



Building Standards Service

Building Standards Verification

Annual Performance Report 2021-2022

Building Standards
County Buildings
Wellington Square
Ayr
KA7 1DR

Phone - (01292) 616 253

Email – building.standards@south-ayrshire.gov.uk



VERIFIER

Building Standards Service
South Ayrshire Council
County Buildings
Wellington Square
Ayr KA7 1DR

MAIN CONTACT

Craig Iles
Service Lead
Planning & Building Standards
Place Directorate

Tel: 01292 616 417

Email: Craig.Iles@south-ayrshire.gov.uk

[South Ayrshire Council Website](#)



Version Control/Review Log	
Author	Julie Nicol – Service Lead Hugh Talbot – Acting Principal Building Standards Surveyor Gary Roche – Business Development Co-ordinator
Service	Building Standards
Date started	1 st April 2021
Date approved	

Editors	Position
Craig Iles Hugh Talbot Gary Roche	Service Lead – Planning and Building Standards Acting Principal Building Standards Surveyor Business Development Co-ordinator

Revision History			
Date	Officer Review	Summary of Changes	Version
1 st April 2021	GR	1 st Draft	1.0
6 th August 2021	GR	1 st Publication	1.1
28 th January 2022	GR	Quarterly Review – Updated Main Contact update - C. Iles Customer communication strategies - updated to reflect Home working Operational and Financial Efficiency – Updated to reflect COVID -19 procedures.	1.2
04/05/2022	GR	Quarterly Review - Updated Assist Software Check.	1.3



Table of Contents [\(Jump to Section\)](#)

1. Introduction to Verifier.....	5
1.1 Introduction.....	5
1.2 South Ayrshire.....	6
1.3 Employment within South Ayrshire.....	7
1.4 South Ayrshire Council’s Building Standards.....	8
1.5 South Ayrshire Council’s Corporate Structure.....	9
2. Building Standards Verification Service Information.....	10
2.1 Public Interest Statement.....	10
2.2 Location.....	10
2.3 Verification Services and Functions Delivered.....	11
2.4 Building Standards Staff Structure (Organisation Chart).....	14
2.5 Building Standards Staff Structure (Detailed Breakdown).....	15
3. Strategic Objectives.....	16
3.1 Building Standards Vision.....	16
3.2 Departmental Issues to be Addressed in the Coming Year.....	16
3.3 Strategic Objectives.....	16
4. Key Performance Outcomes and Target.....	18
4.1 Summary of Key Performance Outcomes (KPOs).....	18
4.2 Summary of Key Performance Targets.....	19
5. Performance Data.....	20
5.1 Quarterly performance.....	20
5.2 Professional Expertise and Technical Processes.....	22
5.3 Quality Customer Experience.....	25
5.4 Operational and Financial Efficiency.....	28
6. Service Improvements and Partnership Working.....	32
7. Building Standards – Additional Data.....	48



1. Introduction to Verifier

1.1 Introduction

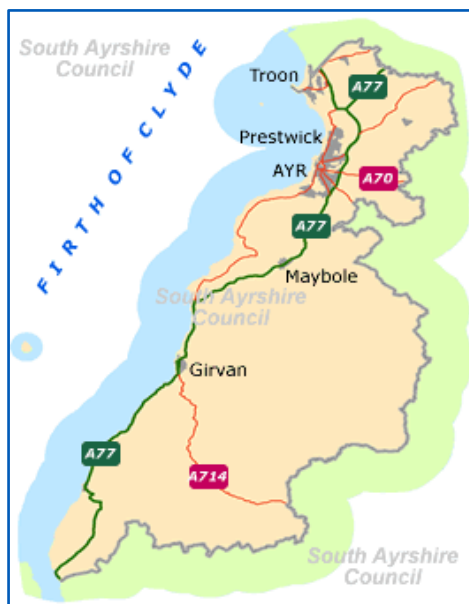
The Verification Performance Report is a strategic planning and management tool that provides information about the Local Authority Building Standards Service, communicates the vision and strategy, and sets out performance against strategic goals and targets.

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 other small villages.

The rural landscape around the 5 towns is characterized 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 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. Despite 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, the 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
- Glennon Brothers (UK) Ltd
- NHS Ayrshire and Arran Health Board
- Vestey Foods Ltd
- Tesco, Morrisons, Asda
- Wallace McDowall Ltd
- NATS
- Bourne Leisure Ltd
- Spirit Aerosystems
- Halls of Scotland
- William Grant & Sons Distillers Ltd
- Confida FM Ltd
- Nestle (UK) Ltd
- Barrhead Travel
- SAS International
- Prestwick Aircraft Maintenance, Ryanair
- GE Caledonian
- Trump Turnberry

Main employment sectors:

- Wholesale & retail
- health
- hospitality
- manufacturing
- transport
- storage



1.4 South Ayrshire Council's 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.)

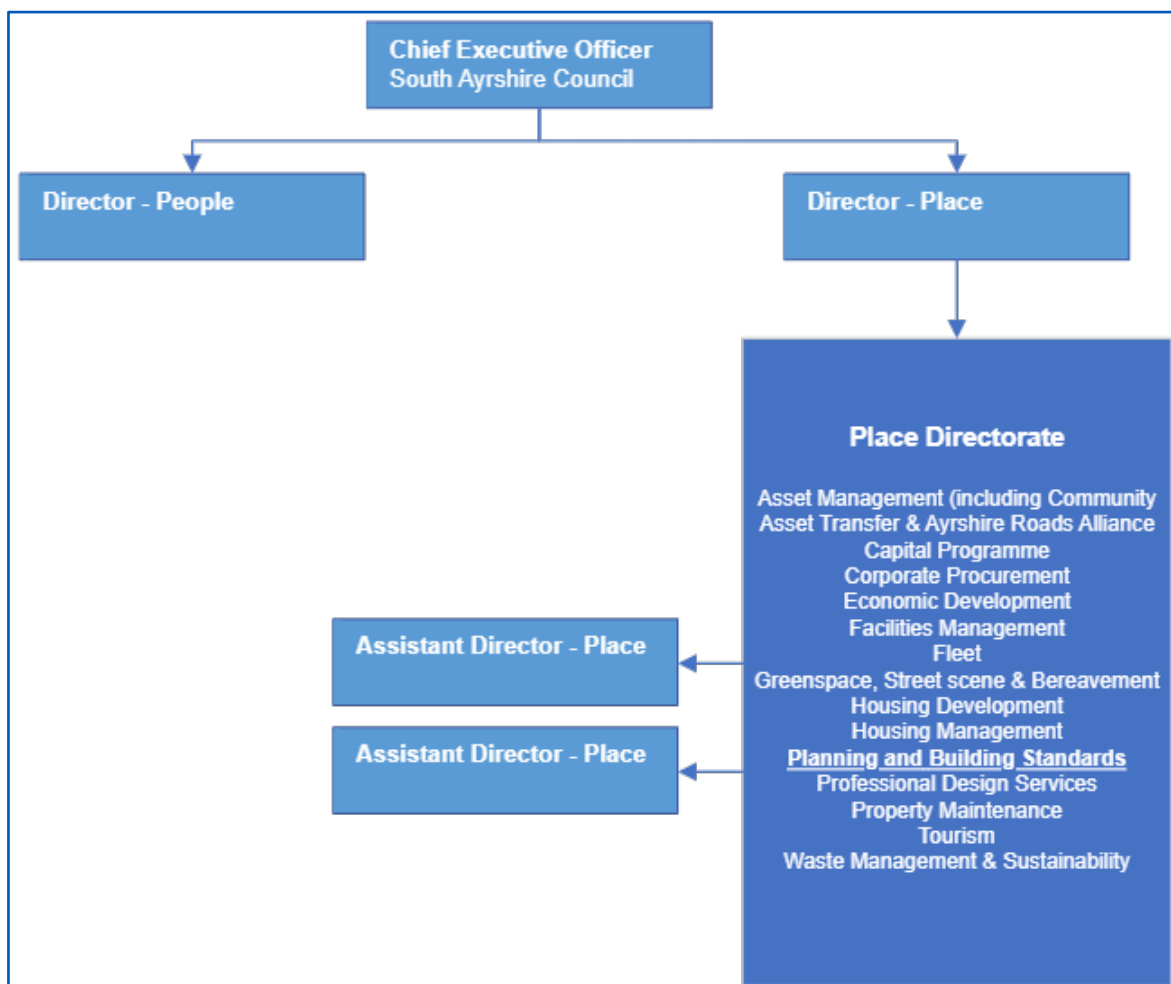
(**Principally the regulated grandstands at Ayr Racecourse, and the football ground at Somerset Park, Ayr.)



1.5 South Ayrshire Council's Corporate Structure

The Chief Executive is supported by 2 Directors each with their respective Directorates – the 'Place' Directorate and the 'People' Directorate.

Planning and Building Standards is part of the Place Directorate which is shown below:



2. Building Standards Verification Service Information

2.1 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.

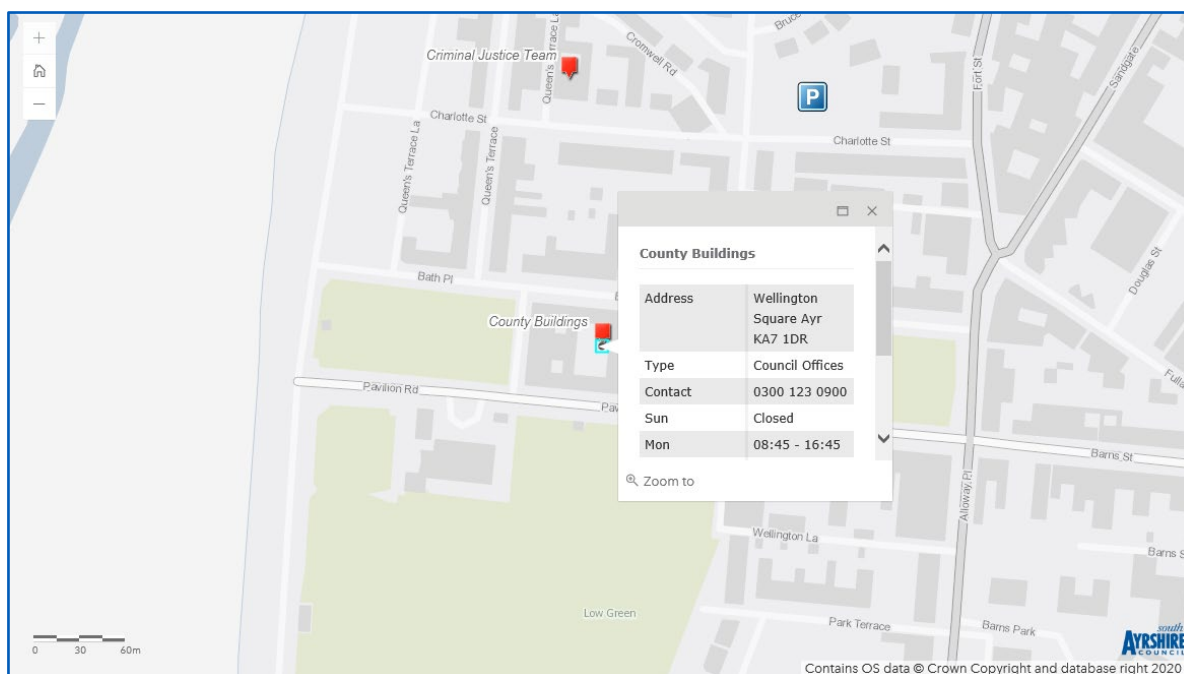
The Building Standards system checks that proposed building work or conversion of a building meets the required standards; inspections are limited but are necessary to ensure compliance with the appropriate legislation. The control and compliance of work on site is not down to this system but is a matter 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.

2.2 Location

The South Ayrshire Council Building Standards Service is based in one office located in County Buildings, Wellington Square, Ayr, KA7 1DR.

Site visits by Surveyors are undertaken using Council 'pool' cars.



Five 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

2.3 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 differs (six years, three years or one year) depending on past performance of the individual local authority.

The building standards service is required 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.

2.3.1 The Role of 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 Certificates through the process of reasonable inquiry.

Scottish Ministers have appointed Local Authorities as sole Verifiers for their own geographical area. Verifiers should be impartial and ensure their working practices are transparent, competent, and are 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.



2.3.2 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**
Served on the owner of a dangerous building that requires urgent action.

Where an owner does not comply with an enforcement notice, the local authority must 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	2017-18	2018-19	2019-20	2020-21
Number of Building Warrant applications received	1148	1239	1247	1134
Building Warrant Fee Income	£745,161	£707,197	£710,207	£707,471
Value of Developments enabled through the Building Warrant Process	£130.5m	£192.7m	£157.1m	£161.3m
Completion Certificates accepted	839	803	836	699

The Building Standards Service has the following responsibilities:

2.3.3 Dangerous Buildings, Engineering Services, and Other Services

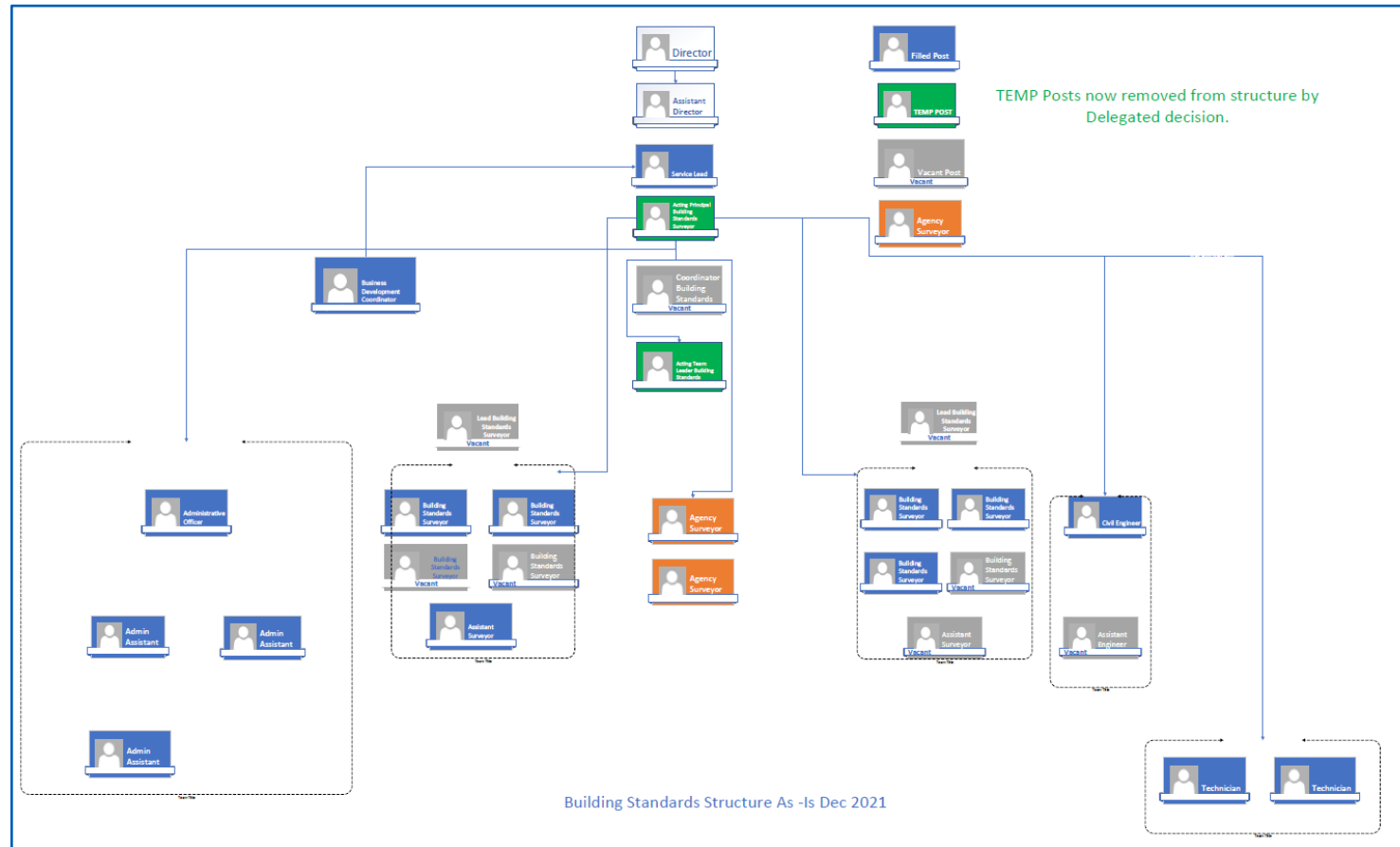
The Service deals with 100 dangerous building incidents per annum on average along with 200 structural design projects, 200 certificate checks, 70 structural checks for other Councils, 120 Licensing reports, Safety Certificates at two Sports venues (Somerset Park and Ayr Racecourse), 40 reports for the Planning Service and 250 requests for Property Enquiries.

2.3.4 Housing Grants

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



2.4 Building Standards Staff Structure (Organisation Chart)



2.5 Building Standards Staff Structure (Detailed Breakdown)

Head of Building Standards Verification Service*				
Tier Position**	Tier 1	Tier 2	Tier 3	Tier 4
No. of Staff	1	1	1	1

(*Snapshot of the staffing position on 26th November 2021 (posts are FTE))

(**Tier 1 = Chief Executive; Tier 2 = Director; Tier 3 = Assistant Director; Tier 4 = Service Lead)

Building Standards Verification Service	
Position	No. of Posts
Principal Surveyor	1
Managers	3
	0 vacant
Main grade posts (Surveyors)	10
	5 vacant
Assistant Surveyors	1
	1 vacant
Civil Engineer	1
Assistant Engineer	1 vacant
Technician	2
	0 vacant
Office Support/Clerical	4
Total	18 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	
Age Cohort	Number
Under 30	1
30-39	3
40-49	4
50 and over	10



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 Addressed 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 continuous development of IDOX Enterprise
- Commit to and continue to improve 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 The 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

- Effective leadership that promotes fairness;
- Reduce poverty and disadvantage;
- Health and care systems that meet people's needs;
- Make the most of the local economy;
- Increase the profile and reputation of South Ayrshire and the Council; and
- Enhanced environment through social, cultural, and economic activities.

and, through our Service activities we directly contribute to each of these strategic objectives.



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.

4.1 Summary of Key Performance Outcomes (KPOs)

KPO Description	
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



4.2 Summary of Key Performance Targets

KEY PERFORMANCE OUTCOME TARGETS	
KPO1 Targets	
1.1	95% of first reports (for building warrants and amendments) issued within 20 working days – all first reports (including building warrants and amendments issued without a first report)
1.2	90% of building warrants and amendments issued within 10 working days from receipt of all satisfactory information – all building warrants and amendments (not including building warrants and amendments issued without a first report)
KPO2 Targets	
2.1	<i>Targets to be developed as part of future review of KPO2</i>
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 Building Standards Division ('BSD') requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by a verifier within 5 working 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 <ul style="list-style-type: none"> • Plan checking • Building warrant or amendments (incl. 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

5.1 Quarterly performance

2021/2022 Quarterly Performance				
	Quarter 1 April-June	Quarter 2 July- September	Quarter 3 October- December	Quarter 4 January- March
KPO1(a) - Time to issue a building warrant or amendment to warrant from receipt of application				
Total number of BWs and amendments issued	336	282	275	279
Average time per BW (Working Days)	50.95	59.67	62	71
KPO1(b) - Time to issue a first report				
Number of first reports issued	369	316	294	290
% within 15 days	81.57%	73.73%	82.65%	90.69%
% more than 15 days and within 20 days	13.01%	16.46%	5.78%	3.79%
% more than 20 days and within 35 days	4.07%	7.59%	10.20%	4.14%
% more than 35 days	1.36%	2.2%	1.36%	1.38%
KPO1(c) - Time to issue a building or amendment from receipt of satisfactory information				
Total number of BWs and amendments issued	290	246	236	241
% within 6 days	91.03%	86.59%	89.83%	86.72%
% more than 6 days and within 10 days	3.79%	5.28%	2.54%	5.81%
% more than 10 days and within 15 days	1.03%	2.44%	1.69%	4.56%
% more than 15 days	4.14%	5.69%	5.93%	2.90%
KPO2 - Compliance during construction				
Number of CCNPs for "accepted" completion certificates	151	239	176	222
% of CCNPs fully achieved for "accepted" (by relevant person and verifier) completion certificates	57.62%	54.39%	50%	67.57%



% of CCNPs fully achieved by "Relevant Person"	57.62%	54.39%	50%	67.57%
% of CCNPs fully achieved by "Verifier"	100%	100%	100%	100%
KPO3 - COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER				
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	Yes	Yes	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
KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE				
Satisfaction rating from the last National Customer Survey	7.8	7.8	6.5	6.5
KPO6 - COMMIT TO BUILDING STANDARDS				
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	363	322	292	294
Number of completion certificates submitted through SG eBS system	263	285	437	284
Number of other forms submitted through SG eBS system	721	670	679	778
KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT				
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

Enforcement				
Section 25 – compliance - No. of notices served	0	0	0	0
Section 26 - continuing requirement - No. of notices served	0	0	0	0
Section 27 – enforcement - No. of notices served	0	0	0	1
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	1	0
Section 30 - dangerous building - No. of notices served	0	0	0	3
Procurator fiscal - No. of enforcement cases referred	0	0	0	0
Local authority undertaking work (in default) - No. of cases where local authority has undertaken work	0	0	0	0

5.2 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 SharePoint.

We have created an internal portal for sharing information and processes and this will continue to be updated as our procedures change.



• 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 the Principal Building Surveyor, Service Lead, Director etc.

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. In-house 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 Principal Building Surveyor and Team Leaders for their attention.

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

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

Several 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 is to establish a consistent approach to interpretation of policies, technical guidance, provide benchmarking, share best practice, and facilitate training.

South Ayrshire Council and the South West Scotland Building Standards Consortium are members of Local Authority Building Standards Scotland (LABSS) and have been 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 several 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, and 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 are offered and identified at team meetings and at annual PDR's.



5.3 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 County Buildings, 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.

Building Standards staff are currently working at home due to COVID-19, therefore, to process applications as effectively and efficiently as possible, we currently request that in the first instance casework communication from applicants/agents is via email.

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 if standards are not being met
- Advice on a Dispute Resolution Process etc.

Our local Charter is augmented with the requirements that the Scottish Government Building Standards Division consider necessary for a national charter. Our Charter 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 questionnaires and daily interaction with customers. The returns from the customer surveys are collated, analyzed 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 Government's 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](#) is regularly reviewed and updated to ensure information and guidance is available for customers.

Building Standards can be contacted:

Building Standards

South Ayrshire Council

County Buildings

Wellington Square

Ayr

KA7 1DR

By telephone on 01292 616 253

By email to building_standards@south-ayrshire.gov.uk

- **Pre-application advice**

We welcome Pre-application enquiries 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
- Visiting one of our Customer Service Centres, or any local office.
- Phoning 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 Local Authority Building Standards Scotland (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 from the [LABSS website](#).

- **Recognised external customer service accreditations**

N/A



5.4 Operational and Financial Efficiency

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

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

As with all Council services Building Standards staff are adhering to Scottish Government guidance. The Council aim to deliver a 'Future Operating Model', the Council will work with the employees and the service to establish which work styles best suit the needs of the job, customer and service.

Our dedicated Business Development Co-ordinator 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 Service Lead, Principal Building Standards Surveyor Team 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 Service Lead 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 Government's Building Standards Division.

• **IT systems**

The Building Standards operate an integrated back-office case management system which is provided by IDOX (IDOX Uniform and IDOX Electronic Document and Records Management System (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 Business Development Co-ordinator and 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 utilized by staff including, intranet, internet, Etermis flexi system, Outlook e-mails, etc.

Our Uniform back-office System and Document Management System is now fully hosted by IDOX.

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



• **Digital services**

South Ayrshire Council currently receives approximately 90% of all building warrant applications submitted via the national eBuilding Standards portal. This number is expected to rise to around 95% going forward.

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 allow Surveyors to carry out all site visits using handheld tablet/mobile devices to view plans and record our inspections.

We have rolled out a fit for purpose mobile solution to allow mobile working and we are proposing to improve the Wi-Fi in the office to allow staff to download plans onto devices prior to leaving the office.

We are now able to e-mail documents and correspondence directly from our IDOX Uniform system, for example acknowledgment letters are now sent via email, thereafter we will further continue to improve our processes to include all correspondence in relation to Building Warrants, Completions etc. can be issued electronically.

• **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 Service 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 Service Lead, two Building Standards Co-ordinators, Principal Engineer, Business Development Co-ordinator and Admin Team Leader. They meet on a regular basis to discuss, review, and document all aspects of the Building Standards service including performance.

Senior staff 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 etc. and general corporate e-mail communications.



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

All staff have access to a Building Standards intranet which contains information on Building Standards procedures, processes, and guidance documents etc.






Staff require to have a Performance Development Review (PDR) with their Line Manager approximately every 12 months. This has proven difficult due to increase in workload, retirements and turnover of staff during lockdown however we are working towards completing all PDRs before the end of the financial year.










6. Service Improvements and Partnership Working

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








In the previous 12 months (2020/2021) we did:

2020/2021		
Number	Continuous improvement action	Status
Action Complete		 Complete
Action Ongoing		 In-Progress
Action Not Started/On Hold		 Pending
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.	 In-Progress
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.	 In-Progress










2020/2021		
Number	Continuous improvement action	Status
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.	 In-Progress
KPO2 - compliance during construction	Strive to maintain % of CCNPs fully achieved by "Verifier"	 In-Progress
KPO3 - commit to the building standards customer charter	Customer Charter published on verifier website (Local & National)	 Complete (03/01/2020) Updated Nov 2021
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.	 Complete (Complete/Ongoing - Rating of 7.8 achieved)
KPO5 - maintain financial governance	Monthly meetings with finance to ensure control of finances.	 In-Progress
KPO6 - commit to eBuilding Standards	Implementation of eBuilding Standards and introduced o-site electronic working.	 In-Progress (12 months)
KPO6 - commit to eBuilding Standards	Conducted a Business Process Mapping and re-engineering and implemented new working practices.	 Complete










2020/2021		
Number	Continuous improvement action	Status
KPO6 - commit to eBuilding Standards	Updated IT hardware and software as part of the eBuilding standards Project.	 Complete
KPO6 - commit to eBuilding Standards	Trial Home working and consider Mobile Working solutions/devices and performance in LA area.	 Complete
KPO6 - commit to eBuilding Standards	e-mail Building Warrant documentation direct from Uniform	 Complete
KPO6 - commit to eBuilding Standards	Complete business case to purchase IDOX ON Site inspector app to enhance eBuilding Standards Project.	 Complete
KPO6 - commit to eBuilding Standards	Develop our own Plan Sharing solution to return approved Building Warrant documentation to applicants/agents and to improve our eBuilding Standards service.	 Complete
KPO6 - commit to eBuilding Standards	Upgrade Uniform and DMS to current version to enable all patches and meet the requirements of Performance Framework	 Complete (v10.5.3)
KPO6 - commit to eBuilding Standards	Assist with the scoping of potentially moving to an IDOX hosted solution for the IDOX product suite.	 Complete











2020/2021		
Number	Continuous improvement action	Status
KPO6 - commit to eBuilding Standards	Scope installation of Wi-Fi in office in preparation for Mobile Working to enable staff to download workload prior to going out on-site.	 Complete (Complete Office Relocation to WIFI-enabled premises)
KPO6 - commit to eBuilding Standards	Introduce new procedure for issuing 1st Response, follow up point's letters and Discharging open points to improve time taken to issue follow up point's letters.	 Complete
KPO6 - commit to eBuilding Standards	Review 9-month warrant deemed refusal process.	 Complete
KPO6 - commit to eBuilding Standards	Introduce new Checking procedure for Surveyors/Assistant Surveyors in relation to new procedure for staff e-mailing Points Lists directly to Applicants/Agents.	 Complete
KPO6 - commit to eBuilding Standards	Introduce e-mailing of Completions and Quality checking procedure.	 Complete
KPO6 - commit to eBuilding Standards	Increase the e-mailing of Building Standards Correspondence.	 Complete
KPO7 - commit to objectives outlined in the annual performance report	Produce Verifier Performance Report published on verifier website & continue to update Quarterly.	 In-Progress





2020/2021		
Number	Continuous improvement action	Status
KPO7 - commit to objectives outlined in the annual performance report	Recruit and train Assistant Building Standards Surveyors	 In-Progress (Recruitment of 1 Assistant Required - 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.	 In-Progress
Operational Framework	-	 In-Progress
Verifier Role	Re appointment as verifiers for 3 years	 Complete
Succession Planning	Established a future structure for the building standards service.	 In-Progress
Succession Planning	Advertise vacant posts in line with the new structure and fill vacant posts.	 In-Progress









2020/2021		
Number	Continuous improvement action	Status
Succession Planning	Pass on experience of senior staff prior to retirement.	 In-Progress
Update Building Standards Website	Work with ICT in order to improve and update Building Standards Website	 In-Progress
Admin Procedures	Efficiency/Monitoring Provide more Quality checks on the process. Streamline admin processes.	 In-Progress
Staff Training	Ongoing as and when required. Keep staff as professional as possible.	 In-Progress
Complaints	Fully investigate and ensure swift response to Lagan Complaints	 In-Progress
How Good is Our Council ('HGIOC')	High Level Scans complete	 Complete
Fast Tracking	Provide fast track service for urgent applications.	 In-Progress
Pre-Warrant Consultations	Service provided, tracked on Covalent.	 In-Progress









2020/2021		
Number	Continuous improvement action	Status
Local Authority Building Standards Scotland ('LABSS')	Attend LABSS Meetings when required.	 In-Progress
South West Scotland Building Standards Consortium ('SWSBSC')	Hold/Attend Quarterly meetings with SWSBSC	 In-Progress









In the next 12 months (2021/2022) we will do:

2021/2022		
Number	Continuous improvement action	Timescale
Action Complete		 Complete
Action Ongoing		 In-Progress
Action Not Started/On Hold		 Pending
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.	 In-Progress
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.	 In-Progress
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.	 In-Progress









2021/2022		
Number	Continuous improvement action	Timescale
KPO2 - Compliance During Construction	Strive to maintain % of CCNPs fully achieved by "Verifier"	 In-Progress
KPO3 – Commit to the Building Standards Customer Charter	Update Customer Charter published on verifier website (Local & National)	 Complete
KPO4 – Understand and Respond to the Customer Experience	Retain or improve our Customer Satisfaction	 In-Progress (12 months)
KPO5 – Maintain Financial Governance	Monthly meetings with finance to ensure control of finances.	 In-Progress (Monthly)
KPO6 – Commit to eBuilding Standards	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”.	 In-Progress (12 months)
KPO6 – Commit to eBuilding Standards	Introduce IDOX Enterprise to improve workflow processes, case allocation and quality control. Introduce basic Enterprise Tasks and re-engineer Process Maps accordingly.	 In-Progress (9 months)










2021/2022		
Number	Continuous improvement action	Timescale
KPO6 – Commit to eBuilding Standards	Link Notices Module and Historical files to IDOX Document Management System. Develop Notices Module to improve eBuilding Standards and FOI's.	 In-Progress (6 months)
KPO6 – Commit to eBuilding Standards	Introduce client to Pay Direct option via South Ayrshire council 'Pay' and remove pay by cheque option.	 In-Progress (3 months)
KPO6 – Commit to eBuilding Standards	Scan Paper Applications on receipt (for electronic site inspection)/completion stage	 In-Progress
KPO6 – Commit to eBuilding Standards	Scan paper applications back to 2005	 Pending (24-36 months)
KPO6 – Commit to eBuilding Standards	Develop IDOX enterprise and introduce further tasks/graphs and introduce management reports to improve performance.	 In-Progress (6-18 months)
KPO6 – Commit to eBuilding Standards	Assist Scottish Government with proposals, business process mapping, scoping and information gathering for proposed National Casework System	 In-Progress (12 months)











2021/2022		
Number	Continuous improvement action	Timescale
KPO6 – Commit to eBuilding Standards	Prepare for BIM (Awareness and implementation)	 Pending (36 months)
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	Strive to improve our performance	 In-Progress (12 -18 months)
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	Implement Verification performance framework and Operating Framework	 In-Progress (6-12 months)
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	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.	 In-Progress
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	GDPR	 In-Progress (12 months)
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	Policies and Procedures on SharePoint/Intranet	 In-Progress (Migrated to new Site Oct 2021)








2021/2022		
Number	Continuous improvement action	Timescale
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	Review Covalent/Pentana Reports to align with revised Performance Framework	 In-Progress (6 months)
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	Encourage more staff to obtain membership of a professional organisation.	 In-Progress (12 months)
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	New structure/Clarify Roles and Responsibility inspection/enforcement	 In-Progress
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	Continue to work with IDOX – arrange Consultancy Days to demonstrate a commitment to eDevelopment. Further development of (IDOX Uniform/Enterprise/Graphs/Tasks/Reports)	 In-Progress
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	Improve content of Building Standards Website.	 In-Progress
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	Introduce and improve a Building Standards intranet for procedures etc. to replace the paper Staff Manual.	 In-Progress
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	Analyse content of Customer Survey feedback and identify areas of improvement.	 In-Progress







2021/2022		
Number	Continuous improvement action	Timescale
KPO7 – Commit to Objectives Outlined in the Annual Performance Report	Introduce Netcall to facilitate call recording and monitoring.	 In-Progress
Operating Framework		 In-Progress
1. Integrity And Operational Resilience		 In-Progress
1.1 Acceptance Of Verifier Appointment		 In-Progress
1.2 Resourcing		 In-Progress
1.3 Business Management And Operational Resilience		 In-Progress
1.4 Financial Integrity		 In-Progress
1.5 Conflict Of Interest		 In-Progress



2021/2022		
Number	Continuous improvement action	Timescale
2. Administration Of Building Warrant Applications And Completion Certificate Submissions		 In-Progress
2.1 Management Of Applications For Building Warrants		 In-Progress
2.2 Management Of Completion Certificates (Including Inspection Regimes)		 In-Progress
2.3 Quality Assurance Of Building Warrant And Completion Certificate Decisions		 In-Progress
2.4 Adherence To Legislative Procedures, Appeals And Complaints		 In-Progress



2021/2022		
Number	Continuous improvement action	Timescale
3. Maintain Records To Facilitate Effective Business Operation And Periodic Audit By The Scottish Government Maintain Records To Facilitate Effective Business Operation And Periodic Audit By The Scottish Government		 In-Progress
3.1 Provision Of Information For Business And Performance Management (Including Minimum Requirements For Review And Record Keeping)		 In-Progress
3.2 Provision Of Information For Members Of The Public (Including Minimum Requirements For Review And Record Keeping)		 In-Progress
3.3 Reporting And Audit By The Scottish Government.		 In-Progress



In the previous 12 months (2020/21) 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 (2021/2) 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/British Transport Police
- Police 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.

Verification Performance Area	Data/No of cases
Building warrants and amendments to building warrant	<ul style="list-style-type: none"> • Applications • Decisions
Completion certificates	<ul style="list-style-type: none"> • Submissions • Decisions
Certification	<ul style="list-style-type: none"> • Certificates of design submitted • Certificates of construction submitted
Energy Performance Certificates (EPCs)	<ul style="list-style-type: none"> • Copy certificates received (domestic) • Copy certificates received (non-domestic)
Statements of Sustainability	<ul style="list-style-type: none"> • Copy certificates received (domestic) • Copy certificates received (non-domestic)
Enforcement	<ul style="list-style-type: none"> • Notices served under sections 25 to 30 • Cases referred to procurator fiscal • Cases where LA has undertaken work

