



IGE, Devon Building Control Partnership

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21 March 2023

DEVON BUILDING CONTROL PARTNERSHIP COMMITTEE

A meeting of the Devon Building Control Partnership Committee will be held on **Friday, 31st March, 2023** in the Long Room, Old Forde House, Brunel Road, Newton Abbot, TQ15 4XX at **10.00 am**

Membership:

| | |
|---|------------------------------|
| Councillor Hilary Bastone (Chair) | South Hams District Council |
| Councillor Barry Ratcliffe (Vice-Chair) | West Devon Borough Council |
| Councillor John Birch | South Hams District Council |
| Councillor Linda Goodman-Bradbury | Teignbridge District Council |
| Councillor Terry Pearce | West Devon Borough Council |
| Councillor Gary Taylor | Teignbridge District Council |

Please Note: Filming is permitted during Committee meeting with the exception where there are confidential or exempt items, which may need to be considered in the absence of the press and public. By entering the meeting venue you are consenting to being filmed.

A G E N D A

Part I (Open to the public)

1. Apologies for absence
2. Minutes (Pages 3 - 6)
3. Declarations of interest.

If Councillors have any questions relating to predetermination or interests in items on this Agenda, please contact the Monitoring Officer in advance of the meeting.

4. DBCP Operational Plan Q3 2022-23 Part 1 (Pages 7 - 18)
5. Q3 2022-23 Operational report Part 1 (Pages 19 - 22)

Part II (Private)

Items which may be taken in the absence of the Public and Press on grounds that Exempt Information may be disclosed.

6. Local Government (Access to Information) Act 1985 - Exclusion of Press and Public
RECOMMENDED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting of the particular item(s) on the grounds that it involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs of Part 1 of Schedule 12A of the Act.
7. Q3 2022-23 Operational Report Part 2 (Pages 23 - 28)
8. Financial Monitoring Report Q3 2022-3 Part 2 (Pages 29 - 32)
9. Other Business
 - Fee increase for 2023/2024
 - Pension Costs Variation

DEVON BUILDING CONTROL PARTNERSHIP COMMITTEE**11 NOVEMBER 2022**Present:

Councillors Bastone (Chair), Ratcliffe (Vice-Chair), Pearce and Taylor

Members in Attendance:

Councillors

Apologies:

Councillors Birch and Goodman-Bradbury

Officers in Attendance:

Drew Powell, Corporate Director – Strategy and Governance

Scott Adams, Group Leader, Strategic Place - Building Control

Christopher Morgan, Trainee Democratic Services Officer

Nigel Hunt

Nicola Denton

Lisa Lake, Business Development and Partnership Support Manager

106. MINUTES

The minutes of the previous meeting were agreed as a correct record and would be signed by the Chair.

107. OPERATIONAL PLAN Q2 2022-23

The Head of Building Control introduced the report. He highlighted that Devon Building Control had recommenced hosting events, and that 4 team members had been nominated for national awards. There would be a press release to raise awareness of this. There had also been a nomination for a team of the year award.

Resolved

That the report be noted.

108. OPERATIONAL REPORT Q2 2022-23

The Head of Building Control introduced the report to the committee. He highlighted the markets were changing but had been improving, and that applications were being administered within an 8-week period. Due to new regulations, Building Control would need to take on increased enforcement work

in addition to applications. The Committee were also informed that inspections were being carried out 24 hours after request. Market share had increased this quarter.

Resolved

That the report be noted.

109. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - EXCLUSION OF PRESS AND PUBLIC

It was proposed by Councillor Bastone and seconded by Councillor Taylor that under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of the follow items on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12A of the Act.

Resolved

That the press and public be excluded.

110. OPERATIONAL REPORT Q2-2022-23

The Head of Business Control introduced the report to the committee. The discussion included staffing, enforcement, finance, and recruitment. The committee were informed that feedback continued to be positive.

Resolved

That the report be noted.

111. FINANCIAL MONITORING REPORT Q2 - 2022-23

The Head of Building Control introduced the report to the committee. The discussion included budget and IT support.

Resolved

That the report be noted.

112. NEW BUILDING SAFETY REGULATORY REGIME AND THE IMPACT ON STAFFING

The Committee discussed the impact of the new safety regulations on staffing. The discussion included training, enforcement, finance, and an upcoming awards ceremony.

The meeting started at 10.00 am and finished at 11.00 am.

Chair
Cllr Hilary Bastone

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7

Operational/Business Plan 2022/23

| | |
|----------------------|-------------------|
| Edition | Q3 |
| Revision Date | 21/03/2023 |
| Author | Nigel Hunt |

Contents

Section 1: Introduction and Partnership Drivers including service structure..... 3

Section 2: Operational Priorities 2022-23 7

Section 3: Risk Register 10

Section 4: Commentary.....11

Section 1 – Introduction and Partnership Drivers

| Main functions of the team | |
|----------------------------|---|
| <p>What do we do?</p> | <p>This Operational Plan has been developed for the Devon Building Control Partnership which carries out the Building Control functions for Teignbridge District Council, South Hams District Council and West Devon Borough Council.</p> <p>The main function of the Partnership is to ensure that the Councils can meet their statutory and regulatory duties in respect of building control matters in a timely manner. It is a statutory service, which administers legislation relating to the built environment and operates in such a manner as to establish and maintain a high reputation for both itself and the partner councils. It therefore aims to provide a responsive service, which is of a consistently high standard and gives value for money to its customers.</p> <p>The service has two elements which are described as fee earning and non-fee earning work. The building regulation aspect of the service is income generating and in accordance with The Building (Local Authority Charges) Regulations 2010 and CIPFA accounting requirements. This aspect of the business must be self-financing over a continuous three-year rolling period. The non-fee earning part of the service is funded by the council taxpayer and includes dangerous structures, enforcement, demolitions, support for the safety advisory group and consultancy services to other council services.</p> <p>Local authority building control is subject to competition from private sector building control bodies (approved inspectors or AI's) operating both regionally and nationally. This competitive scenario is applicable across all developments including domestic extensions, new housing, and commercial developments. This gives all applicants a clear choice between the Local Authority Building Control Service (LABC) and private sector building control Approved Inspector (AI) services. This choice may be based on cost alone or a number of other factors such as the quality of site inspection service, ease of contact, early involvement in the design process or flexibility in making decisions. However, it is made, the Partnership must try to compete effectively</p> <p>Despite this choice, the Local Authority retains a statutory duty to enforce the building regulations in its geographical area. Approved Inspectors are not able to perform this function and sites which cannot be signed off by AI's revert to Local authorities for enforcement. Thus, irrespective of workload and income, all councils must retain a Building Control Service at some cost to the Authority.</p> <p>The service is also subject to a continuous programme of both administrative and technical legislative change, this means that management objectives and priorities may change at short notice.</p> <p>Building Regulation Fee Earning Service This service is concerned with determining compliance with Building Regulations by assessing plans and carrying out site inspections at different stages of the building process. Customers are advised of contraventions of the building regulations and how they may be overcome. Legislation allows prosecution in the magistrates' court for contraventions of the Building Regulations but is only used as a last resort. This element of the service's work is subject to competition by the private sector.</p> <p>Non-Fee Earning Work Building Control provides a number of services which are necessary as part of a local authority service. These include:</p> <ul style="list-style-type: none"> • Dangerous Structures. • Enforcement of Building Regulations • Demolitions. • Registering AI Initial Notices and Competent Person Scheme works. • Process disabled person's applications. |

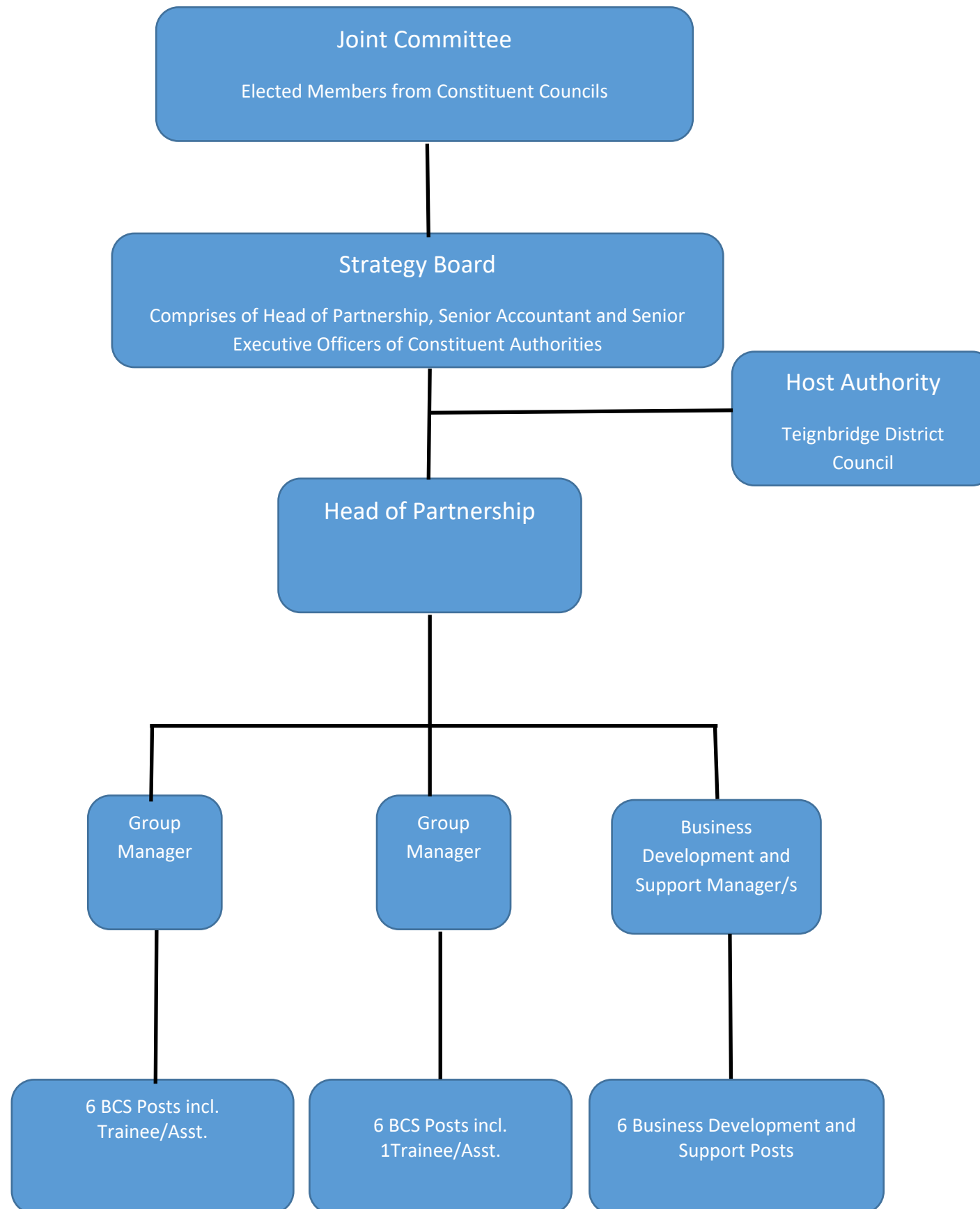
6

| | |
|--|---|
| | <ul style="list-style-type: none"> • Provide advice to other council services. • Safety advisory group / safety at sports ground. • General pre-application and building regulations advice. <p>These elements of building control work do not require payment of a building regulation charge and are not required to be self-financing.</p> <p>NB Opportunity and Risk Assessments are now held on the internal management system.</p> <p>Main activities</p> <p>The main activities of the Building Control service are as follows: Provide advice to customers about the need for planning and building control permission.</p> <ul style="list-style-type: none"> • Undertake Inspections on building work to ensure compliance with relevant standards and legislation • Ensure the health, safety, and welfare of persons in and about buildings • Provide advice to customers and partners on Building Regulation matters • Enforcement of Building Regulations • Organise and run the annual Building Excellence scheme • Promoting energy conservation in homes. • To contribute to the delivery of the partner council's corporate housing strategies by helping to improve the quality and standard of private sector housing |
| Who do we deliver to? | <p>The Partnership has a diverse range of customers, stakeholders and partners (within and outside the organisation). These include. Applicants, agents, internal teams, Parish Councils, members of the public, elected Members, external statutory and non-statutory consultees, other Local Authorities and Professional Bodies</p> |
| How do we deliver? | <p>The vast majority of services provided by all functions within the service are delivered using a combination of in-house resources and partnership with external organisations. However, it should be noted that a large part of the Building Control function is carried out in a competitive marketplace and is subject to commercial pressures.</p> |
| Which elements of our service are statutory or discretionary? | <p>The determination of Building regulation applications, dealing with Demolition Notices and ensuring Health and Safety of the public with regard to dangerous structures. All other elements of the service are discretionary.</p> <p>The Partnership will proactively consider additional discretionary services which would generate income, such as fire risk assessments, access statements, SAP calculations and acoustic testing.</p> |

Strategy map measuring performance delivering the service



DBCP STRUCTURE



Section 2

Operational Priorities 2022-23

13

| Priority | Specific Actions | Due | Measure and Milestones | | | Responsible person | Quarterly Progress (RAG) | Comments |
|--|--|-------|---|------------------------------------|--|--------------------|--------------------------|---|
| | | | Description | Target | Actual | | | |
| Ensure that the Partnerships functions are managed in line with outcomes defined in agreement with the board and supporting agreements | Ensure all finances are effectively managed | Q1-4 | CIPFA protocols followed and a balanced budget is delivered of a rolling three to five-year trading period | Annual sign off by Sec 151 Officer | Ongoing | NH | Green | Finances reviewed monthly. |
| | Yearly Operational/Business plan agreed with partnership board | Q1-4 | Produce a plan which clearly sets out the targets and performance levels required. | Annual sign off by Board | New plan to be presented in Q4 each year | NH | Green | Agreed by partnership board |
| | To provide effective leadership for the Building Control Partnership | Q1-4 | Develop the Partnership strategically to provide high quality building control services and ensure that partners meet their statutory obligations under the relevant legislation. | Operational Plan agreed by Board | New plan to be presented in Q1 Each year | NH | Green | As above |
| Ensure the Partnership is fully aware of the proposed changes in legislation and the responsibilities associated thereof. | The Partnership will need to adapt to the significant changes being brought about by the introduction of a new Building Control Regulator now set in statute as well as new legislation relating to fire safety. | Q1-4 | Develop the service to ensure any new proposals can be serviced effectively. All surveyors have registered for training through LABC and New Burdens funding to become licensed. | N/A | N/A | NH | Green | The partnership is already preparing itself for the changes by up skilling existing staff. The Govt. has provided New Burden funding to facilitate this |
| | Implement the new Building Regulations and associated legislation. | Q1-4 | The proposed changes are the most significant and wide ranging in over 30 years and will have a significant impact on the application and provision of Building Control. | N/A | N/A | NH | Green | Updates will be provided to the strategy board throughout the year. |
| Implement and update the LABC Quality Management System (ISO 9001:2015) | The LABC system will ensure that all LA Building Control providers undertake their roles and responsibilities to agreed standards across the country. In particular it focuses on service delivery, timeliness, and provision of information, professionalism and staff attitudes. | Q1-Q4 | Continually review current working practices and protocols. | 100% | 100% | NH | Green | Quarterly review of performance against requirements. |

| | | | | | | | | |
|---|---|-------|---|---|-------------------------------|-----------|--|--|
| Develop a Medium-Term Financial Plan | A new MTFP will need to be developed against the background of issues arising from Covid-19 and possible recession. This will contribute to future business planning of the service | Q1-Q4 | A MTFP will consider all potential financial impacts on the service over a 5-year period. Consideration will be given to possible changes to the general economy and the construction industry specifically. The plan will also outline proposals for a reserve fund and actions to reduce surpluses. | 100% | Ongoing | NH | | The MTFP has been updated to reflect previously agreed changes and will continue to monitor market conditions. |
| Develop a commercial approach to support business growth | Carry out detailed business analysis to understand current market share Identify realistic growth (or stabilisation) targets in key market sectors | Q1-4 | Ensure the service fully understands its position in the BC marketplace, including market share, key strengths, and changes over time | 100% | Ongoing | NH | | Market position/share monitored monthly |
| | | | Regular business analysis supports key business decisions in commercial environment | 100% | Ongoing | NH | | Business performance monitored closely |
| | | | Percentage market share stabilises, and business invests in growing priority areas | Maintain levels of market share 70% or above. | Q1 87% Q2 89% Q3 88% | All Staff | | Market share has been maintained above agreed levels |
| Take a positive and proactive approach to the determination of Building Regulation applications in a timely manner. | Building Control to register submitted applications within 5 working days | Q1-4 | Applications registered within prescribed periods. Validation and registration of applications within 5 days. | 80% | Q1 100% Q2 100% Q3 99% | All Staff | | Commentary provided quarterly |
| | Initial check for compliance of Building Control application within 3 weeks. Request for additional information if required. | Q1-4 | Full plan submissions checked for compliance with building regulations any additional information requested | 80% | Q1 95% Q2 89% Q3 96% | All Staff | | Commentary provided quarterly |
| | Approve or reject Building Control Full Plan applications within 8 weeks | Q1-4 | Full plan applications need to be decided within a statutory 8-week period. If no decision is made applicants can claim back fees | 100% | Q1 99% Q2 98% Q3 97% | All Staff | | Commentary provided quarterly |
| | Requests for site inspections received before 4 pm will actioned the same day | Q1-4 | Respond to request for site visits in a timely manner. | 90% | Q1 100% Q2 100% Q3 100% | All Staff | | Commentary provided quarterly |
| Promote a healthy and safe environment | Provide a responsive dangerous structure service | Q1-4 | Respond within agreed timescales | 100% | Q1 100% Q2 100% Q3 100% | All Staff | | Commentary provided quarterly |

| | | | | | | | | |
|--|---|------|--|---------|-------------------------------|-----------|--|---|
| | Respond to demolition notices in a timely manner | Q1-4 | 95% of notices responded to within 1 week | 100% | Q1 100% Q2 100% Q3 100% | All Staff | | All notices registered and acted upon within timescales |
| | Support area Safety Advisory Groups | Q1-4 | Attend meetings as required | Ongoing | Ongoing | All Staff | | Meetings attended where BC input required |
| Maintain and improve market share | Devon Building Control Partnership services are used on the majority of applications registered within the geographical area of the Partner Councils. Targets laid out in Marketing Plan/Strategy | Q1-4 | Promote and market the service at all possible opportunities. Utilise customer feedback information and industry trends for market intelligence. | Ongoing | Ongoing | All Staff | | Market share is being maintained and it is hoped that new ways of working will increase the percentage. |
| Provide timely pre-application advice to customers and realise an opportunity for additional income for the Council. | Meet with customers on request to advise on Building Regulation requirements | Q1-4 | Building Control surveyors available to customers by attending the partner offices or on site by appointment. | Ongoing | Ongoing | All Staff | | Staff are actively engaging with clients via online platforms or in person. |
| | Building Control Surveyors will act as account managers with registered partners | Q1-4 | Will enable single point of contact regarding pre-application consultation | Ongoing | On going | All Staff | | All surveyors have a client portfolio. |
| Use customer feedback to deliver continuous service improvements and increased customer satisfaction. | Meet with customers twice yearly through the liaison panel to identify areas for improvement and report back on actions taken if appropriate. | Q1-4 | Twice yearly meetings held with customers and actions taken. | 100% | Next meeting TBA in Q3 | NH | | Meetings are informal and are held after a CPD event. An event has been organised for each quarter. |
| | Take action where complaints are considered to be justified. | Q1-4 | Action taken where complaints are justified. | 100% | Ongoing | NH | | No complaints during the year |
| | Ensure that all cases of service feedback whether praise or complaint is recorded and reported. Review each case so that the service can learn and reinforce those areas of delivery. | Q1-4 | Praise exceeds justified complaints. | 100% | Ongoing | NH | | Customer feedback is recorded and in some cases presented on the SBCP website. |

Section 3 - Risk Register

| Date | Risk No | Risk Rating | Vulnerability | Trigger | Consequences if Risk Realised | Mitigation/Action Points for Risk Owners | Priority |
|------------|---------|-------------|--|--|---|--|----------|
| 28/06/2022 | 01 | H | Economic downturn resulting in low numbers of applications. The current situation surrounding possible recession will be monitored. | Fall in income and application numbers | Insufficient income to cover expenditure on fee earning account resulting in extra pressure on each partner authority to fund the deficit in the agreed proportions. | Reduced expenditure to limit income deficiency. Partnership may need to access additional funds from the ring-fenced surpluses already generated. | 1 |
| 28/06/2022 | 02 | M-H | Inability to sustain growth and acquire additional business. | All three schedules: residential, commercial, and domestic show signs of reduced applications | Surveyors carry out uneconomic site visits or transfer workload to additional non fee earning work. Increases in the latter would be unfunded from authority contributions. | Invest in training and development of staff so as to diversify resources into consultancy work. Improved time analysis monitoring to ensure agreed percentage split. | 2 |
| 28/06/2022 | 03 | L-M | Failure to suitably develop staff to meet the needs of the business and match personal self-improvement expectations. | The market is regularly changing to offer alternative services to clients which compliment building regulation work. The Partnership requires staff to be trained to deliver the same services and remain competitive. | Insufficient skill base would result in customers being more attracted to the competition with a resultant loss in work. | Ensure staff are well trained and able to compete with the services offered by the private sector. Develop training matrix to ensure staff development through PDR process. | 2 |
| 28/06/2021 | 04 | H | Loss of qualified staff not only to private building control providers and other local authorities but the new Building Control Regulator. This risk has increased, as the market locally and nationally, is offering significant better pay and conditions in both the public and private sectors. This should also be considered as a factor not only in recruiting staff, but also in terms of retention. | The loss of any staff members, at all levels. | There is a significant risk of staff moving due to better pay and conditions. As there is a national shortage of suitable staff, the opportunity to recruit is reducing. | Ensure staff are motivated and are provided with job satisfaction. Look to develop Assistants and Trainees as part of a 'grow your own policy'. Review terms and conditions. | 1 |

Managers Comments

The Head of Partnership meets regularly with members of the constituent Councils as part of a Strategy Board to discuss performance and strategic direction.

During this quarter the partnership continued to achieve almost all of the Key Performance Indicators with a reduced workforce due to long term illness, maternity leave and staff turnover. The KPI relating to issuing decisions was regarding a partnership application whereby another authority was late in providing information. As has been discussed previously workloads for all staff are high and morale has been suffering causing issues with staff retention. To mitigate this the Head of Partnership has been successful in securing an 8% Market Forces payment for all surveying staff. He is now focussing on undertaking Job Evaluation for the Technical Support staff.

More clarity is regarding new legislation along with increased roles and responsibilities for Building Control staff is forthcoming. The Head of Partnership will hold briefings as when necessary.

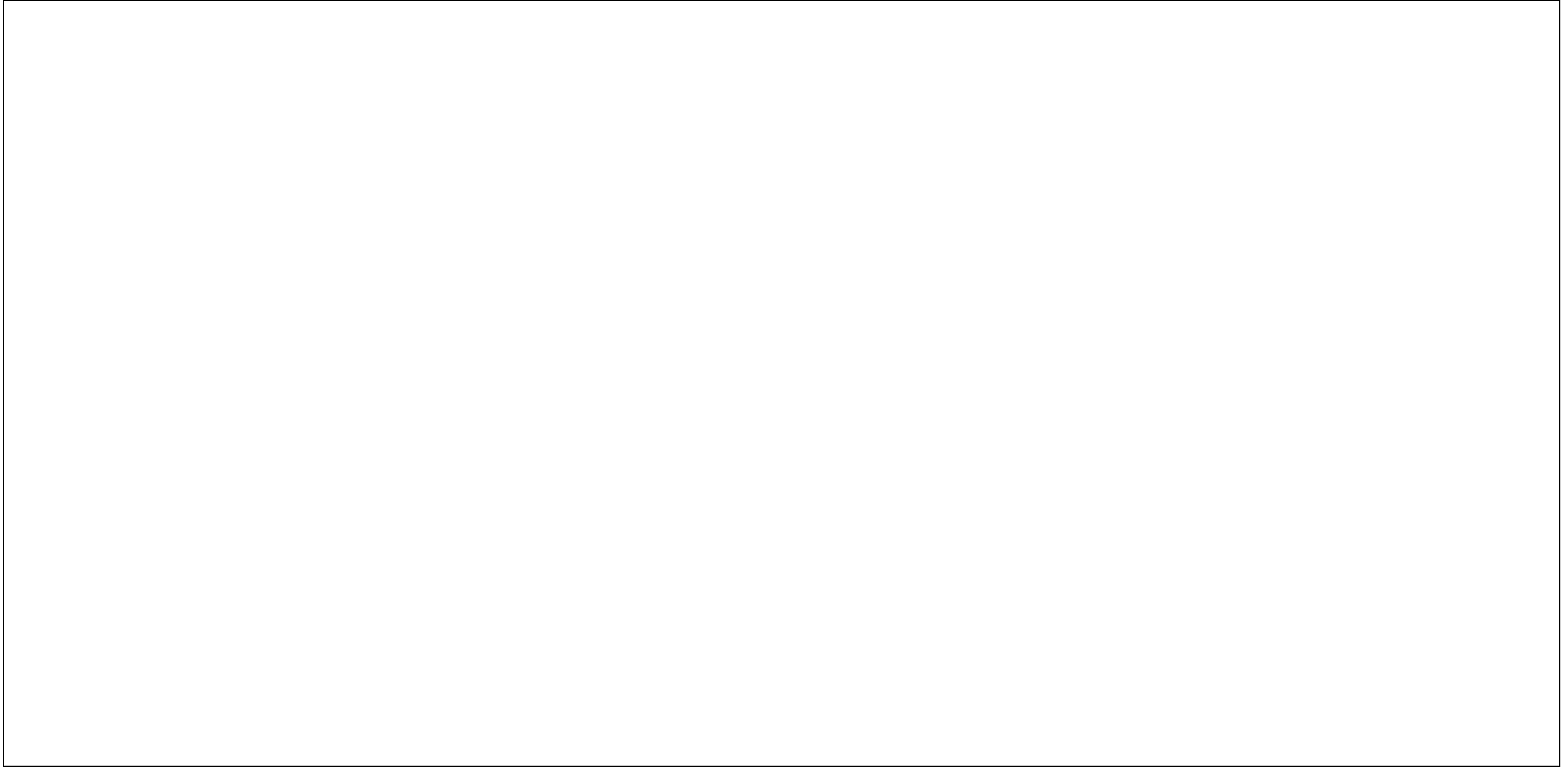
All surveying staff have registered with LABC and undertaking training for evaluation ahead of the need to be licensed from 2023, with some staff undertaking the validation examinations in Q4.

During Q3 application numbers were lower than previous years, the spike in June impacted on this along with uncertainty due to the general economic climate. However, income is still above projections for the year to date and the Partnership has maintained high levels of market share, above those held by neighbouring Local Authority Building Control Services. The Partnerships market share has continued to be high with 32 showing an average of 88%.

Following on from the Partnerships highly successful awards event held in Q1 which resulted in 13 finalists in the LABC South West Building Excellence Awards, we are delighted to announce that we had a winner from the 4 finalists in the National LABC Awards held in London in January 2023 as well as the DBCP being nominated for Team of the Year.

During December the partnership was informed that it had been successful in gaining an LABC/Government funded Apprentice for a period of 3 years at no cost to either the service or constituent councils.

18





DEVON BUILDING CONTROL PARTNERSHIP COMMITTEE

MEETING DATE 31 MARCH 2023

| | |
|---|---|
| Report Title | Operational Report Part 1 Q3 |
| Purpose of Report | To provide an update on the operational performance of the Partnership between October 2022 and December 2023 |
| Recommendation(s) | The Committee RESOLVES to: (1) Note the report |
| Financial Implications | No specific financial implications highlighted in the report. Anita Carpenter Tel 01626 215248 anita.carpenter@teignbridge.gov.uk |
| Legal Implications | "no specific legal implications" |
| Risk Assessment | The risks to the Partnership are currently being managed. Nigel Hunt Tel: 01626 215721 Email: nigel.hunt@devonbuildingcontrol.gov.uk |
| Environmental/ Climate Change Implications | The ability of Building Control to deliver services during times of increased restrictions on physical site inspections may have implications on the energy and carbon performance of buildings, however, experience from the initial lockdown in Spring 2020 and an increase in agile working should help to mitigate any significant negative effects. William Elliott Climate Change Officer William.elliott@teignbridge.gov.uk |
| Report Author | Nigel Hunt Tel: 01626 215721 Email: nigel.hunt@devonbuildingcontrol.gov.uk |
| Partnership Chairman | Cllr Hilary Bastone cldr.hilary.bastone@southhams.gov.uk |
| Appendices | |
| Background Papers | None |

1. PURPOSE

The Partnership operates under the Devon Building Control Partnership Agreement 2017.

2. REPORT DETAIL

The reports for the Joint Committee meetings are supported by the Partnership's Operational/Business Plan. This will be the main source of information/discussion with additional sensitive information contained in the Part 2 report. Also, as all financial information is considered confidential under the various Cipfa guidelines and Local Government Acts pertaining to Building Control there will no longer be any such information disclosed in Part 1 reports. The only financial data that the partnership is obliged to publish is a brief summary of our end of year accounts

2.1 Operation

The Partnership has been in operation for 17 years and is hosted by Teignbridge District Council

The Partnership continues to successfully deliver the building control service across the three Authorities, maintaining high standards and continues to operate within agreed annual budgets.

Performance

The Partnership continues to maintain all levels of service relating to PIs and receives positive comments from customers.

Staff

There has been a number of issues regarding staffing which will be discussed in Part 2.

Marketing and events

The Partnership was successful in gaining 4 finalists at The National LABC Building Excellence Awards held in London during January and delighted to have a winner in

the Best Small Developer & Builder Category. The Partnership helped organise the highly regarded South West LABC Conference which was held in Torquay.

2.2 Legal

The Partnership, currently hosted by Teignbridge District Council, meets quarterly to monitor its performance. Performance monitoring is required under the Partnership Agreement that came into operation on 1st April 2017

2.3 Risks

Risks to the Partnership's business are documented and reviewed annually. The risks to the Partnership are:

Failure to deliver the service

Staff resourcing

Loss of Market share

Lack of ability to react to changes in policy/legislation

Changing workload

Failure to break even financially

Withdrawal of a Partner council

2.4 Environmental/Climate Change Impact

There are no direct carbon/environmental implications arising from the recommendations in the report. However, it should be noted that the Partnership will be taking an active role in supporting the South West Energy Partnership (between Devon, Bristol and Plymouth Councils) on low carbon projects in the region, primarily retrofit.

3. CONCLUSION

The Partnership Account continues to be managed by the Host Council in accordance with the Partnership Agreement, maintaining cost effectiveness and in accordance with agreed budgets.

4. APPENDIX

Devon Building Control Partnership Operational Plan 2022/23 – Quarter 3

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