

## **NMD BUILDING CONTROL**

**REPORT TO: BUILDING CONTROL JOINT COMMITTEE**

**DATE: 08/07/2021**

**TOPIC: SERVICE PLAN PRIORITIES**

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### 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.