

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Economic and Community Regeneration Cabinet Board

23rd October 2015

Report Of The Head Of Planning

Nicola Pearce

Matter for Information

Wards Affected: All

Planning – Consideration of: the Report Card for Building Control

Purpose of the Report

- 1 To present for Scrutiny the Report Card for Building Control Unit.

Executive Summary

- 2 The attached report card summarises the functions of the Building Control unit and measures performance and customer satisfaction. Figures reported demonstrate that the unit is performing well in all areas.

Background

- 3 The Economic and Community Regeneration Cabinet Board on the 19th June 2015 approved the Divisional Business Plan for Planning.

Each Business Unit within the division is required to complete a Report Card for each financial year, outlining the following:-

- Performance against last year's Action Plan and Targets.
- The challenges and opportunities faced in the short and medium term.
- The actions and targets for the 12 months from April 2015 to March 2016.

Building Control Report Card

- 4 The Report Card, set out in Appendix 1, summarises the service priorities, key measures and key actions for the Building Control Unit.

Consultation Outcome

- 5 This item is not subject to external consultation. Employees within the individual services and external customers where relevant have been consulted and have contributed towards the development of the Report Card.

Financial Impact

- 6 The work delivered is fully covered by a combination of existing revenue budgets and fee income.

Equality Impact Assessment

- 7 Not applicable

Workforce Impacts

- 8 These are covered in the appended report card.

Legal Impacts

- 9 Not applicable

Risk Management

- 10 A Risk Matrix for the Directorate has been prepared which incorporates the risks within this service area.

Recommendation

- 11 This item is for information only.

Reasons for Proposed Decision

- 12 Not applicable

Implementation of Decision

13 Not applicable.

Appendices

14 Appendix 1 – Building Control Report Card

List of Background Papers

15 Planning Business Plan 2015 -16.

Officer Contact

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Building Control

REPORT CARD – 2015 2016 Q1

What we do

The term “Building Control” refers to the execution of the provisions of the Building Act 1984 (under Section 91) and the Building Regulations made there under, together with other areas of activity normally linked to, or carried out as part of this role. The unit sets out to safeguard public health and safety by the implementation and enforcing of statutory functions under The Building Act, The West Glamorgan Act and the Safety at Sports Grounds Act.

Who we work with

The unit has a varied customer base. The service provides for customers within the Authority as well as those outside. Customers range from individual house owners to multinational organisations, each placing a different level of demand on the service. Work load of the section can be split into fee earning and non-fee earning work. It is a legislative requirement that fee earning work is carried out on a cost neutral basis.

How Are We Doing

Corporate Measures:

- FFP savings to be delivered – The section balanced its fee earning budget, with a moderate surplus being carried over from 14/15 to 15/16 to reflect the work that was carried out over the two financial years.
- Average Days Sick / FTE – The section has reported 7 sick days out of a possible 520 days (8 staff x 65 days) an increase of 0.2% but still at a level of 0.87 days per staff member which is somewhat lower than the council average of 2.2.
- Staff morale (staff survey to be developed by Corp Strategy)
- % of staff who received PDR's in last 12 months – 100% but they are due for renewal in the coming quarter.
- % of staff training and development needs met – Staff EDRs will set out structured training for the next 12 months, however staff are already booked onto training events for the next quarter.

How Are We Doing

Service Measures – How much did we do / How well did we do it (e.g. efficiency, customer satisfaction etc):

2015-16 Q1

Efficiency

BCT 004 – Percentage of “Full Plans” applications checked within 15 days – 92.31%

BCT 007 – Percentage of “Full Plans” applications approved first time – 100%

Customer Satisfaction

The section surveys all customers on completion of a project and asks that we are scored on a scale of 1-5 (5 being the best) We secured a return rate of 40%. Below are the percentages of customers that scored us at 4 or abc

Speed of receipt	100%
Speed of approval	100%
Promptness of inspections	100%
Quality of advice given	97%
Helpfulness of officers	100%
Attitude of staff	100%



Overall value for money	91%
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Story Behind the Performance:

The section lost 3 experienced members of staff in the previous financial year and the posts were deleted from the staffing structure as a contribution towards the council's FFP. The section is currently involved in delivering many high profile developments within the County Borough, all of which are at a resource intensive phase. Although still of a high standard, it is regrettable that the section has to report a drop in the performance in relation to BCT004 of nearly 8%. This has been unavoidable due to staff having had to prioritise their workloads to accommodate the land mark projects. It must be emphasised however, that at no time have any statutory deadlines been missed. It is anticipated that as these projects are completed, performance in relation to BCT004 will again improve. Customer surveys are sent to all customers on completion of a development, and high levels of customer satisfaction have been maintained through the hard work and professionalism of the remaining staff within the section.

Next Key Actions For 2015/2016

What	Who	By When
Given the loss of experienced staff over the last few years it is necessary to further develop both recently employed Building Control officers and existing officers to ensure that they are able to undertake the duties commensurate with their posts and to ensure that they are able to maximise their promotion potential thus securing the service's succession planning potential.	PD	Ongoing
To continue to maintain the very high performance achieved within Building Control in relation to the KPI's which measure the number of building Control applications checked within 15 days (BCT4). The reduction in performance in relation to the number of applications which are approved first time (BCT7) needs to be addressed. This is as a consequence of an increase in the number of applicants who continue to work off rejected plans.	PD / BC Staff	March 2016
To maximise our market share for fee earning controllable building work and to continually monitor and assess why Building Control lose work to Approved Inspectors and implement measures to minimise these losses where possible.	PD / All Staff	Ongoing
To continue to play a leading role within LABC Cymru, contributing to each of the identified work streams within that organisation thus ensuring that this Council is influencing the National Building Control agenda going forward. Key issues to pursue amongst others, relate to the operation of Approved Inspectors and the development of a model for collaborative working in Wales	PD / SBCO	Ongoing
To work with Neath RFC and Aberavon RFC to aid transition as a result of the deregulation of sports grounds.	PD / SBCO	October 2015
To review and improve upon the working arrangements between Building Control and Development Management in relation to the enforcement of the legislation, without undermining our share of the Building Control market.	PD	December 2015

