

NMD BUILDING CONTROL

REPORT TO: JOINT SERVICES COMMITTEE

DATE: 31/10/2019

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 The report contains no recommendations

2 REPORT

2.1 Service Objectives 2019/20

2.1.1 Short Term (specific to this financial year)

- Normalise service and ensure KPI's and Building Control Performance Standards are met
- Develop Quality Management system ensuring integration with all aspects of work
- Develop mentoring of Surveyors within the service to support development of surveyors particularly during and post diploma qualification

2.1.2 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

2.2 Current Position

- 2.2.1 The Building Control Management Team consider that the service is still seeking to fully realise the short term objectives identified above but is beginning to enter a transition phase targeting the Medium term objectives
- 2.2.2 Feedback from customers neighbouring Authorities and competitors suggest that considerable progress has been made with regard to establishing the reputation of the partnership. However, our performance indicators show that there is still work to be done to ensure greater consistency in the customer experience.
- 2.2.3 The Management team believe that the short/medium term focus of the partnership should be on the development of staff. We strongly believe that the customer experience is the strongest driver of market share and this is directly determined by their contact with our staff.
- 2.2.4 Our current focus is to ensure that our Senior Surveyors gain Level 6 validation of their competency to deal with fire safety in all types of development. The aim is to achieve this via examination administered by LABC.
- 2.2.5 We are currently providing an in-house series of workshops to support our Surveyors prepare for the exam. This will be a significant challenge as those who have spent their whole career in the Devon area have no experience of dealing with complex high rise buildings that are within the scope of the examination.
- 2.2.6 Whilst Mid and North Devon currently have no developments that require this level of certified competency achieving this validation for our key personnel is considered a major benefit. Both in increasing the capability and confidence of our Surveyors and as a means of demonstrating our expertise to potential and existing customers.
- 2.2.7 It is therefore our intention to drive sales through the customer contact with our staff and in particular embedding sales within our communication with customers in order to demonstrate how our service delivers benefit to them.