

## Building Control Joint Service Committee

Report Date: 11.10.2024

Report By: Building Control Manager.

### Introduction

The purpose of this report is to update members regarding the progress of the Partnership and contains no recommendations.

### Report

Since the last Joint Committee Meeting the Activity Reports have been updated to include figures for Q2, 2024/25.

The data from 2023/24 below has been included to provide a comparison and help demonstrate the current trend for the figures for 2024/25 on the following page.

### Key Performance Indicators 2023/2024

KPI	KPI	Q1	Q2	Q3	Q4
Building Regulation Full Plan applications determined in 2 months	95%	94%	98%	98%	98%
Building Regulation Applications examined within 3 weeks	95%	75%	93%	85%	83%
Average time to first response (Days)	10	19	18	17	17
Market Share - Number of applications %	75%	72%	70%	80%	75%
Market Share - New Housing Completions %	40%	49%	16%	34%	18%
Financial Position	Breakeven	-66,396	-53,520	-91, 927	-52,007
Number of applications received	N/A	253	245	275	262

## Key Performance Indicators 2024/2025

KPI	KPI	Q1	Q2	Q3	Q4
Building Regulation Full Plan applications determined in 2 months	95%	94%	100%		
Building Regulation Applications examined within 3 weeks	95%	87%	88%		
Average time to first response (Days)	10	18	17		
Market Share - Number of applications %	75%	81%	80%		
Market Share - New Housing Completions %	40%	26%	12%		
Financial Position	Breakeven	TBA	TBA		
Number of applications received	N/A	368	300		

The table above shows performance in relation to decisions within two months at 100% (target 95%), plan examination response times with applications being examined within 3 weeks at 88% (target 95%) and average time to first response 17 days (target 10 days).

Improvement in the three week and time to first response KPIs continues to be our long term aim. The significant additional workload being created, implementing and undertaking the administration of the Building Safety Regulator regime changes, mean that any improvement in our processing times remains unlikely, although performance overall has improved in Q2, when compared to Q1 for this financial year.

Our share of completions in the Housing Market is extremely low at 12% and continues to represent the slowing up of housing building in our area by developers using the Partnership to oversee house building schemes.

However, this trend is not reflected in our general market share. At the last Joint Committee meeting, general Market Share was reported for Q1 2023/25, at 81%.

For Q2, 2024-25 Market Share has been measured at 80% and remains above target, compared to the same period in 2023/24 where it was measured at 70%.

While Finance will provide the overall picture of the financial position, it is evident income has continued to improve again in the second quarter of 2024/5, but it is still below forecasted levels and this continues to reflect economic conditions.

## **LABC Regional and National Awards**

The Partnership was nominated and won two South West regional LABC awards this year.

- Best Community Project - Water Sports Centre, Ilfracombe.
- Best Site Manager.

As regional winners, these two entries will now enter the National Awards and will be put up against the winners of the other regions across the whole Country.

In addition to this success, the Partnership has also been nominated by its customers for a further National Award.

- LABC Building Control Team of the Year

## **Resources**

The Partnership is continuing with its re-building process.

Attached, in Appendix 1 is a copy of our current Organisational Chart, October 2024.

There is also attached, a copy of the Organisational Chart, dated August 2024, Appendix 2, and in Appendix 3, winter 2022.

These have been included to help explaining and put into context the current position.

Unfortunately, our re-building progress has received a significant setback since the last Joint Committee, as the Mid Devon Building Inspector has resigned and left his position at the end of September

The inspector has resigned and left the Partnership for a new opportunity with a Private Sector Building Control provider.

Both this vacant role and the long standing vacant Senior Mid Devon position are currently being advertised.

Also since the last Committee, while it was anticipated, our long serving Technical Support Officer has retired and left the Partnership at the end of August.

The advert to replace this role closed on 4<sup>th</sup> October and at the time of writing thirteen applications have been reviewed and five candidates have been invited for interview taking place on Thursday 17<sup>th</sup> October 2024.

The two remaining, relatively new recruits to the Technical Support Team, have managed the transition, since the departure of our long serving Technical Officer extremely well and responded to the challenge in a very positive manner.

Given the two vacant inspecting positions, Senior Management have authorised a request for a temporary agency Inspector and we have re-appointed an Interim Inspector who has been with us before and he started back with us this week.

The Partnership remains vulnerable to further departures, in particular our Class 2A, 2B, 3 and 4 Inspectors are all being regularly approached by recruitment agencies acting on behalf of the Private Sector.

## **Work Load**

The impact of the BSR regime change is continuing to increase the work load of the Partnership Team with the required level of recording of what and how a task is performed is in some instances taking more time than the task itself.

Our resource levels remain low and in the small teams we are operating in, with staff that require supervision, we are experiencing a constant pressure which results in us being stretched when just one team member is on annual leave or absent through sickness.

This is having a significant impact on the team's morale and wellbeing.

## **Registered Approvers Transfers**

A recent further development to our local competition provides a further example of how the BSR changes are impacting LABC teams.

The new Building Safety Regulator regime has caused a number of Registered Approvers (formerly known as Approved Inspectors) to cease trading or be taken over by another Registered Approver.

Recording Initial Notices from our competition is a function we are required to do as it's a statutory requirement and forms part of our non-chargeable work.

Up until recently, the BSR changes that have resulted in Approved Inspector take overs had not significantly impacted the Initial Notices the Partnership had already received.

However, recently, JHAI (an Approved Inspector) has been taken over by Stroma who are a larger National Registered Approver.

When a Registered Approver takes on another Registered Approver, their work (or registered Initial Notice) has to be transferred to the new Registered Approver.

As JHAI were the most active Approved Inspector in the South West, since the takeover, the Partnership has received 489 transfer requests from Stroma, all of which will require a transfer process on our system.

This requires us to cancel the Initial Notice and then reinstate it and issue updated acknowledgements to the relevant parties. This is a process that is time consuming and one we are not allowed to charge for as Transfers of INS form part of the non-chargeable element of work.

### **LABC Internal & BSI ISO 9001 Audit**

Since the last committee meeting the LABC have provided audit training for Managers to assist them in submitting internal audit information to the Standards Team.

This training has been provided with a view to each Building Control Team submitting information in Mid-November 2024 to test each service against the new ISO Framework which has now been published and matches the BSR regime requirements.

In addition, the Partnership has also received notification it will receive an external ISO audit in December by the regulating authority, the BSI.

### **Partnership Review Update**

The Senior Management Team and Building Control Manager have had an initial scoping session to discuss and begin the process of addressing the last outstanding internal audit recommendation to “Review the Partnership Agreement”.

Reviewing the agreement is likely to take some time and an update will be provided at the next Joint Committee Meeting.

### **Training Logs and Plans**

As reported previously, the BSR will require individuals to have training plans and CPD logs.

The plans we have in place for a number of the team have now progressed to active/live training. Since the last meeting the following mandatory training courses have either recommenced or started.

The Technical Support Team Leader has commenced the LABC, Level 3 Technical Support Officer qualification.

The Mid Devon Inspector is into the third month of the 9 month Level 4 Diploma in Building Control.

The Mid Devon Principal Inspector commenced the Level 5 Diploma in Building Control in September 2024.

The Trainee Building Control Inspector started the Building Control Degree in September 2024.

The North Devon Inspector's Building Control Degree has re-commenced after the summer recess.

## **Building Safety Levy**

The Building Safety Levy is being introduced to raise funds to pay for unsafe buildings.

Developers will be expected to pay a levy on new residential buildings meaning they, rather than leaseholders will pay to fix unsafe buildings.

Work to implement the Building Safety Levy has been halted due to the General Election.

It is the intention that LABC Building Control bodies will be responsible for collecting and recording data in relation to the Levy on receipt of Building Regulation application or Initial Notice submission. With returns being submitted to a central fund on a quarterly basis.

There has been no further announcements regarding the Levy since the last Joint Committee Meeting.

## **Performance Standard Reporting**

Since the last Joint Committee meeting the BSR have written to both Mid and North Devon Council seeking a contact point for the required data collection or KPI reporting.

In addition, the BSR have made further contact to advise the KPI requirements have now been finalised and authorities will be expected to submit data at the end of the Q4 2024/5 for Q4, with the first annual submission being required April 2026 for the 2025/2026 financial year.

As IDOX have not yet written the reports to capture the draft KPI information, the Partnership has continued capturing the information as it processes on spreadsheets.

Since the draft KPIs were issued, there have been some tweaks to the data required, so the Partnership will need to review these changes and teak the spreadsheets to capture the data being requested.

While the Partnership will continue to capture data manually, it has once again written to IDOX to establish when the reports will be ready for users to access to capture this data without the need for capturing with spreadsheets as we process.

At the time of writing we are still awaiting a response.

## **Partnership Priorities**

The Partnership needs to remain competitive in the employment market to ensure recruitment and retention and have sufficient staff to be ready for the market upturn.

Support Inspectors in continuing to train and maintain Registered Class. Ensure employees have sufficient time for training, CPD and staff development

Implement an automated KPI reporting system.

Continue to adapt the office procedures for the changes the New Operational Standards bring.

To maintain, monitor and audit our Quality Management System.

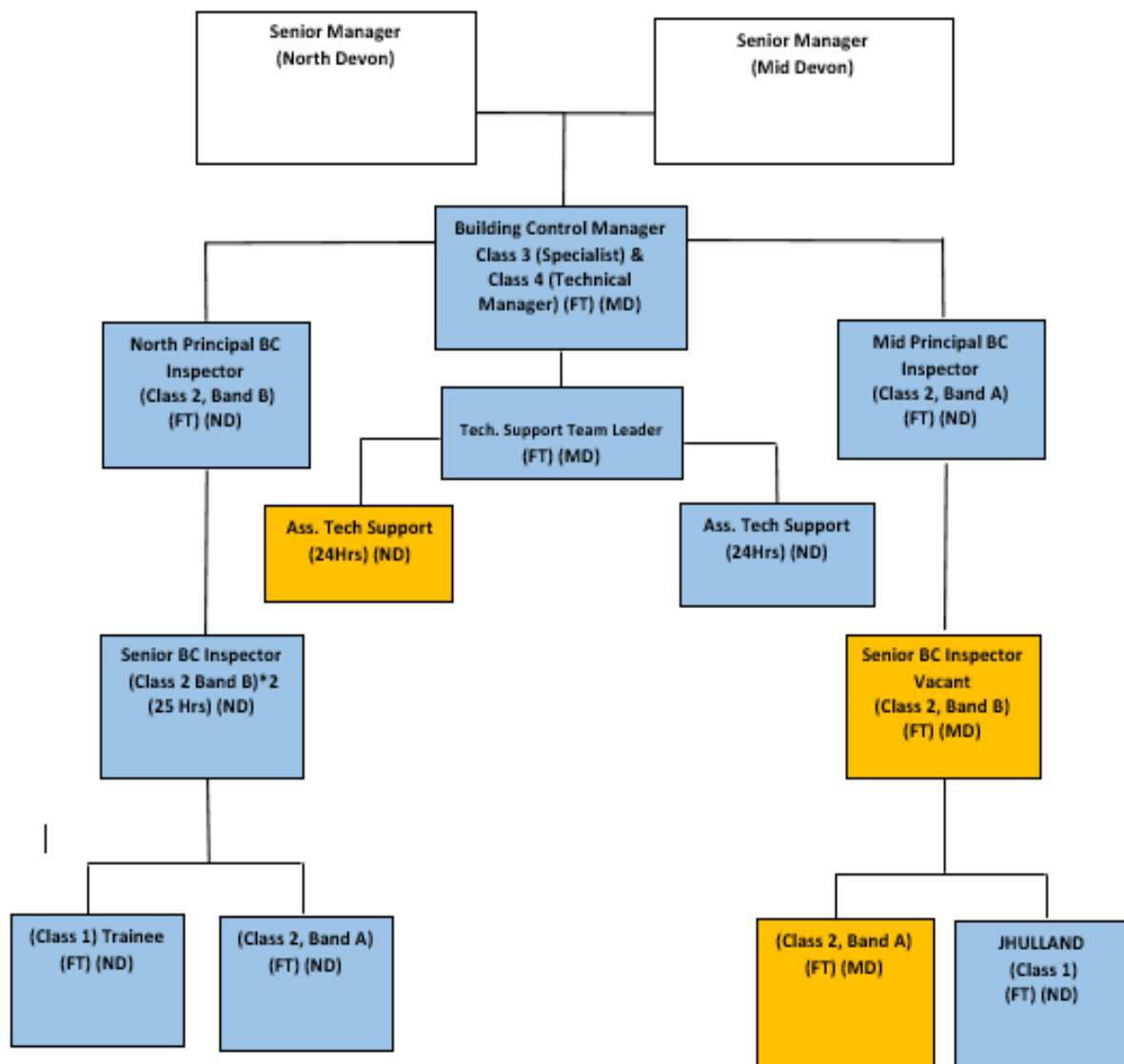
Review of the facilities at Woodlands is to be considered, given our increased agile working since the pandemic, and may provide a 10K annual saving if we no longer operate from this base.

Consider a more permanent hybrid working system and hot desk arrangements for both the Surveying and Technical Support Team.

Develop a more agile and pro-active relationship that enables the Partnership to respond to change.

Appendix 1 Organisational Chart – October 2024

# NMD Building Control Organisational Chart October 2024



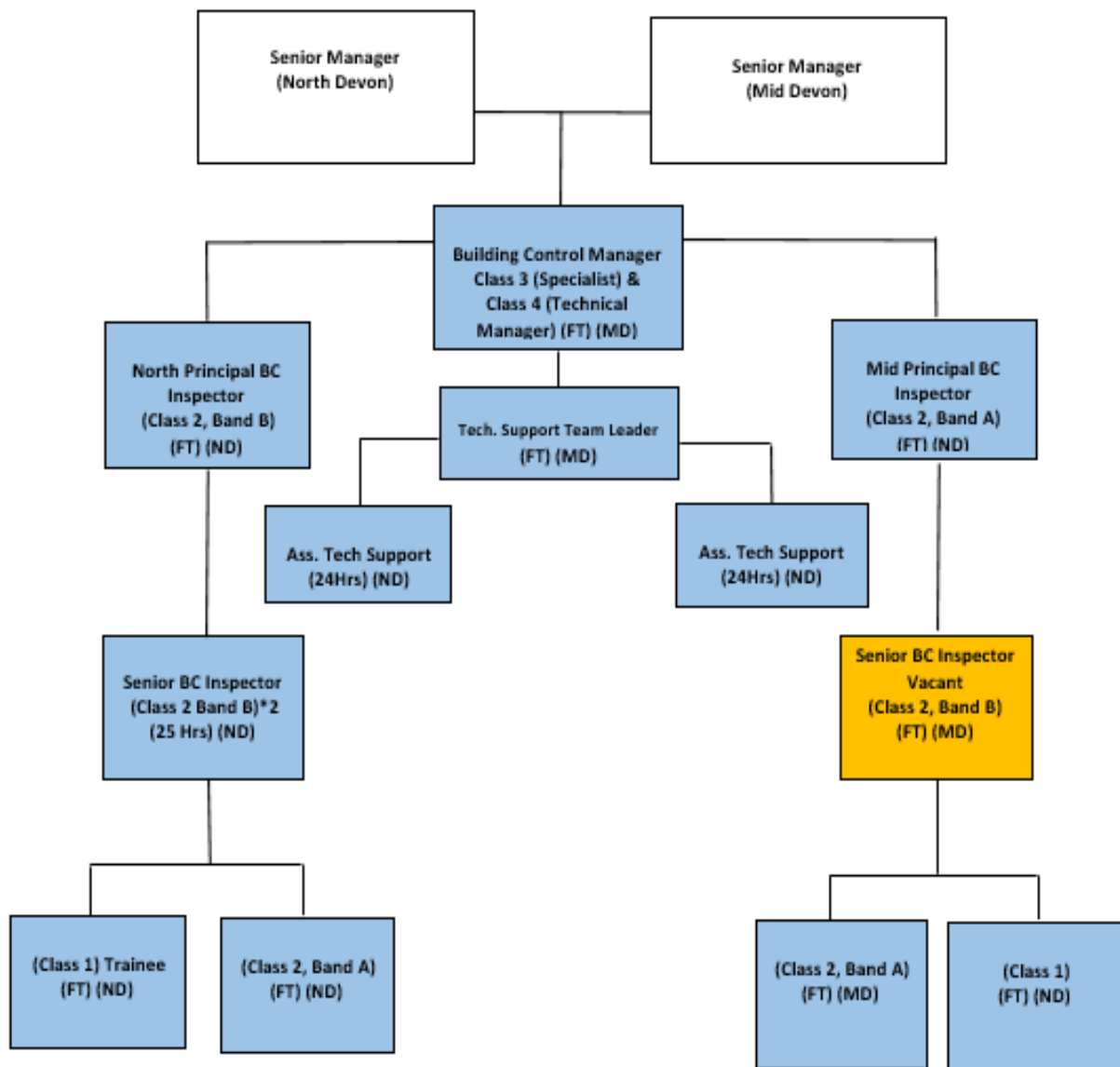
**Key:**





APPENDIX 2 NMD Organisational Chart August 2024

# NMD Building Control Organisational Chart August 2024

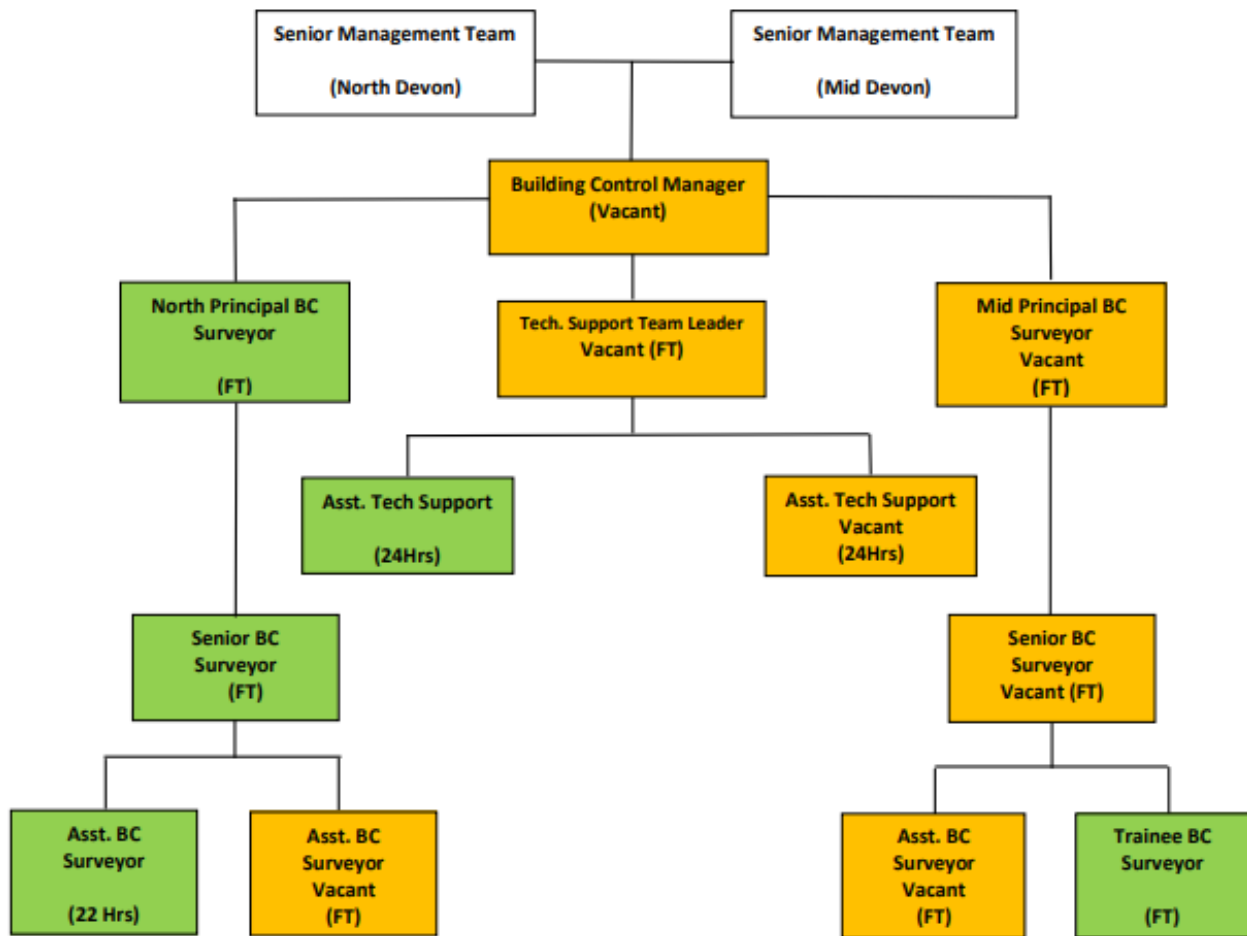


**Key:**



APPENDIX 3 NMD Organisational Chart October 2024

## NMD Building Control Organisational Chart Winter 2022



**Key:**

