Building Standards Service

Building Standards Verification

Annual Performance Report 2018-2019

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Burns Statue Square,
Ayr,
KA7 1UT.

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VERIFIER

Building Standards Service

South Ayrshire Council

Burns House

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Ayr KA7 1UT

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https://www.south-ayrshire.gov.uk/buildingstandards/

Version Control/Review Log

Author	Fiona Mullen – Service Lead Colin Smith – Principal Building Standards Surveyor Gary Roche – Team Leader (e-Development)
Service	BUILDING STANDARDS
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Date	Officer Review	Summary of Changes	Version
4th Jan 2018	GR	1st Draft	1.0
	GR	1st Publication	1.1
13th Feb 2018	GR	3rd Quarter Review and Update KPO data	1.2
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		/eBS applications Annual % Update	

Editors	Position
Fiona Mullen	Service Lead
Colin Smith	Principal Building Standards Surveyor
Gary Roche	Team Leader (e-Development)

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Introduction to Verifier

1.1 Introduction

The verification performance report is a strategic planning and management tool that provides information about the local authority building standards service, communicates the vision and strategy, and sets out performance against strategic goals and targets.

Building standards verifiers in Scotland are required to utilise the performance report to manage, monitor, review and develop strategies for their business, and should focus on the performance framework's core perspectives and cross-cutting themes.

1.2 South Ayrshire

South Ayrshire is a coastal region situated in the south west of Scotland, and covers an area of 1,222 square kilometres, extending from Troon and Symington in the north to Ballantrae and Loch Ryan in the south. The area comprises a mixture of other urban areas located along the coastal strip and surrounded by accessible rural and remote rural areas.

Seventy per cent of the 112,470 inhabitants live in the towns of Troon, Prestwick and Ayr. The rest of the area around the five towns is predominantly rural, including the smaller towns of Maybole and Girvan, and many small villages.

The rural landscape around the 5 towns is characterised by lowland pastoral agriculture (predominantly dairy farming) and punctuated with villages and smaller settlements; the landward area comprises commercial forestry.

The 5 towns are connected through the arterial road grid while the landward area is linked by an extensive network of B and C class roads.

The southern third of the area is fairly remote, with average travel time being in excess of 30 minutes.

The population of South Ayrshire declined by just under 1% in the 10 years between 1991 and 2001 and is projected to decline by a further 2% by 2021. In spite of this, the demand for housing is expected to increase by more than 5% in the period up to 2021.

South Ayrshire is also the birthplace of the Open Golf Championship at Old Prestwick. Over 150 years later, Open remains golf's most prestigious competition and South Ayrshire retains its important golfing legacy with not only one, but two Open Championship venues in the region.

South Ayrshire is at the heart of historic Ayrshire, with a wealth of local heritage and culture, first class leisure amenities, worldwide travel links, diverse landscapes and thriving communities.

1.3 Employment within South Ayrshire

South Ayrshire's main industrial and employment areas have traditionally been centered on Ayr, Prestwick, Troon, Maybole and Girvan ranging from traditional manufacturing and processing, while developing a strong association within the aerospace-related and high-technology industries.

The Major Employers and Main Employment Sectors

Major Employers include:

- South Ayrshire Council
- Ayrshire and Arran Health Board
- Tesco, Morrisons, Asda
- NATS
- Spirit Aerosystems
- William Grant & Sons Distillers Ltd
- Nestle (UK) Ltd
- SAS International
- GE Caledonian

- Glennon Brothers (UK) Ltd
- Vestey Foods Ltd
- Wallace McDowall Ltd
- Bourne Leisure Ltd
- Halls of Scotland
- Confida FM Ltd
- Barrhead Travel
- Prestwick Aircraft Maintenance, Ryanair
- Trump Turnberry

Main Employment Sectors:

Wholesale & retail, health, hospitality, manufacturing, transport and storage.

1.4 South Ayrshire Council Building Standards

The principal aim of the building standards service is:-

> to ensure that the construction process in South Ayrshire is undertaken in a satisfactory manner, and that the health and wellbeing of the public in and around buildings is given high priority.

The standards of construction come from the Building (Scotland) Act 2003, the Building Regulations and supporting technical documents.

This is principally achieved through the application of the Building Standards (Scotland) Regulations in considering applications for building warrant.

The Building Standards Service is responsible for delivering a broad range of functions including:

- Building Warrants (the verifier role)
- Building Standards Enforcement
- Dangerous Buildings
- Housing Grants
- Licensing (*)
- Safety at Sports Grounds (**)
- Engineering Services
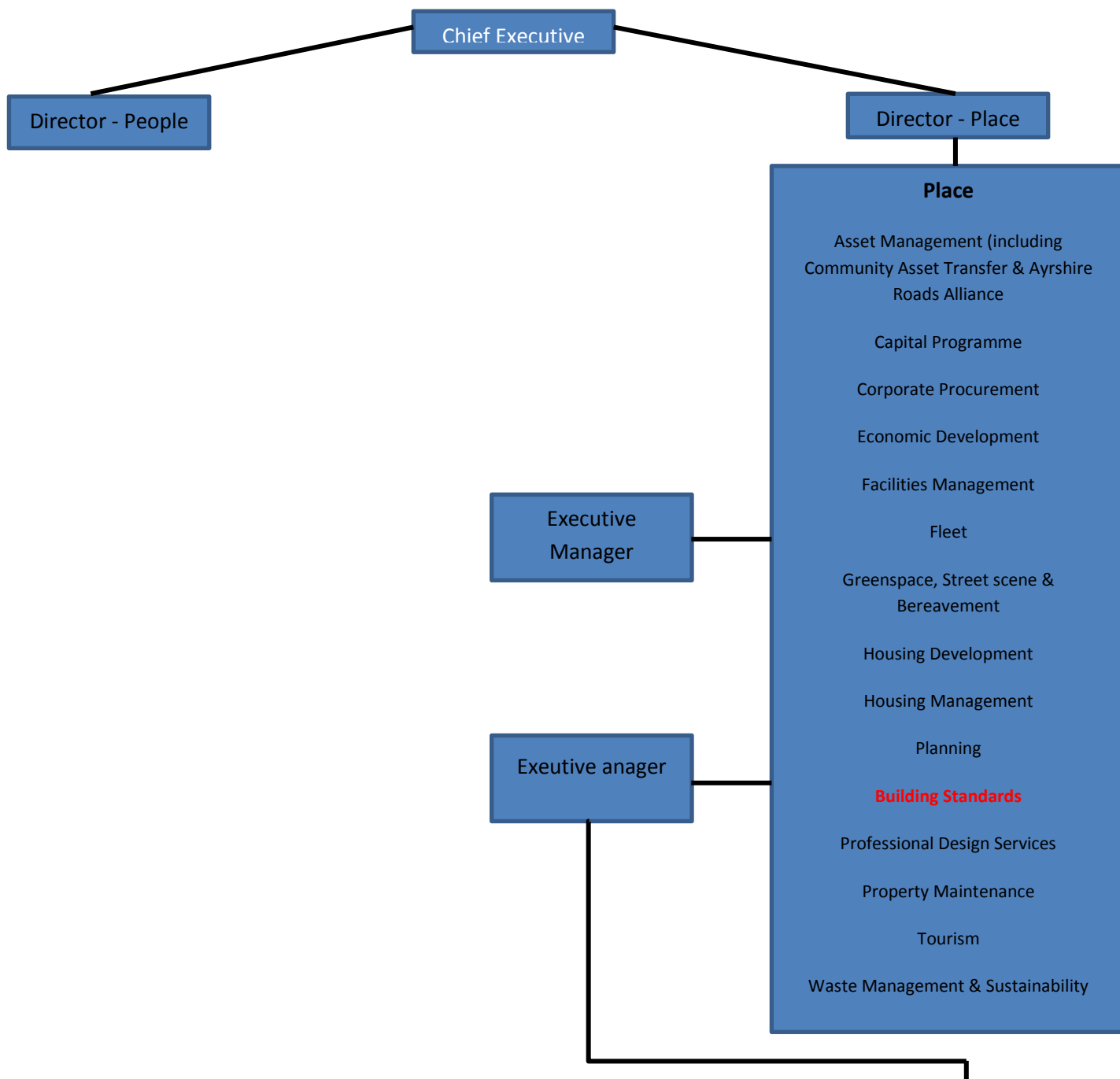- Property Enquiries
- Street Naming and Numbering

(* This function includes public safety at major tourist attractions and public events such as the Open Golf Championship, Ayr Flower Show, the Air Show, music concerts, circuses etc.)

(** Principally the regulated grandstands at Ayr Racecourse, and the football ground at Somerset Park, Ayr)

1.5 South Ayrshire Council's Corporate Structure

The Chief Executive is supported by 2 Executive Directors with 2 and the Building Standards service is part of the Place Directorate is shown below –

```
                        Chief Executive
          /                                        \
  Director - People                          Director - Place

                                        ┌──────────────────────────────────┐
                                        │            Place                   │
                                        │                                    │
                                        │  Asset Management (including        │
                                        │  Community Asset Transfer & Ayrshire│
                                        │  Roads Alliance                     │
                                        │                                    │
                                        │  Capital Programme                  │
                                        │                                    │
                                        │  Corporate Procurement              │
                                        │                                    │
                                        │  Economic Development               │
                                        │                                    │
                                        │  Facilities Management              │
         Executive                      │                                    │
         Manager        ───────────────│  Fleet                              │
                                        │                                    │
                                        │  Greenspace, Street scene &         │
                                        │  Bereavement                        │
                                        │                                    │
                                        │  Housing Development                │
                                        │                                    │
                                        │  Housing Management                 │
                                        │                                    │
                                        │  Planning                           │
         Exeutive anager ──────────────│  Building Standards                 │
                                        │                                    │
                                        │  Professional Design Services       │
                                        │                                    │
                                        │  Property Maintenance               │
                                        │                                    │
                                        │  Tourism                            │
                                        │                                    │
                                        │  Waste Management & Sustainability  │
                                        └──────────────────────────────────┘
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2. Building Standards Verification Service Information
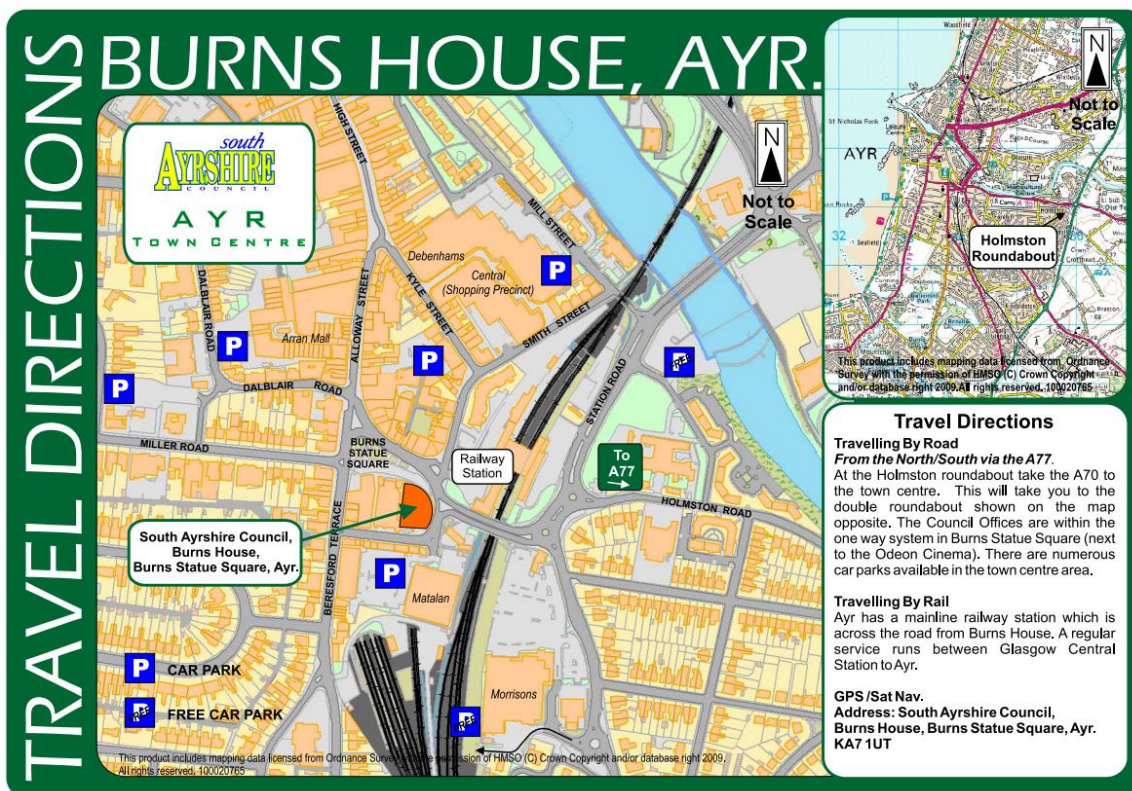
Public Interest Statement:

The purpose of the building standards system is to protect the public interest. The system sets out the essential standards that are required to be met when building work or conversion of a building takes place in order to meet building regulations. The building standards system checks that proposed building work or conversion of a building meets the required standards; inspections are limited but are necessary to ensure compliance with the appropriate legislation. The control and compliance of work on site is not down to system but is a matter for contracts and arrangements in place between a builder and client.

Verifiers, appointed by Scottish Ministers are responsible for the independent checking of applications for building warrants to construct or demolish buildings, to provide services, fittings or equipment in buildings, or for conversions.

2.1 Location

The South Ayrshire Council Building Standards service is based in one office located in Burns House, Burns Statue Square, Ayr, KA7 1UT.

Site visits by Surveyors are undertaken by the use of Council pool cars.

TRAVEL DIRECTIONS

BURNS HOUSE, AYR.

AYR TOWN CENTRE

Not to Scale

Holmston Roundabout

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Travel Directions

Travelling By Road
From the North/South via the A77.
At the Holmston roundabout take the A70 to the town centre. This will take you to the double roundabout shown on the map opposite. The Council Offices are within the one way system in Burns Statue Square (next to the Odeon Cinema). There are numerous car parks available in the town centre area.

Travelling By Rail
Ayr has a mainline railway station which is across the road from Burns House. A regular service runs between Glasgow Central Station to Ayr.

GPS /Sat Nav.
Address: South Ayrshire Council, Burns House, Burns Statue Square, Ayr. KA7 1UT

5 staffed customer service centres have been established throughout South Ayrshire which provide easy access to information, assistance and advice on a full range of Council services. These are located in Ayr, Girvan, Maybole, Prestwick and Troon. Opening hours are Monday to Thursday 9am to 4.45pm, Friday 9am to 4pm.

Ayr customer service centre - The Wallace Tower, 172-176 High Street, Ayr KA7 1PZ

Girvan customer service centre - 17-19 Knockcushan Street, Girvan, KA26 9AG

Maybole customer service centre - 64 High Street, Maybole KA19 7BZ

Prestwick customer service centre - 4-6 The Cross, Prestwick KA9 1AJ

Troon customer service centre - Municipal Buildings, South Beach, Troon KA10 6EF

2.2 Verification services and functions delivered

Scottish Ministers have re-appointed all 32 Scottish Local Authorities as verifiers under section 7 of the Building (Scotland) Act 2003 from 1 May 2017. The period of appointments differ (six years, three years or one year) depending on past performance of the individual local authority.

South Ayrshire Council was re-appointed in 2017 as the building standards verifier for the South Ayrshire geographical area for 3 years until 30th April 2020. This re-appointment requires the building standards service to verify the design and construction of building work for compliance with Building Regulations and Technical Building Standards and to satisfy the demands of the Scottish Government's performance framework for verifiers.

The Role f Verifier

The principal role of the verifier is to consider and make decisions on building warrant and other associated applications and to consider applications for Completion Certificate through the process of reasonable inquiry.

Scottish Ministers have appointed local authorities as sole verifiers for their own geographical area for a 6 year period ending in April 2017. Verifiers should be impartial and their working practices, transparent, competent and consistent in their activity and accountable for their actions.

In order to meet this requirement each verifier is required to comply with the requirement of a performance framework introduced in October 2012. The intention of the **Performance Framework** is to improve the quality of the verification service delivery as well as take forward the compliance with building regulations agenda to ensure consistency and predictability of verification activities.

Enforcement

The Scottish Government considered necessary to have an ongoing, independent body to enforce building legislation, with local knowledge and resources. Enforcement is the responsibility of the local authorities and covers the following areas:

- **Section 25 Building regulation compliance notices** to enable Government, through local authority notices, to require the existing buildings to be brought up to current regulations.
- **Section 26 Continuing requirements notices** to ensure continuing compliance despite uncontrolled changes.
- **Section 27 Building enforcement notices** for work not covered by a building warrant, work not in accordance with a warrant or a limited life building has not been demolished by the expiry of the period for which a warrant has been granted.
- **Section 28 Defective building notices** for buildings that have defects that require to be dealt with to prevent significant deterioration.

- **Section 29 Dangerous building action**, either immediate or urgent, to prevent access to and/or demolish the dangerous areas to secure the protection of the public.
- **Section 30 Dangerous building notices** serve on the owner of a dangerous building that requires urgent action.

Where an owner does not comply with an enforcement notice, the local authority may then carry out the necessary work to make the building/work comply and can recover the costs from the owner.

Verification of Building Warrants and Completion Certificates activity				
Work Outputs	**2014-15**	**2015-16**	**2016-17**	**2017-18**
Number of Building Warrant applications received	1089	1321	1199	1148
Building Warrant Fee Income	£614,195	£866,658	£512,881	£745,161
Value of Developments enabled through the Building Warrant Process	£106.5m	£175.8m	£66.5m	£130.5m
Completion Certificates accepted	698	857	1096	839

The building standards service has the following responsibilities:

Dangerous Buildings, Engineering Services and other services

deal with 70 dangerous building incidents per annum along with 200 structural design projects, 200 certificate checks, 70 structural checks for other Councils, 120 Licensing reports, Safety Certificates at two Sports venues (Somerset Park and Ayr Racecourse), 40 reports for the Planning service and 250 requests for property enquiry
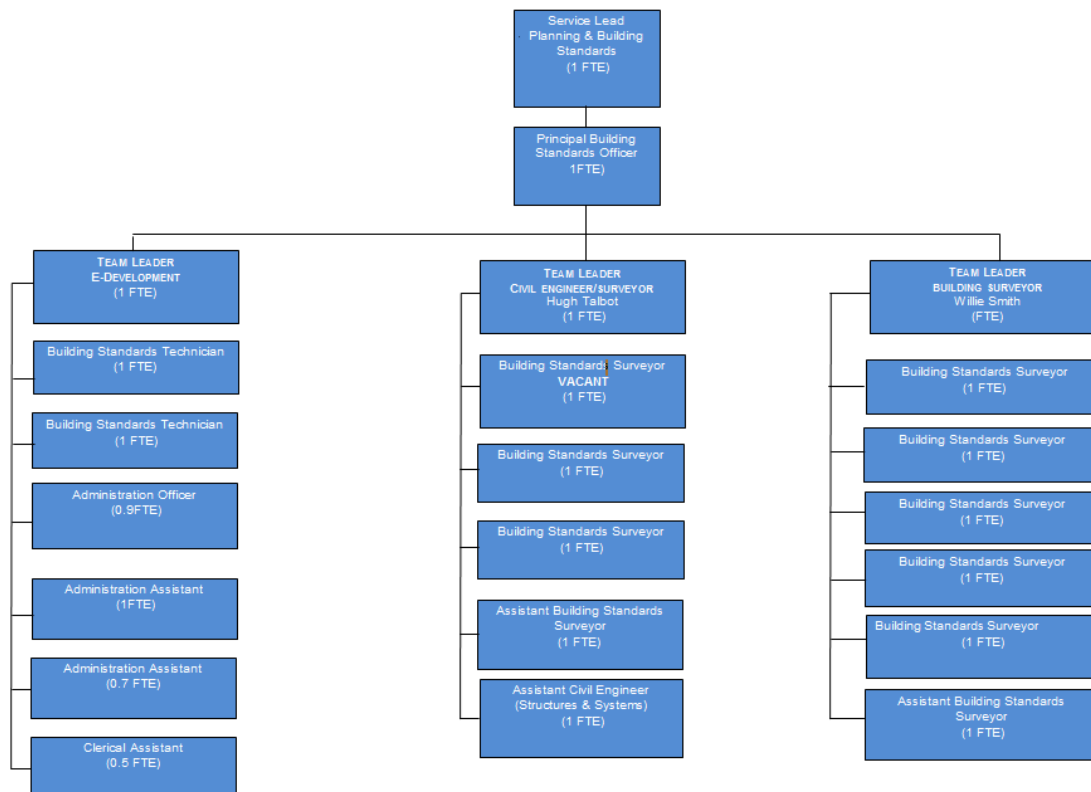
Housing Grants

with part of the administration, and the inspection of, housing grants for approx. 200 disabled occupants per annum and a total expenditure of £600k

2.3 Building Standards Organisation chart Staff Structure

```
                    Service Lead
                 Planning & Building
                      Standards
                       (1 FTE)

                  Principal Building
                  Standards Officer
                       1FTE)
```

TEAM LEADER E-DEVELOPMENT (1 FTE)	TEAM LEADER CIVIL ENGINEER/SURVEYOR Hugh Talbot (1 FTE)	TEAM LEADER BUILDING SURVEYOR Willie Smith (FTE)
Building Standards Technician (1 FTE)	Building Standards Surveyor VACANT (1 FTE)	Building Standards Surveyor (1 FTE)
Building Standards Technician (1 FTE)	Building Standards Surveyor (1 FTE)	Building Standards Surveyor (1 FTE)
Administration Officer (0.9FTE)	Building Standards Surveyor (1 FTE)	Building Standards Surveyor (1 FTE)
Administration Assistant (1FTE)	Assistant Building Standards Surveyor (1 FTE)	Building Standards Surveyor (1 FTE)
Administration Assistant (0.7 FTE)	Assistant Civil Engineer (Structures & Systems) (1 FTE)	Building Standards Surveyor (1 FTE)
Clerical Assistant (0.5 FTE)		Assistant Building Standards Surveyor (1 FTE)

Snapshot of the staffing position on 31 March 2018 (posts are full time equivalents).

	Tier 1	Tier 2	Tier 3	Tier 4
Head of Building Standards Verification Service			1	4

Note: Tier 1 = Chief Executive; Tier 2 = Director; Tier 3 = ; Tier 4 =

		Building Standards Verification Service	Other
Managers	**No. posts**	4	
	Vacant		
Main grade posts (surveyors)	**No. posts**	7	2 Assistant Surveyors
	Vacant	4	1 X Surveyor Assistant Engineer
Technician	**No. posts**	2	
	Vacant	0	
Office support/ clerical	**No. posts**	4	
	Vacant		
TOTAL		21 Staff	Not including vacancies

Note: Managers are those staff responsible for the operational management of a team/division. They are not necessarily line managers.

Staff age profile	Number
Under 30	2
30-39	3
40-49	4
50 and over	11

3. Strategic Objectives

3.1 Building Standards Vision

The principal aim of the building standards service is:-

> **to ensure building work in South Ayrshire is checked to make sure suitable standards of construction are followed, and the health and safety of people in and around buildings is properly considered.**

The standards of construction relate to the Building (Scotland) Act 2003, the Building Regulations and supporting technical documents.

This is principally achieved through the application of the Building Standards (Scotland) Regulations in considering applications for building warrant.

3.2 Departmental issues to be address in the coming year

- Succession Planning
- Service Improvement
- Improved Efficiency
- Improve Quality of Service
- Provide Training for Staff
- Budget Pressures
- Retention of staff
- Update our Idox Software Suite including the introduction of Enterprise
- Commit to and continue our eBuilding Standards Service and introduce electronic/mobile site inspections.
- See also Section - **Service Improvements and Partnership Working** for an extensive list.

3.3 Strategic Objectives

3.3.1 South Ayrshire Council's Strategic Goals

As a Council we are committed to our vision "**to establish South Ayrshire as the most dynamic, inclusive and sustainable community in Scotland**". This is shared by our Community Planning Partners and is at the heart of our Single Outcome Agreement for 2013-23, which combines and focuses our joint resources towards achieving this.

3.3.2 The Council's strategic objectives are

4. Key Performance Outcomes and Target

The national verification performance framework is based on three core perspectives:

- Professional Expertise and Technical Processes;
- Quality Customer Experience; and
- Operational and Financial Efficiency.

There are also three cross-cutting themes, comprising:

- Public Interest;
- Continuous Improvement; and
- Partnership Working.

Summary of Key Performance Outcomes (KPOs)

Professional Expertise and Technical Processes	
KPO1	Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant.
KPO2	Increase quality of compliance assessment during the construction processes
Quality Customer Experience	
KPO3	Commit to the building standards customer charter
KPO4	Understand and respond to the customer experience
Operational and Financial Efficiency	
KPO5	Maintain financial governance
KPO6	Commit to eBuilding Standards
KPO7	Commit to objectives outlined in the annual performance report

4.1 Summary of Key Performance Targets

KPO1 Targets	
1.1	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).
1.2	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).
KPO2 Targets	
	Targets to be developed as part of future review of KPO2.
KPO3 Targets	
3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).
3.2	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.
KPO4 Targets	
4.1	Minimum overall average satisfaction rating of 7.5 out of 10.
KPO5 Targets	
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).
KPO6 Targets	
6.1	Details of eBuilding Standards to be published prominently on the verifier's website.
6.2	75% of each key building warrant related process being done electronically • Plan checking • Building warrant or amendments (and plans) being issued • Verification during construction • Completion certificates being accepted
KPO7 Targets	
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly).
7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).

5. Performance Data

Quarterly performance

	2018/19 Q1 Apr-Jun	2018/19 Q2 Jul-Sept	2018/19 Q3 Oct-Dec	2018/19 Q4 Jan-Mar
KPO1(a) - Time to issue a building warrant or amendment to warrant from receipt of application				
Total number of BWs and amendments issued	258	295	310	267
Average time per BW (Working Days)	60.20	65.20	60.83	59.75
Number of first reports issued	274	308	322	288
% within 15 days	27.37%	32.79%	53.11%	61.11%
% more than 15 days and within 20 days	17.52%	13.31%	10.56%	12.50%
% more than 20 days and within 35 days	39.05%	24.68%	22.67%	17.71%
% more than 35 days	16.06%	29.22%	13.04%	8.68%
Total number of BWs and amendments issued	167	182	254	159
% within 6 days	36.53%	18.13%	46.85%	24.53%
% more than 6 days and within 10 days	27.54%	20.88%	16.93%	22.01%
% more than 10 days and within 15 days	9.58%	18.13%	13.78%	18.87%
% more than 15 days	26.53%	42.31%	22.4%	33.33%
Number of CCNPs for "accepted" completion certificates	153	178	226	236
% of CCNPs fully achieved for "accepted" (by relevant person and verifier) completion certificates	53.59%	68.54%	52.65%	54.66%

% of CCNPs fully achieved by "Relevant Person"	53.59%	38.54%	52.65%	54.66%
% of CCNPs fully achieved by "Verifier"	100%	100%	100%	100%
Customer Charter published on verifier website	Yes	Yes	Yes	Yes
Customer Charter web address on verifier website	Yes	Yes	Yes	Yes
Customer Charter reviewed since last reporting period	No	No	Yes	Yes
Number of cases referred to LABSS Dispute Resolution Process	0	0	0	0
Number of cases referred to LA Complaints formal procedure	0	0	0	0
Number of cases referred to SG Verifier Performance Reporting Service for Customers	0	0	0	0
Number of SG Verifier Performance Reporting Service cases responded to by verifier within 5 days	0	0	0	0
Satisfaction rating from the last National Customer Survey	7.8	7.8	7.8	7.8
eBS published on verifier website	Yes	Yes	Yes	Yes
eBS published weblink	Yes	Yes	Yes	Yes
Number of applications for building warrant or amendment submitted through SG eBS system	230	205	196	242
Number of completion certificates submitted through SG eBS system	29	35	154	63
Number of other forms submitted through SG eBS system	251	286	278	334
Verifier Performance Report published on verifier website	Yes	Yes	Yes	Yes
Verifier Performance Report published weblink	Yes	Yes	Yes	Yes
Verifier Performance Report reviewed since last reporting period	Yes	Yes	Yes	Yes
Verifier Performance Report includes performance data	Yes	Yes	Yes	Yes
Section 25 – compliance - No. of notices served	0	1	2	0
Section 26 - continuing requirement - No. of notices served	0	0	0	0
Section 27 – enforcement - No. of notices served	0	0	0	3
Section 28 - defective building - No. of notices served	0	0	0	0

Section 29 - dangerous building emergency action -How many instances LA has taken action	0	0	0	0
Section 30 - dangerous building - No. of notices served	0	0	0	0
Procurator fiscal - No. of enforcement cases referred	0	0	0	0
Local authority undertaking work (in default) - No. of cases where local authority have undertaken work	0	0	0	0

Professional Expertise and Technical Processes

• Protocols for dealing with work

We have various policies and procedures in place to deal with every aspect of the verification process.

A staff manual has been produced and we are looking to replicate this with an electronic version to ensure that procedural guidance notes and other policy documents are all available online for example via hareoint.

• Performance management systems

We have bespoke in-house reports that extract data from our Uniform System, this information and returns are published quarterly against KPI outcomes which either align with the Service Improvement Plan (SIP) or Team Plan on the Covalent/Pentana Performance Management System which is accessible by .

Quarterly returns are produced on KPO's for the Scottish Governments Building Standards Division. This information is extracted using the Statutory Reports function which is built into IDOX Uniform System. Inhouse reports are used to cross check the accuracy of data extracted prior to submission to the Scottish Government.

The KPO Performance data is published on our website and is updated quarterly.

We are currently introducing IDOX Enterprise to improve in areas of task management monitoring, improving team and individual performance and overall performance against targets and performance indicators.

Enterprise:

- Allows field officers and managers to graphically visualise current workloads on an individual and team basis.
- Increases the potential to meet performance targets, KPO's and National Indicators by highlighting potential problems in advance.
- Increases transparency of workload and performance.
-

We are therefore working with IDOX to create tasks and graphs that will help us to identify areas for improvement and electronic workflow.

Team meetings are also used to discuss performance management.

• Training and development/CPD

All staff are subject to an annual Performance Development Review (PDR). Staff are responsible for identifying their own specific training needs and plans which are submitted to the for their attention.

Each member of staff encouraged to maintain their own CPD record.

Various CPD/Staff days are provided and offered throughout the year. Inhouse training days will continue to be provided by external bodies.

A number of staff are currently working towards professional membership of RICS, CABE or ICE.

• Benchmarking/shared services

South Ayrshire Council in conjunction with Dumfries and Galloway Council, East Ayrshire Council and North Ayrshire Council forms the South West Scotland Building Standards Consortium Group. The group meet on a regular basis and its main purposes to establish consistent approach to interpretation of policies, technical guidance, provide benchmarking, share best practice and facilitate training.

South Ayrshire Council and the South est Scotland Building Standards Consortium are members of Local Authority Building Standards Scotland (LABSS) and have been in involved in national policy and technical working groups.

South Ayrshire Council is a member of the Scottish Type Approval Scheme (STAS) promoted and run by LABSS.

• Succession planning

The Building Standards service acknowledges the necessity of having a satisfactory succession planning approach. Workforce sustainability has been highlighted as an issue within Building Standards for a number of years. Succession plans will have to be implemented to ensure business continuity. This will reduce the risk of loss of profile and expertise in these teams.

A revised staff structure that promotes succession planning, a career grade/progression needs to be agreed for the Building Standards team to ensure business continuity.

The service encourages and supports staff to undertake further education and obtain professional qualifications by providing financial assistance and time away from work. Training and education is offered and identified at team meetings and at annual PDR's.

Quality Customer Experience

• Customer communication strategies

Information relevant to South Ayrshire Council Building Standards is available on our website. Guidance documents are available on the website as well as at the reception area of Burns House, Ayr.

Correspondence is normally via, e-mails, letters and telephone calls. We are in the process of rolling out distributing Building Warrant documentation via e-mail directly from the Uniform system.

South Ayrshire council have tweeted important Building Standards information in relation to eBuilding Standards. We are also considering creating a LinkedIn group to communicate with our customers.

• Customer Charter

South Ayrshire Council's Building Standards Charter is available on our website and covers the following topics:

- Who we are
- Services Provided
- Service Standards
- What f standards are not being met
- Advice on a Dispute Resolution Process etc.

Our ocal harter is augmented with the requirements that the Scottish Government Building Standards Division consider necessary for a national charter. Our harter is reviewed annually to ensure that it is up to date, relevant and meets the national requirements.

• Customer feedback (national/local)/analysing and changes to systems

Customer feedback is obtained via daily interaction with customers. The returns from the customer surveys are collated, analysed and areas for improvement are identified which feed into our team plan for future improvement to the service.

A national survey is undertaken by Pye Tait on behalf of the Scottish governments Building Standards Division and feedback is provided for action with areas of improvement identified.

• Accessibility of service

There are disabled parking bays at the front of the main entrance to the building. It is recommended that an appointment is made with the Building Standards Surveyor who is dealing with a particular building warrant application.

All Building Standards forms and guidance documents are available on our website.

Our website www.south-ayrshire.gov.uk is regularly reviewed and updated to ensure information and guidance is available for customers.

Building Standards can be contacted:

Building Standards

South Ayrshire Council

Burns House

Burns Statue Square

Ayr

KA7 1UT

By telephone on 01292 616253

By e-mail at building.standards@south-ayrshire.gov.uk

• Pre-application advice

We welcome Pre-application queries in order to help customers through the Building Warrant process. We do not currently charge for this service.

• Customer agreements

Customer agreements are open to all applicants at the outset of the Building Warrant Process.

• Customer dissatisfaction (procedural or technical)

If a customer is unhappy with any aspect of our service, they can contact us and we will try to resolve any problems quickly, and explain what we have done and why.

Customer can make a complaint in any one of the following ways:

• Online using the Customer Complaint Form
• Email listeningtoyou@south-ayrshire.gov.uk
• one of our Customer Service Centres, or any local office.
• Phon our Customer Services Team on 0300 123 0900
• In writing to: Customer Services, South Ayrshire Council, Freepost NAT 7733, Ayr, KA7 1DR
• Emergency Services Monitoring Station (Out Of Hours): 0300 123 0900

Customers are informed when required of their ability to use the LABSS Dispute Resolution Process.

If a customer disagrees with an interpretation of the Building Standards that the Building Standards Authority is adopting in the consideration of a building warrant that they have submitted or will require to submit they may request an interpretation through Local Authority Building Standards Scotland. Details of the process and relevant application forms are available via the following link: www.labss.org/advice-building-projects/advice-dispute-resolution-process

• Recognised external customer service accreditations

N/A

Operational and Financial Efficiency

• Team structures e.g. (area splits/specialist teams)

South Ayrshire council for the purposes of the Building Standards has a North and south team to allow for allocation of work, dealing with workload, cover and for flexibility for site visits etc.

Surveyors work an alternate day, AM/PM rota which is office on site. All Surveyors are office based on a Wednesday, this ensures a five day cover rota for the South Ayrshire area which also allows for the most efficient use of the electric/pool car resources, two surveyors share a vehicle.

Our dedicated ensured that we were ready for the launch of eBuilding Standards and will continue to improve our business and electronic processes in the future.

The Council's Structural and Civil Engineering facility within the Building Standards Service provide a wide range of engineering design, implementation and advice to all Departments of the Council this includes:

I.   Structural Checking - of structural aspects of Building Warrant submissions, validity of design certificates and calculations.

II.   Dangerous Buildings - structural inspections as part of the Dangerous Building procedures under the Building (Scotland) Acts.
III. Design and Supervision of engineering contracts.
IV. Site Investigation Reports - Maintain a register of site investigation reports.
V.   Sports grounds and Regulated Stands - Carry out inspections, prepare, issue and update safety certificates.

There are two technicians within the Building Standards service, who are responsible for verifying building warrants, naming streets and numbering properties in South Ayrshire, licensing and property enquiries etc.

• Time recording system

All Building Standards Staff record their time within an in-house built web based software system. These times are monitored quarterly to ensure that all relevant times are recorded and can be attributed to either verification or non -verification work.

• Financial monitoring/governance

Monthly reports are produced by our appointed Finance Officer and sent to the Building Standards Leaders for review.

This includes up to date figures on Sum of Full Year Budget, Sum of Year to Date Budget, Sum of Year to Date Actuals, Sum of Variance and Sum of Budget Remaining on all Cost Centre/Account codes relevant for the Building Standards Service.

Regular meetings take place between the and our dedicated Finance Officer to monitor our budget and discuss trends.

Verification costs and income data is extracted and reported on a quarterly basis to the Scottish Governments Building Standards Division.

• IT systems

The Building Standards operate an integrated back office case management system which by IDOX (IDOX Uniform and IDOX EDRMS product suites). The integrated system manages all aspects of our application process, from initial application through to final decision issue. It provides integrated: GIS, EDRMS, workflow processing, customer web portal, performance reporting and document generation.

This system is supported by a combination of the Council's ICT service, a dedicated the IDOX account manager. We have a range of IDOX and in-house developed reports to extract KPO, performance and any other required data.

A range of other ICT systems are utilised by staff including, intranet, Internet, Etarmis flexi system, Outlook e-mails,

We are currently exploring the possibility of IDOX hosting this system which will assist with upgrades etc.

We are also in the process of introducing IDOX Enterprise performance management software to improve our performance.

• Digital services

South Ayrshire Council receives approximately 70% of all building warrant applications submitted via the national e-building standards portal. This number is expected to rise to around 75/80%.

We are currently working to improve our digital services in order to deal with all applications completely electronically. We are proposing to scan all paper applications for building warrant which have been granted into our document management system. This will allows Surveyors to carry out all site visits using hand held tablet/mobile devices to view plans and record our inspections.

We are also currently scoping a mobile solution in order to allow mobile working and we are proposing to install Wi-Fi in the office to allow staff to download plans onto devices prior to leaving the office.

We are also looking to improve our communications and we are on the verge of rolling out e-mailing from Uniform, for example acknowledgment letters will be sent via email, thereafter we will further improve our processes to include Building Warrants, Completions etc.

• Finance systems

Senior Staff and technicians have access to the Oracle finance system which allows procurement, authorisation and reporting tools to extract financial information for budget monitoring purposes.

The services adheres to the Council's financial policies and spending, this is kept under review and monitored as covered under 'Financial monitoring/governance' section above.

• Internal communication strategies

South Ayrshire Council Senior Building Standards Team consists of the Building Standards two Team Leaders, and Admin Assistant Team Leader. They meet on a regular basis to discuss, review and document all aspects of the Building Standards service including performance.

Team Leaders hold monthly Team meetings with the remainder of the staff to distribute information.

All staff receive communication information via e-mails including the Chief Executive Bulletin, Chief Executive updates, The South Ayrshire Weekly bulletin which included latest announcements and general corporate e-mail communications.

All staff have access to the South Ayrshire intranet which contains Council News and also the Chief Executive's update, Committee agendas, papers and minutes etc.

Staff require to have a Performance Development Review (PDR) with their Line Manager approximately every 12 months.

6. Service Improvements and Partnership Working

This section should include a summary of service improvements and examples of partnership working performance against all KPOs and performance targets.

In the previous 12 months (year/year) we did –

Number	Continuous improvement action	Status
Action Complete		Complete
Action Ongoing		Ongoing
Action Not Started		Not Started
KPO1(a) - Time to issue a building warrant or amendment to warrant from receipt of application	Strive to fill vacancies and provide full complement of staff for new challenges in order to improve Time taken to Issue a Building Warrant. Depends on BS review/restructure.	Ongoing
KPO1(b) - Time to issue a first report	Strive to fill vacancies and provide full complement of staff for new challenges in order to improve Time to issue a first report. Depends on BS review/restructure.	Ongoing
KPO1(c) - Time to issue a building or amendment from receipt of satisfactory information	Strive to fill vacancies and provide full complement of staff for new challenges. Depends on BS review/restructure.	Not started
KPO2 - Compliance during construction	Strive to maintain % of CCNPs fully achieved by "Verifier"	Ongoing
KPO3 - COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER	Customer Charter published on verifier website (Local & National)	Complete (add date)
KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE	Provide Pye Tait with customers who wish to participate and respond to customer survey and maintain Satisfaction rating from the last National Customer Survey. Local and national surveys ongoing.	Ongoing - Rating of 7.8 achieved.
KPO5 - MAINTAIN FINANCIAL GOVERNANCE	Monthly meetings with finance to ensure control of finances.	Ongoing
KPO6 - COMMIT TO eBUILDING STANDARDS	Implementation of eBuilding Standards and introduced o-site electronic working.	Ongoing 12 -18 months
	Conducted a Business Process Mapping and re-engineering and implemented new working practices.	Complete
	Updated IT hardware and software as part of the eBuilding standards Project.	Complete

	Trial Home working and consider Mobile Working solutions/devices and performance in LA area.	Ongoing 12 -18 months
KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT	Produce Verifier Performance Report published on verifier website & continue to update Quarterly.	Ongoing
	Recruit and train 2 x Assistant Building Standards Surveyors	Recruitment Complete/Training Ongoing
Enforcement	Procure DMS category for Notice Module.	Complete
Performance Framework	Prepare Quarterly performance report to include performance data in line with KPOs and associated targets respond to Scottish Government Building Standards Division within the agreed timeframe.	Ongoing
Operational Framework		Ongoing
Verifier Role	Re appointment as verifiers for 3 years	Complete
Succession Planning	Established a future structure for the building standards service.	Ongoing
Succession Planning	Advertise 2 x Building Standards Surveyor post in line with the new structure and fill vacant posts.	Ongoing
Succession Planning	Pass on experience of senior staff prior to retirement.	Ongoing
Update Building Standards Website	Work with ICT in order to improve and update Building Standards Website	Ongoing
Admin efficiency/Monitoring Procedures	Provide more Quality checks on the process. Streamline admin processes.	Ongoing
Staff Training	Ongoing as and when required. Keep staff as professional as possible.	Ongoing.
Complaints	Fully investigate and ensure swift response to Lagan Complaints	Ongoing
How Good is Your Council (HGIOC)	High Level Scans complete	Complete
Fast Tracking	Provide fast track service for urgent applications.	Ongoing
Pre Warrant Consultations	Service provided, tracked on Covalent.	Ongoing

In the next 12 months (year/year) we will do –

Number	Continuous improvement action	Timescale
Action Complete		Complete
Action Ongoing		Ongoing
Action Not Started		Not Started

KPO1(a) - Time to issue a building warrant or amendment to warrant from receipt of application	Strive to fill vacancies and provide full complement of staff for new challenges in order to improve Time taken to Issue a Building Warrant. Depends on BS review/restructure.	Ongoing
KPO1(b) - Time to issue a first report	Strive to fill vacancies and provide full complement of staff for new challenges in order to improve Time to issue a first report. Depends on BS review/restructure.	Ongoing
KPO1(c) - Time to issue a building or amendment from receipt of satisfactory information	Strive to fill vacancies and provide full complement of staff for new challenges. Depends on BS review/restructure.	Ongoing
KPO2 - Compliance during construction	Strive to maintain % of CCNPs fully achieved by "Verifier"	Ongoing
KPO3 C	Update Customer Charter published on verifier website (Local & National)	Ongoing
KPO4 U	Retain or improve our Customer Satisfaction	Ongoing 12 months
KPO5 M	Monthly meetings with finance to ensure control of finances.	Ongoing Monthly
KPO6 C	Continue to commit and improve our digital services to align with South Ayrshire's ICT Strategy 2017 – 2020 which sets a vision for the Council to be "recognised as a leader in the use of technology to support delivery of Council Services".	Ongoing 24- 36 months
	Introduce IDOX Enterprise to improve workflow processes, case allocation and quality control. Introduce basic Enterprise Tasks and re engineer Process Maps accordingly.	Ongoing/12-18 months
	Link Notices Module and Historical files to IDOX Document Management System. Develop Notices Module to improve eBuilding Standards and FOI's.	Ongoing 12 months
	Introduce client to Pay Direct option via South Ayrshire council 'Pay' and remove pay by cheque option.	Ongoing 3 months
	e-mail Building Warrant documentation direct from Uniform	Started/ Ongoing
	Scan Paper Applications on approval (for electronic site inspection)/completion stage	12-24 months
	Scan paper applications back to 2005	24-36 months
	Complete business case to purchase IDOX ON Site inspector app to enhance eBuilding Standards Project.	6-12 months
	Develop IDOX enterprise and introduce further tasks/graphs and introduce management reports to improve performance.	Ongoing 6-18 months
	Develop our own Plan Sharing solution to return approved Building Warrant documentation to applicants/agents and to improve our eBuilding Standards service.	Ongoing 6- 12 months
	Assist Scottish Government with	Ongoing 36 months

	proposals, business process mapping, scoping and information gathering for proposed National Casework System	
	Upgrade Uniform and DMS to current version to enable all patches and meet the requirements of Performance Framework	Ongoing 4months
	Assist with the scoping of potentially moving to an IDOX hosted solution for the IDOX product suite.	Ongoing 4months
	Prepare for BIM (Awareness and implementation)	36 months
	Scope installation of WiFi in office in preparation for Mobile Working to enable staff to download workload prior to going out on site.	6 -12 months
KPO7 C		
	Strive to improve our performance	12 -18 months
	Implement Verification performance framework and Operating Framework	6-12 months
	Review performance and achievements in relating to the new Operating and Performance Framework to ensure staffing structure is fit for purpose and processes are fit for purpose to achieve the targets.	
	GDPR	12 months
	Policies and Procedures on /Intranet	Ongoing
	Review Colvalent/Pentana Reports to align with revised Performance Framework	Ongoing 6 months
	Encourage more staff to obtain membership of a professional organisation.	Ongoing 12 months
New	Introduce new procedure for issuing 1st Response, follow up points letters open points to improve time taken to issue follow up letters.	Ongoing
New	Review 9 month warrant deemed refusal process.	Ongoing
New	New structure/Clarify Roles and Responsibility inspection/enforcement	Ongoing
	Continue to work with IDOX – arrange Consultancy Days to demonstrate a commitment to eDevelopment . Further development of (IDOX Uniform/Enterprise/Graphs/Tasks/Reports)	Ongoing
	Introduce new Checking procedure for Surveyors/Assistant Surveyors in relation to new procedure for staff e-mailing Points Lists directly to Applicants/Agents.	Ongoing
	Introduce e-mailing of Completions and Quality checking procedure.	Ongoing
	Increase the e-mailing of Building Standards Correspondence.	Ongoing
	Improve content of Standards Website.	Ongoing
	Introduce and improve a Building Standards intranet for procedures to replace the paper Staff Manual.	Started/Ongoing
	Analyse content of Customer Survey	Ongoing

	feedback areas of improvement.	

In the previous 12 months (2018/19) we worked with –

- Other Local authorities such as East Ayrshire Council, North Ayrshire Council, Dumfries & Galloway Council through the South West Scotland Building Standards Consortium (SWSBSC).
- Local Authority Building Standards Scotland (LABSS) and the Scottish Governments Building Standards Division.
- Applicants and members of the public.
- Planning/Development Management, Planning, Ayrshire Roads Alliance, Environmental Health, Trading Standards, Licensing and other South Ayrshire Council departments.
- Scottish Fire &Rescue Service, Scottish Water.
- External Engineers.
- IDOX
- Local Architects, agents and developers on eBuilding Standards.
- RICS
- Energy Agency
- Glasgow Caledonian and other CPD providers.

In the next 12 months (2019/20) we will work with:

- Other Local authorities such as, East Ayrshire Council, North Ayrshire Council, Dumfries & Galloway Council through the South West Scotland Building Standards Consortium (SWSBSC).
- Local Authority Building Standards Scotland (LABSS) and the Scottish Governments Building Standards Division.
- Applicants and members of the public.
- Planning/Development Management, , Ayrshire Roads Alliance, Environmental Health, Trading Standards, Licensing and other South Ayrshire Council departments.
- Scottish Fire &Rescue Service, Scottish Water.
- External Engineers.
- IDOX
- Local Architects, agents and developers on eBuilding Standards.
- RICS
- Energy Agency
- Glasgow Caledonian and other CPD providers.
- Engagement with external stakeholder organisations and groups
- External support for local training and development/CPD
- Commitment to work together on technical issues.
- Network Rail/Scotrail/Transport Scotland

7. Building Standards – Additional Data

Verifiers provide returns to Scottish Government on their verification performance and workload. The performance data relates to the building standards verification performance framework and the workload data relates to the numbers of building warrant applications; completion certificates; fees; costs; certificates (certification, energy performance; sustainability); enforcement cases.

Building warrants and amendments to building warrant	• Applications • Decisions
Completion certificates	• Submissions • Decisions
Certification	• Certificates of design submitted • Certificates of construction submitted
Energy Performance Certificates (EPCs)	• Copy certificates received (domestic) • Copy certificates received (non-domestic)
Statements of Sustainability	• Copy certificates received (domestic) • Copy certificates received (non-domestic)
Enforcement	• Notices served under sections 25 to 30 • Cases referred to procurator fiscal • Cases where LA has undertaken work