process

Thank you for helping me to meet regularisation requirements as quickly as possible.

Very happy with service and very impressed with willingness of all staff to be of help.

No further comments

Very satisfied Completion certificate issued after understandable delay from Covid.

extremely satisfied with Building Control the service and helpful advise was welcomed.

Given that my builder had more contact with the building inspector, he might have been able to provide more comprehensive feedback than me.

Excellent - first rate.

Completed and conducted in a professional manner helpful throughout

Very helpful and polite service.

very pleased with prompt service

Extremely poor value for money. Can you please justify the £734 with detailed costs?

Very happy and fast response times

It is a really good system in times of Covid I found it easier and quicker than I thought it would be. The NYBCP have adapted well to the current pandemic situation.

Nothing further to add except thank you for an efficient service.

I support the service as it is independent and professional and you can relay on the local authority to be fair

I was totally unaware of the need for this process before being told by a colleague. Perhaps better advertising?

Excellent.

Same as other comment

All staff have been very helpful and efficient, I would happily recommend you

Very professional services in these difficult times. Thank you.

Would prefer one inspector to continue on project from start to finish where possible.

Brilliant service

In general very good under the covid 19 restrictions.

Superb speed of response and outstanding service.

All good. Clear website that supports ease of use . Very polite, professional and COVID compliant site visit .

Very helpful and efficient

Trying to get in contact with Mike Helm (Building Control Office) has been difficult. I don't know where he lives but trying to keep a signal going when speaking to him on his mobile has proved very difficult.

We would welcome any other comments you wish to make on our service.

From my perspective as end user i.e. the home owner, just to say how helpful and responsive building control were.

I am not sure that there is a need for the app, it seems like a fancy diary management system

Before starting to sell my house I was not aware that the service existed.

Office staff unhelpful during pandemic

Extremely satisfied with the service received.

none thanks,.

I would like some communication and response regarding the supply and fitting of my conservatory roof. I I'm very dissatisfied with it.

All good

Mr Peart understood the urgency of our situation and responded amazingly. Thank you!

None.

I cant fault it

Great support an dservice

Thanks for your continued efforts at this difficult time.

Polite professional service

Being an older person I found the whole process far less stressful than anticipated due to the patience and consideration of the staff concerned

Ivan Wooler was v helpful

Overall very good, thank you very much to all that helped

Very pleased with the service - thank yu very much

Thank you for your swift response and clarity

excellent service

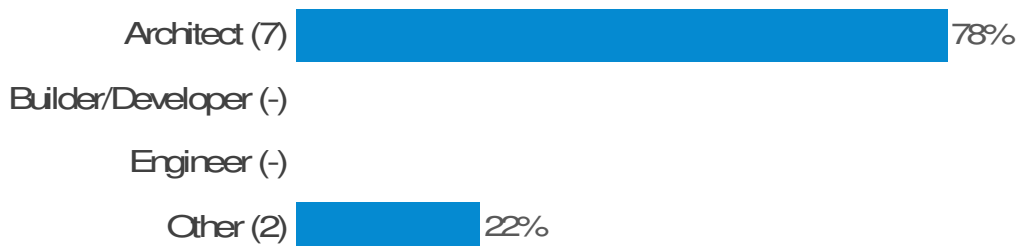


NORTH YORKSHIRE
BUILDING CONTROL PARTNERSHIP

North Yorkshire Building Control Agent Satisfaction Survey 2020/21

This report shows the results for the 9 responses received

In which capacity do you use the Building Control Service?

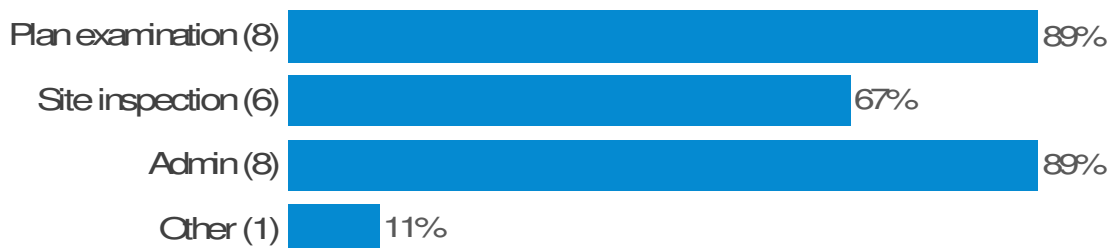


(If Other, please specify)

Building Surveyor

Planner

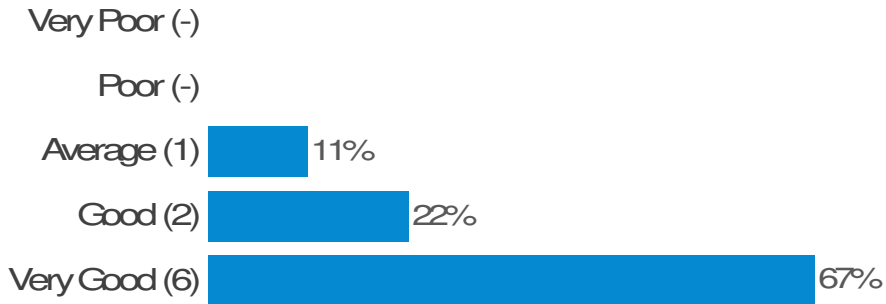
As a user of the service what areas do you come into contact with? (Please tick all that apply)



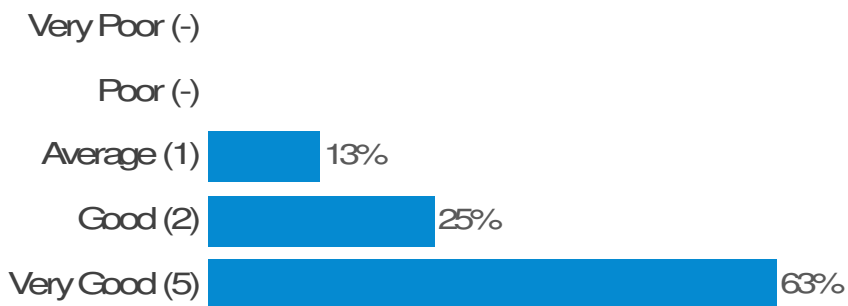
(If Other, please specify)

Pre application & general enquiries

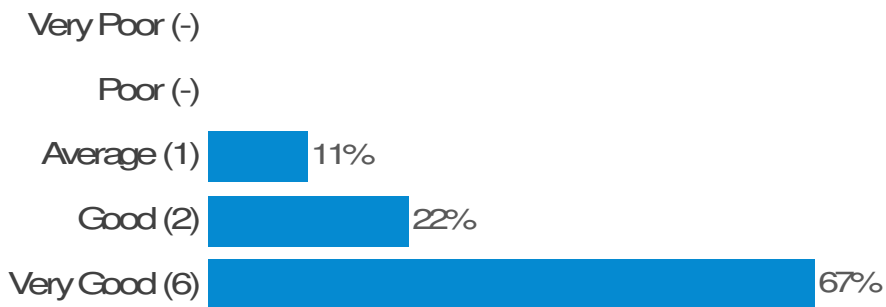
**Please rate the following aspects of the service:
(Advice given)**



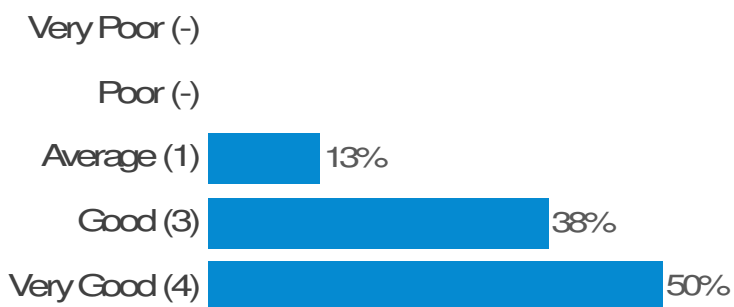
**Please rate the following aspects of the service:
(Availability of staff)**



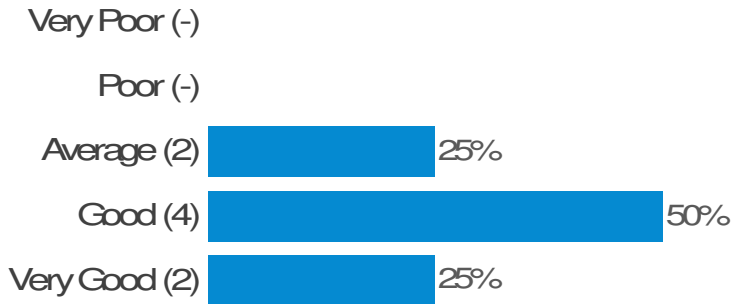
**Please rate the following aspects of the service:
(Attitude of staff)**



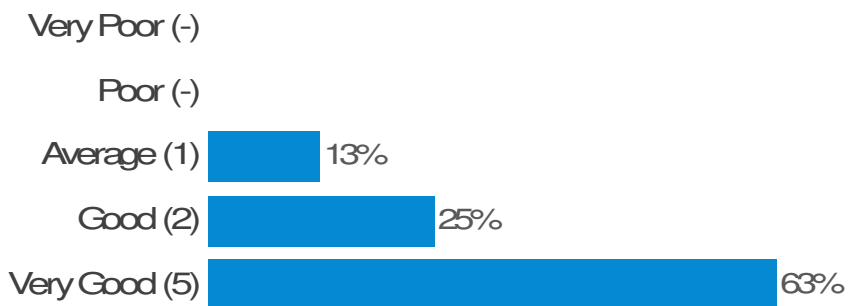
**Please rate the following aspects of the service:
(Speed of plans examination)**



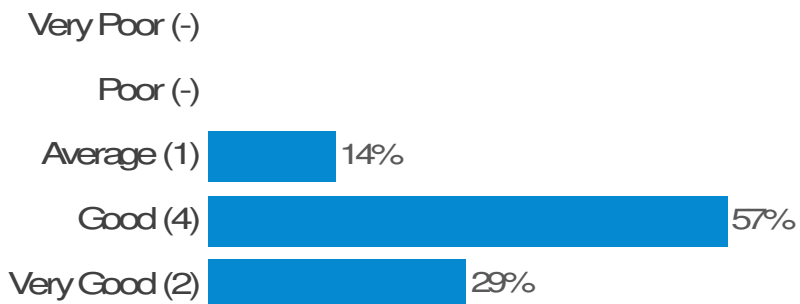
**Please rate the following aspects of the service:
(Number of site inspections)**



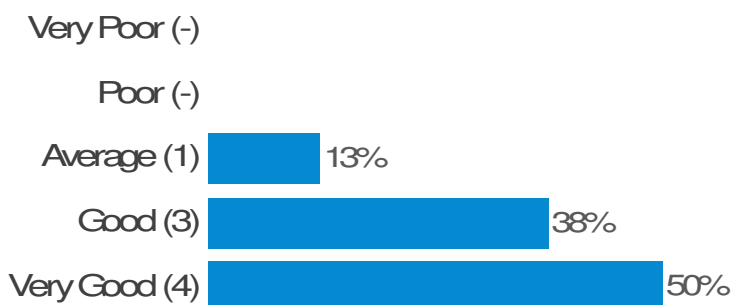
**Please rate the following aspects of the service:
(Quality of service)**



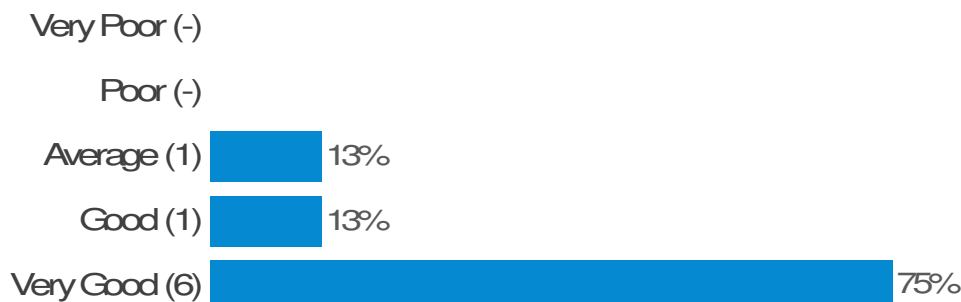
**Please rate the following aspects of the service:
(Speed of response to site inspection requests)**



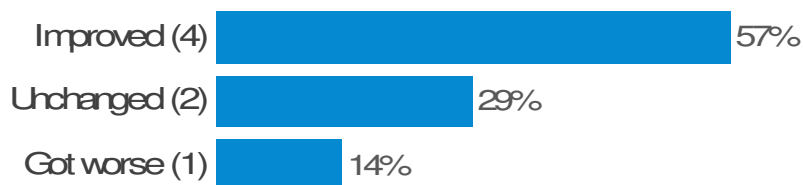
**Please rate the following aspects of the service:
(Overall value for money)**



**Please rate the following aspects of the service:
(Do you consider our staff to be helpful and responsive?)**



If you are a regular user, has the quality of the service in the last five years:



**Have you found any aspects of the Building Control service particularly good?
(Please make specific comment)**

Rapid plan examination. Exceptionally good value for money especially when local knowledge is added in.

The fact that Building Control Officers are happy to provide an initial look over a potential project prior to a formal application to provide help and advise for projects about to enter the planning system. Helps identify areas of potential issue and eliminate those issues early on.

Pre application & general advice is very good and staff are very responsive and helpful with any enquires. The plan checking process on the whole is a little quicker than it has been.

Attitude of staff

Being able to seek advise on projects which are yet to reach building control

Always helpful

**What aspects of the Building Control service do you think could be improved?
(Please make specific comment)**

In reality very little. There is no substitute for friendly but professional service.

Speed on allocating an office for plan check.

I think that there needs to be more communication between the office and site. It is often the case that the site inspectors have different interpretations to matters than plan checking officers in some cases after we have been specifically requested to attend a matter to achieve compliance. A prime example is levels and types of insulation particularly where area weighted U Values have been applied due to excessively glazed schemes. We can be asked to justify / increase levels of insulation at plan checking stage whereas the site inspector may accept a lesser provision which then leads to clients and contractors questioning our initial approach as there is clearly often cost implications.

Nothing that springs to mind

You'll know the issues we sometimes have about overkill of requested information-but one to discuss when Covid is over

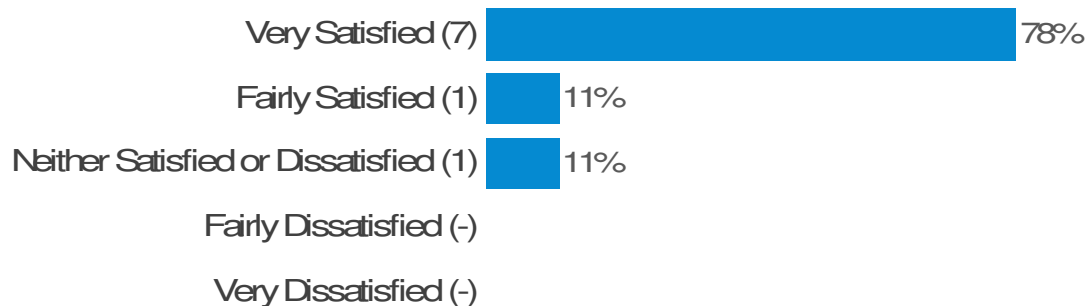
Do you feel that that NYBCP have handled the current Covid-19 situation, since March 2020, in a proper and professional manner?



Any further comments?

In my opinion of acting as an agent with many other service providers I have found that NYBCP is always prepared to go further in order to provide a focussed professional service. NYBCP will always be my preferred option. Thank you.

What is your overall impression of the North Yorkshire Building Control service?



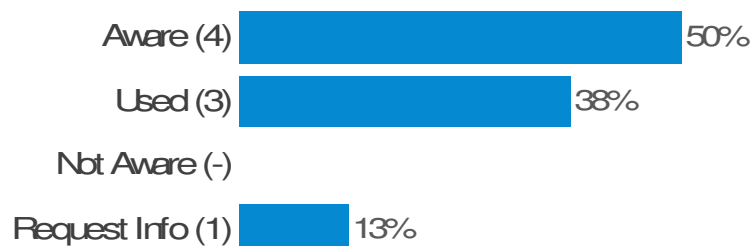
Any further comments?

Always meets and often surpasses my requirements.

The staff are friendly, knowledgeable and good to deal with

Have you used or are you aware of any of the following:

Please tick 'Request Info' if you would like us to send you more information on the options below.
(LABC Warranty)



Have you used or are you aware of any of the following:

Please tick 'Request Info' if you would like us to send you more information on the options below.

(LABC Building Excellence Awards)

Aware (4)  57%

Used (4)  57%

Not Aware (-)

Request Info (-)

Have you used or are you aware of any of the following:

Please tick 'Request Info' if you would like us to send you more information on the options below.

(Partnership Authority Scheme)

Aware (5)  71%

Used (2)  29%

Not Aware (-)

Request Info (-)

Have you used/do you use an Approved Inspector?

YES (8)  100%

NO (-)

If YES, what aspects of the Approved Inspector service do you consider they do better than ourselves?

Sometimes a little more flexibility.

Nothing, the same.

I dont think that they do anything better and only ever use approved inspectors when specifically instructed to do so by a client

Only used where site inspections in other Local Authority areas are required and they are not to the standard we receive in your area.

Less pedantic

Very few offer an equivalent service. The only reason i use another company is if the work is out of the area or a client requests to use another company

None

Do you consider that the Building Control process has added value to the finished development/project?



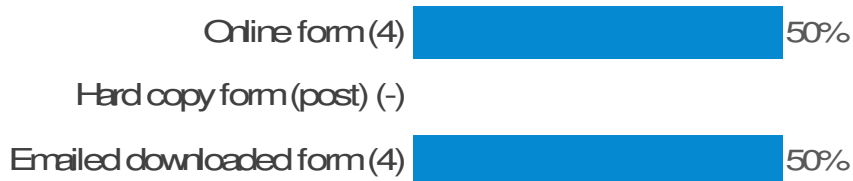
Did the Building Control Officer apply the Building Regulations in a professional manner?



Do you consider the Building Control service provides value for money?



What would be your preferred method of application submission?

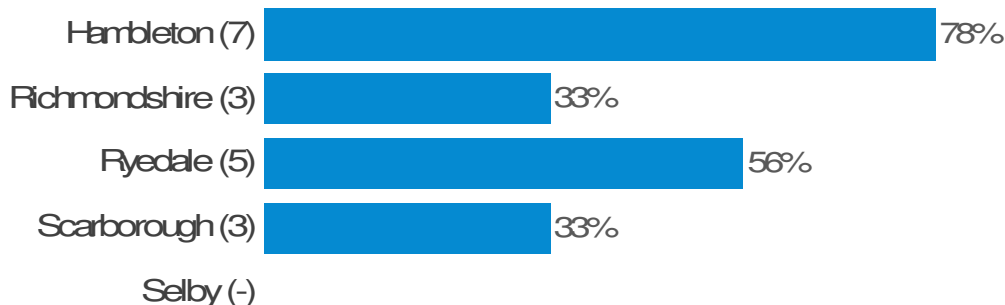


Any further comments?

Please keep all submissions options available. Rural areas do not always have reliable Internet/Broadband provision.

The letter generated immediately following a submission is frustrating. We always advise our clients immediately upon submission of an application that payment is due and ask them to contact NYBCP in order to make the payment. Perhaps the incomplete letter could be issued with a 2/3 day delay period?

Which Council Area do you predominantly work in?



We would welcome any other comments you wish to make on our service.

Please speed up the process of providing quotations and allocating officers once the quote has been accepted and instruction sent.

Helen (Winfield) was particularly helpful today Thanks

Keep up the good work!

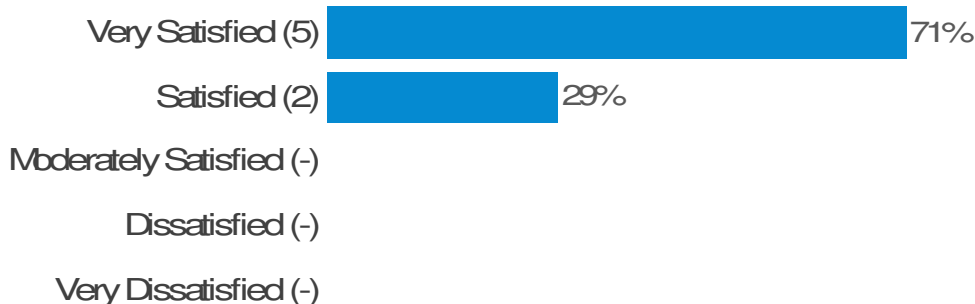


NORTH YORKSHIRE
BUILDING CONTROL PARTNERSHIP

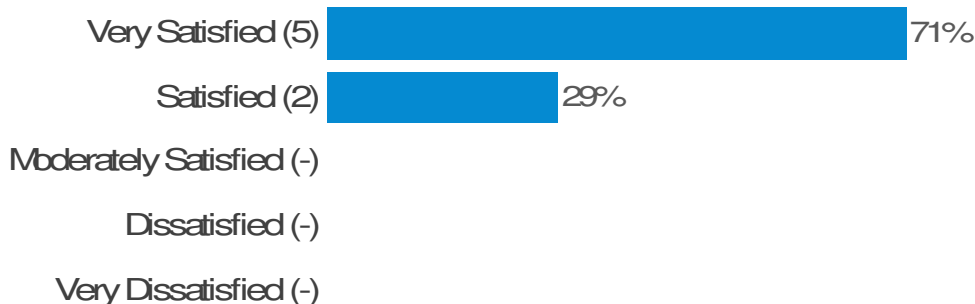
North Yorkshire Building Control Stakeholder Survey 2020/21

This report shows the results for the 7 responses received.

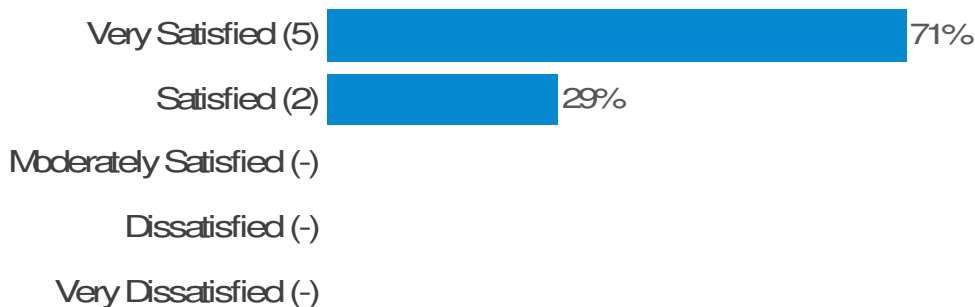
Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Reliability (e.g. do we do things when we say we will))



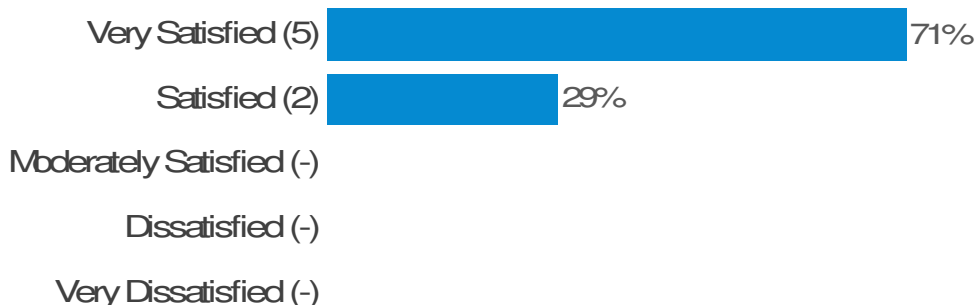
Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Responsiveness (e.g. our speed of response to your enquiries))



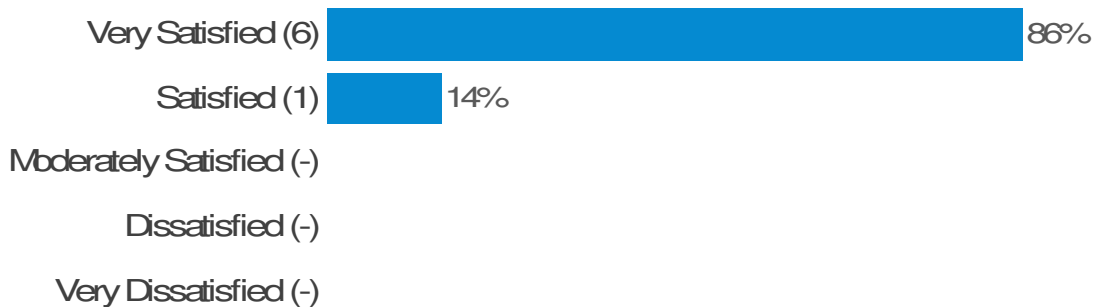
Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Competence (e.g. the knowledge and skill of our staff))



Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Access (e.g. the ease with which you can contact us))



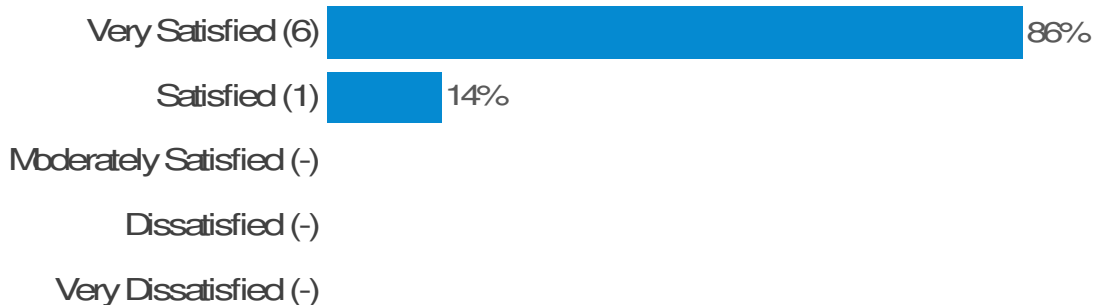
Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Courtesy (e.g. politeness shown by our staff))



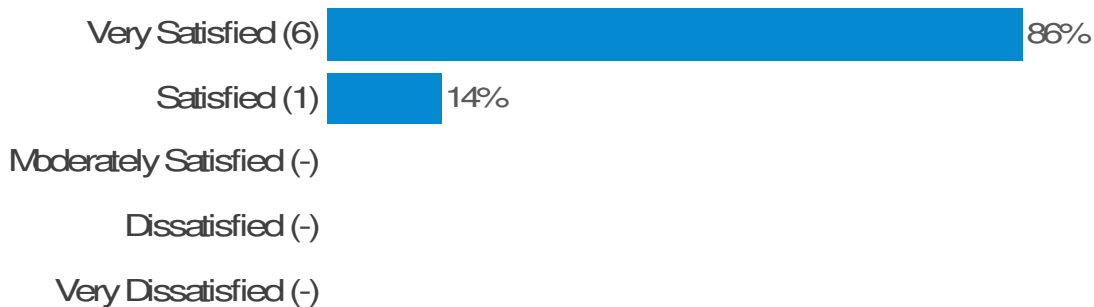
Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Communication (e.g. the clarity of our statements or explanations))



Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Credibility (e.g. the believability of our statements))



Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Security (e.g. how well we keep confidential data private))



Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Understanding (e.g. making the effort to understand your needs))

Very Satisfied (6)  86%

Satisfied (1)  14%

Moderately Satisfied (-)

Dissatisfied (-)

Very Dissatisfied (-)

Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Overall Satisfaction)

Very Satisfied (5)  71%

Satisfied (2)  29%

Moderately Satisfied (-)

Dissatisfied (-)

Very Dissatisfied (-)

Please note any particular strengths of North Yorkshire Building Control Partnership:

Strong management

Strong professionalism. Strong ethos. Availability. Knowledge of the area. Communication skills. Willingness to assist whenever possible and friendly manner.

Staff have good technical knowledge. Reliable.

Do we have any areas for improvement?

Staff appear to be very stretched at times due to the general surge in work within the area and therefore perhaps some additions to the team maybe beneficial to your clients and team.

More involvement in both pre-planning and post planning decision matters which jointly cover planning and building regulation matters.

Do you feel that NYBCP have handled the current Covid-19 situation, since March 2020, in a proper and professional manner? (Yes)

Yes (6)  100%

No (-)

Any further comments?

Please continue what you are doing Maintain your existing high standards Communicate regularly with us the agents working in the local area.