

NMD BUILDING CONTROL

REPORT TO: BUILDING CONTROL JOINT COMMITTEE

DATE: 08/07/2021

TOPIC: SERVICE PLAN PRIORITIES

REPORT BY: MIKE TUCKER (BUILDING CONTROL MANAGER)

1 INTRODUCTION

1.1 The purpose of this report is to provide a basis for members to discuss and contribute to the priorities for the Service Plan for 2022/23.

2 SERVICE PRIORITIES

2.1 Survey or validation

- All Surveyors competency to carry out their work must be validated in order for them to be registered with the Building Safety Regulator so that they become a licensed Building Inspector.
- This validation process is expected to dominate the next year with Registration applications to the BSR opening on 22 October 2022
- As yet it is still unclear as to the nature of the process validation for domestic and commercial Surveyors
- It is also unclear as to the immediate consequences of failure to register or indeed how this will work for new recruits
- This will have a significant impact on front line resource due to the time needed to prepare and support staff through the process.
- This will also require a review of job descriptions and potential job evaluation which will be further complicated by the differing approaches by the two Local Authorities and the need to maintain equity and fairness.

2.2 Maintain customer focus and service performance

- Continue to drive forward compliance with KPI's and customer response

2.3 Customer Engagement

- As the COVID risks reduce emphasis to be placed on face to face meetings with key clients to ensure customer engagement is re-invigorated

- The implementation of the revised Approved Documents for Part L and F following the Future Homes consultation will provide the opportunity to provide tailored presentations to customers.

2.4 Embedding of competency and behavioural frameworks

- Work to embed the competency and behavioural frameworks into the procedures and operational working and thinking within the partnership.

2.5 Maintenance of staff resources

- Develop newly appointed Technical Support Team Leader and ensure a smooth transition.
- Any Surveyor vacancy will be filled by our current trainee who is now coming to the end of his training who will then be replaced with a new trainee with their training funded through the apprenticeship scheme.

2.6 ISO9001 Re-accreditation

- It has now been 3 years since we were awarded ISO9001 certification. As a result we are likely to receive a full compliance audit in the coming year. Hence, we need to ensure that our “housekeeping“ is maintained and improved.