

## Building Control Joint Service Committee

Report Date: 14<sup>th</sup> January 2025

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 Q3, 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%	100%	
Building Regulation Applications examined within 3 weeks	95%	87%	88%	88%	
Average time to first response (Days)	10	18	17	24	
Market Share - Number of applications %	75%	81%	80%	81%	
Market Share - New Housing Completions %	40%	26%	12%	29%	
Financial Position	Breakeven	-80,279	-129,893	-115,942	
Number of applications received	N/A	368	300	229	

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 24 days (target 10 days).

Improvement in the three week and time to first response KPIs continues to be our long term aim to help maintain our current Market Share.

The additional workload being created, implementing and undertaking the administration of the Building Safety Regulator regime changes and the Partnership's continued resourcing issues, mean that any improvement in our processing times remains unlikely.

The Partnership's current performance levels mean it continues to meet its statutory obligations.

The drop to 24 days to first response in Q3 is a direct result of the departure of the two Mid Devon permanent Inspectors, one at the end of September and one at the beginning of December.

Our share of completions in the Housing Market has recovered since the last quarter but remains lower than anticipated at 29%.

Despite our recent resource retention challenges our general market share remains consistent and high at 81 percent.

It is apparent application numbers and income have dropped off in Q3 but looking at the overall picture for the same period last year application numbers are up.

At the end of Q3 application total application numbers were 773 for 2023/24 compared to 897 at the end of Q3 for 2024/5.

Finance will provide the overall picture of the financial position.

The forecasted financial position at the end of Q3 has improved slightly from that reported at the end of Q2 despite a poor December in terms of overall income across the Partnership Trading Account.

## **Resources**

The Partnership continues with its re-building process but has received a further set back since the last committee meeting.

Attached, in Appendix 1 is a copy of our Current Organisational Chart, December 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 explain and put into context the current position.

As was reported at the last Committee meeting the Partnership remains vulnerable to further departures.

Since reporting at the last Committee the loss of the Mid Devon Inspector to the Private Sector, the Mid Devon Principal Inspector has also resigned and departed for a Registered Approver. This took place at the beginning of December.

As the Organisational Chart for December indicates, this leaves the Partnership with three vacant posts all in the Mid Devon Team.

These vacant positions were all advertised the week commencing 16<sup>th</sup> December 2024 and at the time of writing were about to close.

Given the three vacant positions, in the immediate term, Senior Management have authorised a request for two temporary agency Inspectors.

Unfortunately, due to the national shortage of Inspectors the Partnership has only been able to secure one agency Inspector at the time of writing.

Therefore, in the short term, the North Devon Inspectors will provide cover for Mid Devon plan checking using overtime, while the remaining permanent Mid Devon Class One Inspector and the agency Class Two A Inspector will cover the Mid Devon Inspections under Supervision of the Building Control Manager.

Before the festive break the Partnership reviewed its current retention strategy and the Market Supplements in place for the North Devon Inspector Team.

The review established the current protection in place is the maximum permitted under current North Devon retention Policy.

With the agreement of Senior Management other retention strategies have been considered and implemented to the appropriate Inspectors with a view to minimising the risk of further departures.

## **South West Regional Manager Group**

The South West Group are all reporting challenges around recruitment and retention and most are trading with two or more vacant positions or are anticipating future departures to the Private Sector or contracting opportunities.

A number of the South West Group are reporting a significant drop off in activity and income and are forecasting significant shortfalls in their 2024/5 outturns.

Three of the South West Group have been contacted by the Building Safety Regulator and are going through an audit process.

The South West Group are all considering their retention and recruitment strategies and in turn their charging structure to reflect the additional costs being incurred by resourcing and the BSR challenges.

## **Building Control Charges**

Before the Festive break, in conjunction with the Accountants, a Charges Review was undertaken.

Taking into account the Partnership's increased resourcing costs it is proposed the Building Control Charges will be increased across the board by 13.42 percent.

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

Since the last committee, the Partnership has submitted its Internal 9001 Internal Audit Submission to the LABC Standards Team on 11<sup>th</sup> November 2024.

The Partnership has yet to receive a response from the LABC Standards Team.

In August, the Partnership were notified by the LABC Standards Team that the BSI were due to undertake an External Audit of its ISO 9001 accreditation on 13<sup>th</sup> December 2024, but this did not take place.

This has been reported to the LABC Standards Team and the Partnership is yet to receive a response.

The Partnership received a DAP Internal Audit this time last year and has met up this week with the Audit Team to discuss progress on the recommendations.

An updated report is due in the coming weeks and its findings will be shared with Senior Management and the Joint Committee once it is available.

## **Partnership Review Update**

The Senior Management Team and Building Control Manager have a meeting with both HR teams after the Joint Committee meeting to review the terms and conditions of its employees and to explore the options with regard to harmonisation of terms and conditions, iron out the legacy issues that have been in place since the Partnership's formation and explore opportunities to make the Partnership's terms more competitive.

As part of this process the North Devon Inspecting positions will undergo a Job Evaluation review and this process will commence with the most Junior Class 2A Inspecting position.

## **Performance Standard Reporting**

The first formal BSR KPI Reporting period is now live and the Partnership spreadsheets have been updated to ensure the correct and complete data is captured to reflect the changes announced in September 2024.

Automated capture remains the target of the Partnership but as IDOX have not yet written the reports to capture the KPI information.

The Partnership will continue to capture the information as it processes on spreadsheets manually.

The Partnership Authorities will be required to submit data individually, 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.

## **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.

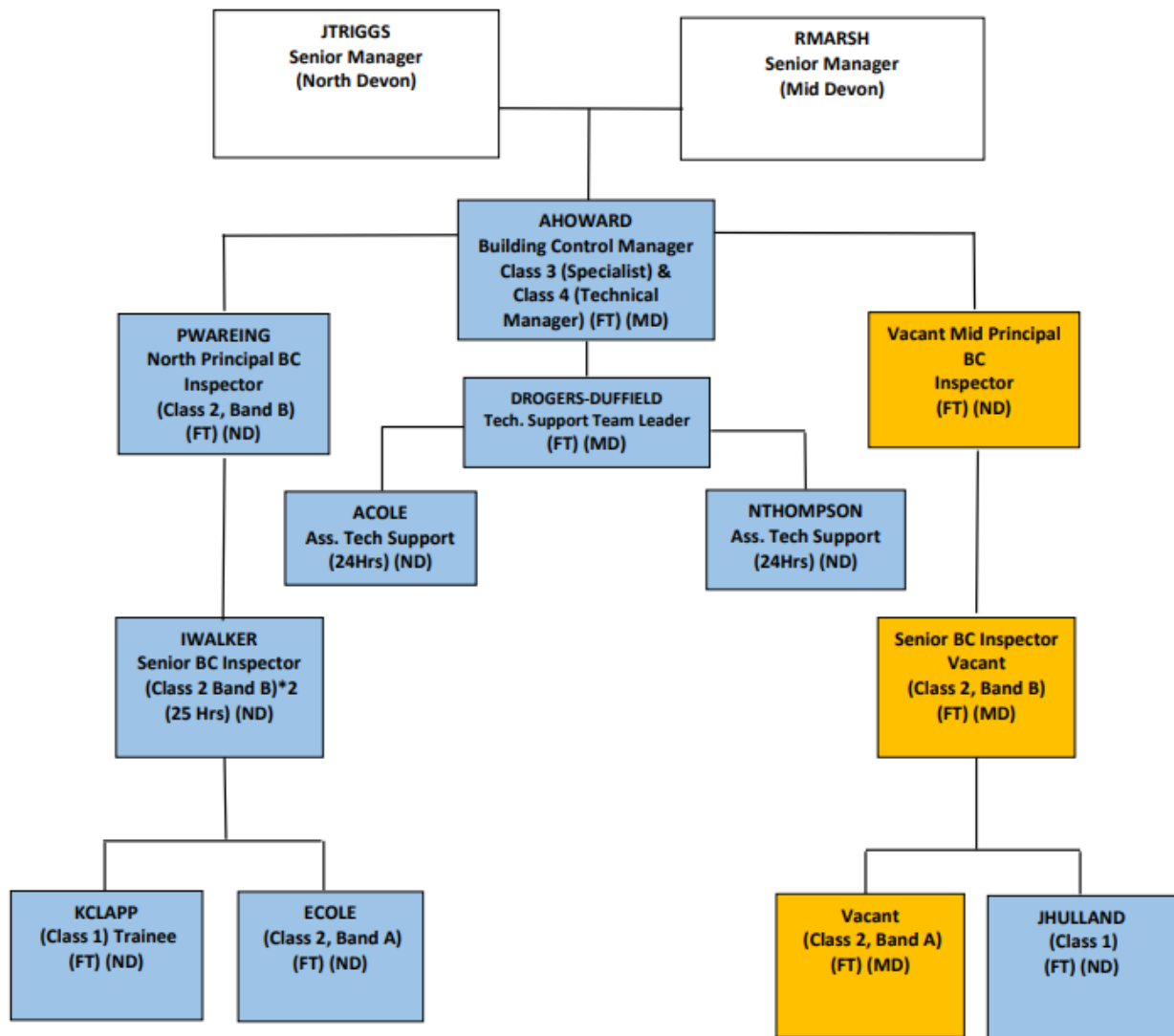
Review of the facilities at Woodlands is to be considered, given our increased agile working since the pandemic, and may provide a 10K annual saving if we no longer operate from this base.

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 – DEC 2024

## NMD Building Control Organisational Chart DEC 2024

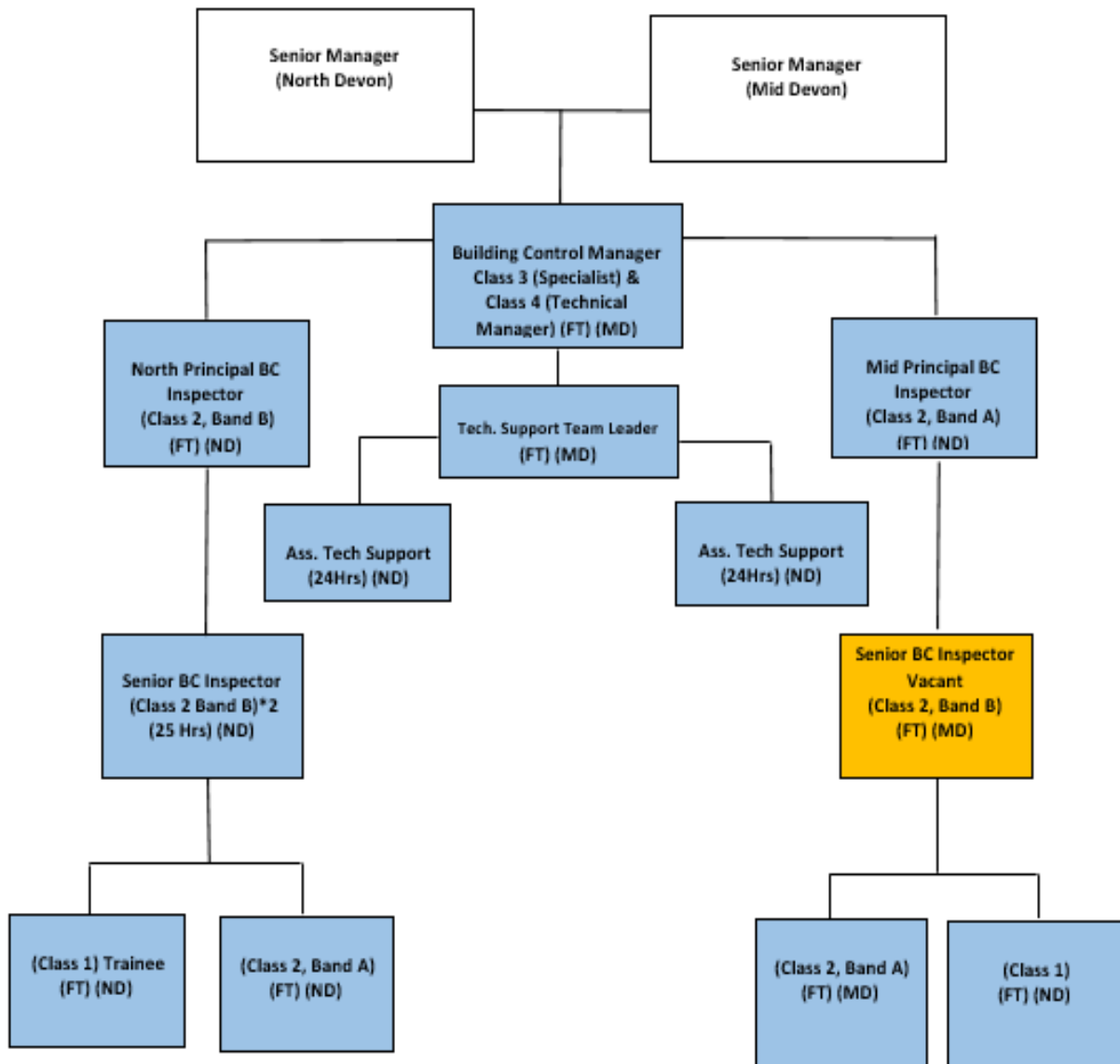


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APPENDIX 2 NMD Organisational Chart August 2024

# NMD Building Control Organisational Chart August 2024



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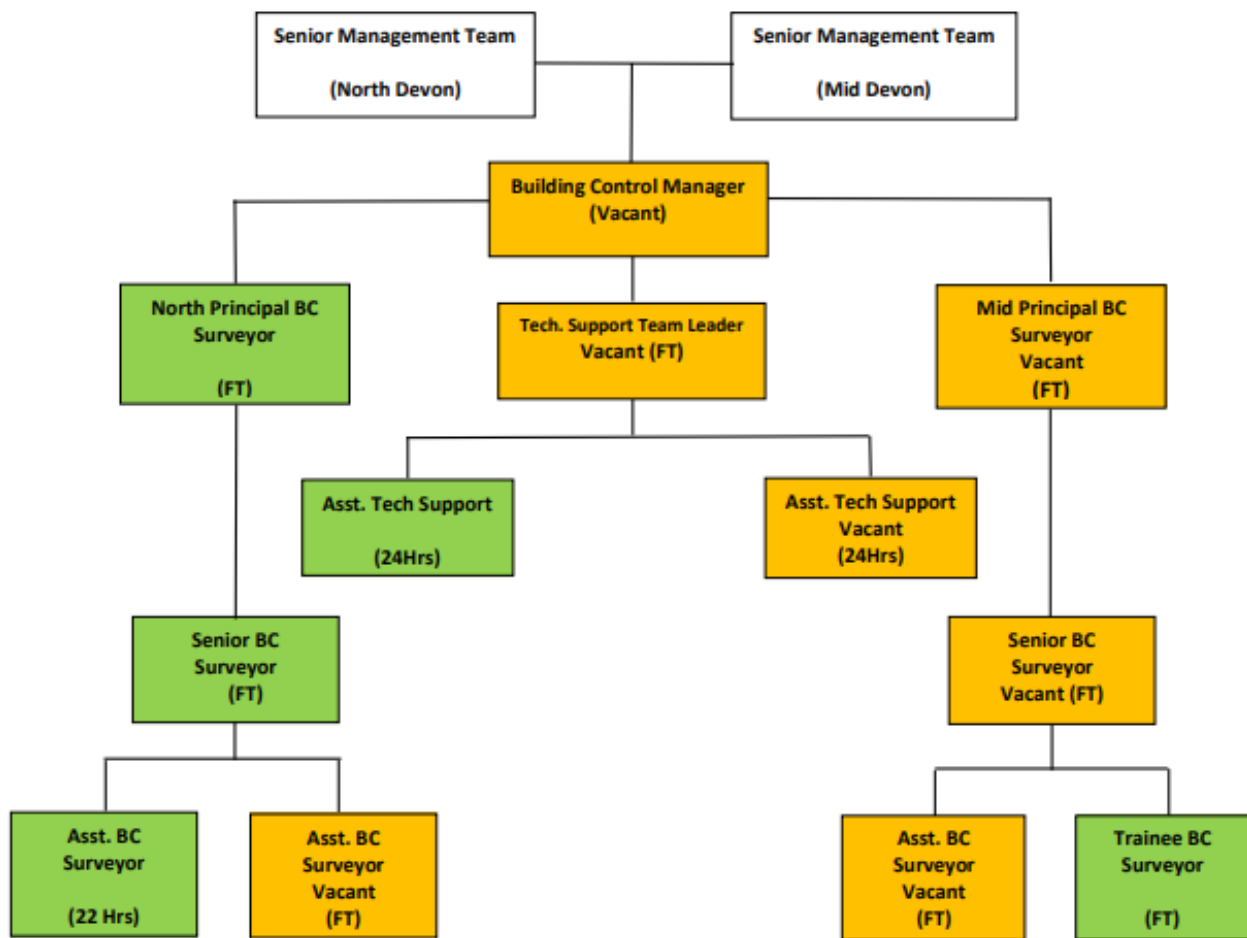


APPENDIX 3

NMD Organisational Chart October 2024



# NMD Building Control Organisational Chart Winter 2022



**Key:**

