

NMD BUILDING CONTROL

REPORT TO: JOINT SERVICES COMMITTEE

DATE: 12/11/2020

TOPIC: SERVICE PLANNING

REPORT BY: MIKE TUCKER (BUILDING CONTROL MANAGER)

1 INTRODUCTION

- 1.1 The purpose of this report is to gain the input of members into the short, medium and long term objectives of the partnership to inform the Service Plan for 2020/21.
- 1.2 This report recommends the adoption proposed objectives in the Building Control Service Plan for 2021/22 and the support of the committee for a 2% fee increase for 2021/22 to help ensure a balanced budget.

2 REPORT

2.1 Inputs

- 2.1.1 A service planning meeting has been held with the Building Control staff and proposed objectives have been discussed by the Building Control Management Panel.

2.2 Current position

- 2.2.1 The Building Control Partnership has largely met the development objectives set in the last service plan and is now moving into a phase where our aim is to optimise performance and fine tune our systems and customer service.
- 2.2.2 Hence, it is through a focus on customer service delivered through measured response times and a relentless effort to ensure telephone calls and service requests are dealt with promptly and expertly that the service needs to concentrate efforts.
- 2.2.3 It is therefore considered that the objectives of the service should remain focused on building the reputation of NMD Building Control through the delivery of high levels of customer service that is measured through the KPI's and the quality assurance system tools to ensure that we are in the best possible place when the situation is normalised post pandemic.

2.2.4 It is proposed to leave the medium and long term objectives of the Partnership unchanged.

2.2.5 The Building Control sector is still waiting for the publication of the timetable for transition of powers to the Building Safety Regulator to be published. Hence, it is not possible at this point to develop specific objectives in response to required changes in the way the service is delivered. None-the-less this will need to be a primary focus for the service in the coming year to ensure that NMD Building Control is successfully registered as a Building Control provider. Hence, a more generic objective is proposed to ensure this.

2.3 Service Objectives 2020/21

2.3.1 **Short Term** (specific to this financial year)

- Ensure continued compliance with KPI's and Building Control Performance Standards
- Improve consistency of internal audit compliance particularly in relation to the provision of an adequate audit trail for Building Control records
- Respond to implementation timetable for the transition of powers to the Building Safety Regulator to ensure registration as a Building Control provider
- Develop the role of the Lead Enforcement Officer

2.3.2 **Medium and Long Term**

- Work in partnership with an integrated service maximising efficient use of available resources
- Provision of a commercially viable building control service that complies with the requirement for self-financing imposed by the Building (Local Authority Charges) Regulations 2010
- Establish reputation for quality of service and customer focused delivery to maximise retention of market share

2.4 Service pricing

2.4.1 The cost of the service was held for 2020/21 with no price increase.

2.4.2 We have carried out a financial bench marking exercise this year which has indicated that our average fee per job is one of the highest in the region suggesting limited scope to increase the fees.

2.4.3 A pay ward of 2.75% was made for 2020 which has a significant impact o our budget as employee costs are our single highest cost.

2.4.4 It is therefore proposed to increase the fees by an average of 2% across the board to help ensure a balanced budget. This increase has already been built into the draft budgets for NMD Building Control by both MDDC and NDC.

3 RECOMMENDATIONS

3.1 The Committee supports the objectives identified in this report for adoption in the Building Control Service Plan 2021/22.

3.2 The Committee supports the proposal to increase the Building Control fees by an average of 2% for the financial year 2021/22