



Building Standards Verification Service

Annual Performance report

2019 – 2020

Version 1.8 - April 2019

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1. Introduction to the Local Authority

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 the performance against strategic goals and targets.

Building Standards verifiers in Scotland are required to utilise the verification performance report as a means to manage, monitor, review and develop strategies for their business with a focus on the three core perspectives listed below and the public interest and continuous improvement cross-cutting themes:

- Professional Expertise & Technical Processes
- Quality Customer Experience
- Operational & Financial Efficiency

Dumfries and Galloway is the third largest region in Scotland covering 2,380 square miles. In the National Records for Scotland in 2012, the population was recorded as 148,030.

The largest town in the region is Dumfries with a population of 37,110, next is Stranraer with 10,600 people and then Annan with 8,240. All other villages and towns have a population of 4,000 or less. There are about 60 people for every square mile, which is significantly lower than the Scottish average of 168 people for every square mile and reflects the sparsely populated rural areas of the region.

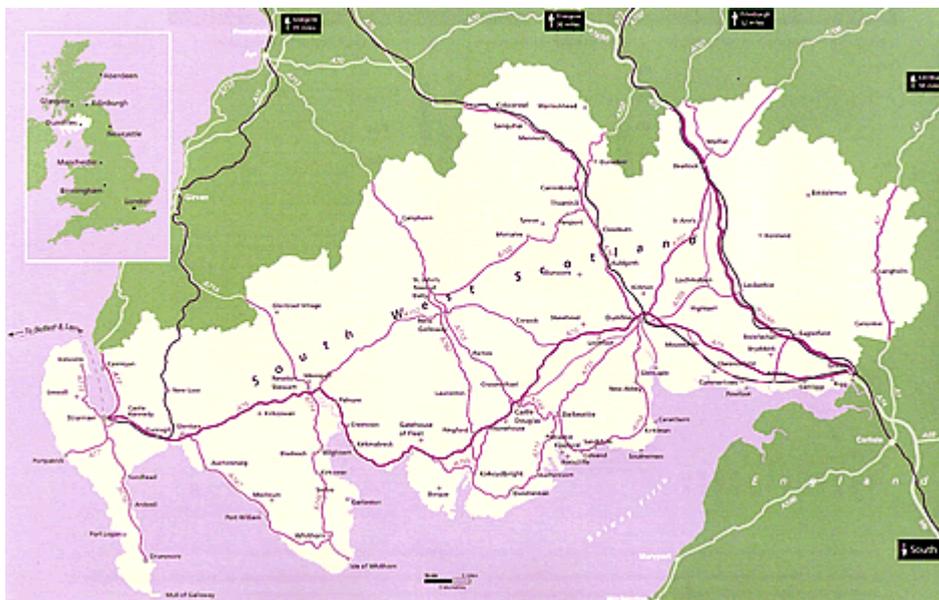


Figure 1 – Map of the region

The main employment sectors in the region are:

- Public sector
- NHS
- Business and customer services
- Manufacturing
- Distribution and logistics
- Tourism
- Retail

The purpose and mission of Building Standards are simple and straight forward.

Purpose – the purpose of the Building Standards Service is to secure the health, safety, welfare and convenience of persons in or about buildings, and of others who may be affected by buildings or matters connected to buildings. It also strives to further the conservation fuel and energy and achieve sustainable development.

Vision – to be the best local authority service provider in relation to health, safety, welfare and convenience of the people of the area in relation to the built environment.

Mission – To retain the status of verifier for the geographical area of Dumfries and Galloway

The principal purpose to secure the health, safety welfare and convenience of citizens and visitors to Dumfries and Galloway in relation to the built environment is achieved by the following five distinct roles provided by the Building Standards Service;

- Verification role
- Enforcement role
- Advisory role (Both by statute and voluntarily)
- Statutory services, and
- Non statutory services

The verification role covers;

- The verification of compliance of applications for Building Warrants;
- The verification of compliance of Completion Submission With No Warrant;
and
- The verification of completed work on site

The enforcement role covers;

- Action under sections 25-30 of the Building (Scotland) Act 2003

The advisory role covers:

- The licencing (Scotland) Act 2005
- The Civic Government (Scotland) Act 1982
- The Cinema Act 1985
- The Theatres Act 1968
- The Fire (Scotland) Act 2005

- The Building (Scotland) Act 1959 (Letters of comfort)
- The Building (Scotland) Act 2003 (pre application discussions and letters of comfort – exempt work)

The statutory services role covers:

The provision of a two-part Building Standards Register:

- Part 1 – web based and to be maintained for all time
- Part 2 - to be in any format, and to be maintained for a minimum of 25 years or until the building is demolished and
- Energy Performance of Building (Scotland) Regulations 2008

The non-statutory services role covers:

- The provision of a letter of comfort regime to cover
 - Historic unauthorised works where minimal associated risk is identified
 - Confirmation of exemption from regulations
 - Confirmation work carried out as in line with expired warrant
- Provision of copy documents
- Pre application discussions

The Building Standards Section sits within the Economy and Development, and the management structure of same is indicated on Figure 2 overleaf.

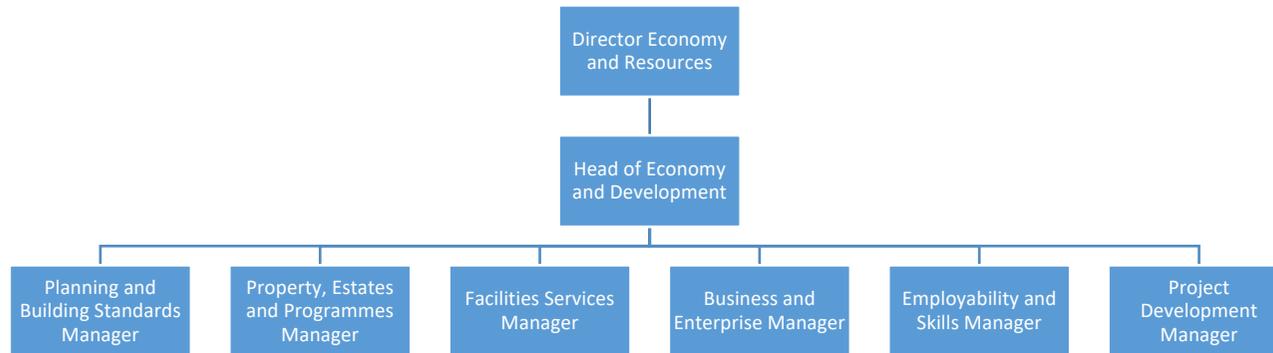
Any queries or comments in relation to this document should be directed to:

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Figure 2 – Management Structure

Economy and Development Management Structure



2. Building Standards Verification Service Information

Verifiers appointed by Scottish Ministers, are responsible for the independent checking of Building Warrant applications. An application is required for the following

- to construct or demolish a building or buildings.
- to provide services, fittings or equipment in buildings.
- for conversions of buildings from one use to another.

The Building standards section operates a decentralised service delivery model, with two administrative centres. One in Dumfries and the other Stranraer. A high level of local delegation exists with the Team Leader and Principal Building Standards surveyor responsible for the approval of all building/application types and also the issue of enforcement notices and completion certificate acceptances. The Building Standards Surveyors have delegated responsibility for the approval of domestic buildings and associated completion certificate acceptances.

Both the Stranraer and Dumfries offices provide the same range of services to the public i.e. site inspections, processing of Building Warrant applications, dangerous buildings, enforcement, together with a number of non- statutory services. The core administrative functions of the service predominantly take place in the Dumfries office.

The Building Standards service operates a duty officer system. The said duty officer is available to answer all general telephone enquiries between 9am and 1.30pm (Tuesdays, Wednesdays and Thursdays. In addition, the duty officer is also available to answer “drop-in” enquiries without an appointment for customers who prefer a face to face meeting. All staff are available to deal with Case specific enquiries during normal office hours and similarly requests for inspections are also taken during this period.

The identified staffing establishment within each of the two service centres is shown below:

| Dumfries | |
|--|-----------|
| Planning and Development Manager | X 1 |
| Team Leader | X 1 |
| Building Standards Surveyors | X 5 |
| Building Standards Inspectors | X 2.8 FTE |
| Admin Support (shared with Planning Service) | X 5.6 FTE |
| Stranraer | |
| Principal Building Standards Surveyor | x1 |
| Building Standards Inspector | x1 |

| Staff age profile (excluding admin team) | Number |
|--|--------|
| Under 30 | 0 |
| 30-39 | 0 |
| 40-49 | 4 |
| 50 and over | 7 |

The Building Standards Service provides a key front-line service directly to the community. The main activities and responsibilities of building standards are the assessment of Building Warrant applications, together with on-site checking of building work as the appointed verifier for Dumfries and Galloway. The standards applicable to construction work are derived from the Building (Scotland) Act 2003, the Building Regulations and associated supporting technical documents.

The Building Standards service are responsible for carrying out other functions in Dumfries and Galloway. These include enforcement of unauthorised buildings and associated construction work. This involves measures to ensure appropriate retrospective approvals are obtained, and that work associated with these buildings is fully compliant.

In protecting the public interest, the Building Standards function also provides an important advisory role and customer service in respect of:

- The Licencing (Scotland) Acts 1976 and 2005
- The Civic Government (Scotland) Act 1982
- The Safety at Sports Grounds Act 1975

The purpose of the building standards system is to protect the public interest, it is not intended to provide protection to a client in a contract with a builder. The system, therefore, does not so much control building as set out the essential standards to be met when building work or a conversion takes place, and only to the extent necessary to meet the building regulations.

The system is pre-emptive, designed to check that the proposed building work meets the standards. Inspections during construction and on completion are to protect the public interest in terms of compliance with the building regulations and to discourage avoidance of the legislation. The inspections do not provide a system to control work on site, that is a matter for the contracts and arrangements put in place between the client and the builder.

Our enforcement role covers action in relation to buildings which would cause a danger to the public or those persons frequenting such a building.

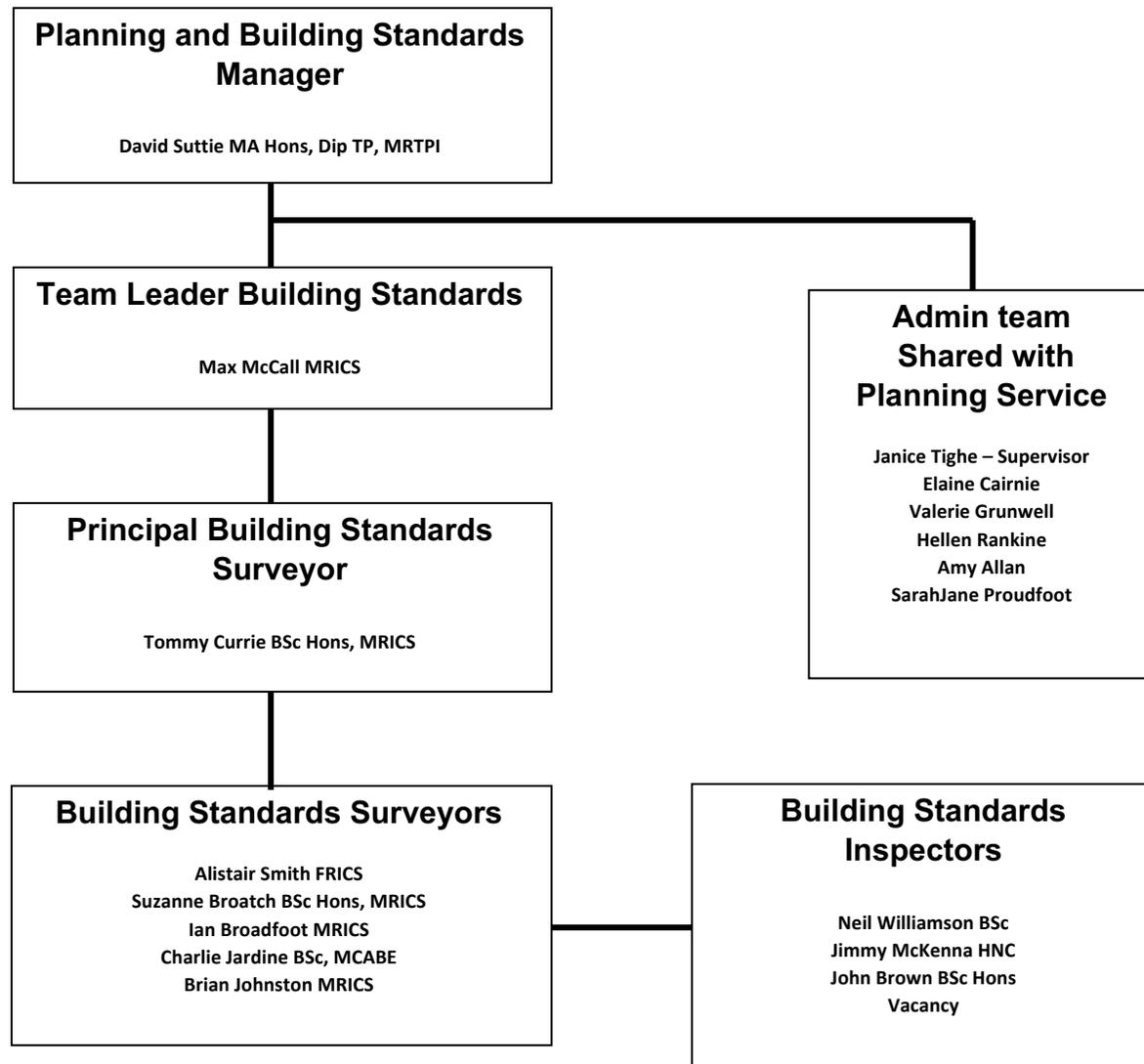
In our statutory role we provide a two-part register, Part 1 is a dynamic on-line electronic register. Part 2 can be in any format and is maintained for at least 25 years.

Our non-statutory services include the provision of copy documents, confirmation of exempt works, and in certain circumstances, the provision of letters of comfort in relation to historic unauthorised works. We also offer pre-application discussions to assist applicants and agents in the design process.

We provide a robust advisory and consultative role with other organisations, and have strong partnership arrangements with:

- Scottish Fire & Rescue Service
- Police Scotland
- HSE
- SEPA
- Local Licensing Board
- Local Disability Coalition
- DG Voice
- Occasional Licenses
- Houses in Multiple Occupation
- Public Entertainment Licencing
- Safety Advisory Group (Building Standards is a key member)
- Civil Marriages
- Raised Structures
- The Safety at Sports Ground Act
- The Theatres Act
- The Disability Discrimination Act
- The Civic Government (Scotland) Act
- The Licensing (Scotland) Act
- Used Car Dealers

Figure 3 – Service Structure



Building Standards



Building Standards Contact details

Economy and Development

Planning and Building Standards Manager – David Suttie

Office Hours – 09.00 to 17.00

| | |
|---------------------------------------|--|
| Dumfries office | Kirkbank House, English Street, Dumfries, DG1 2HS Tel 01387 260199 |
| Stranraer Office | Ashwood House, Sun Street, Stranraer, DG9 7JJ Tel 01776 888417 |
| Email – Building Standards | BSteammailbox@dumgal.gov.uk |
| Email – Property information requests | PropertyInformationRequests@dumgal.gov.uk |
| Website | www.dumgal.gov.uk/building |

| Officer contact information | | | |
|------------------------------------|---|--|-----------------------------|
| David Suttie | Planning and Building Standards Manager | david.suttie@dumgal.gov.uk | 01387 260199 |
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| Ian Broadfoot | Building Standards Surveyor | ian.broadfoot@dumgal.gov.uk | 01387260801 07919300738 |
| Suzanne Broatch | Building Standards Surveyor | suzanne.broatch@dumgal.gov.uk | 01387 260802 07919300746 |
| Charlie Jardine | Building Standards Surveyor | charlie.jardine@dumgal.gov.uk | 01387 260806 07919300737 |
| Brian Johnston | Building Standards Surveyor | brian.johnston@dumgal.gov.uk | 01387 260805 07919300742 |
| Alistair Smith | Building Standards Surveyor | alistair.smith@dumgal.gov.uk | 01387 260803 07919300744 |
| John Brown | Building Standards Inspector | john.brown2@dumgal.gov.uk | 01776888469 07585403314 |
| Jimmy McKenna | Building Standards Inspector | jimmy.mckenna@dumgal.gov.uk | 01387 260809 07919300736 |
| Neil Williamson | Building Standards Inspector | neil.williamson@dumgal.gov.uk | 01387 260807 07919300733 |

3. Strategic objectives

Building Standards is a statutory Service, the principal aim of which is to secure the health, safety, welfare and convenience of persons in or about buildings, further the conservation of fuel and power, and further the achievement of sustainable development. This aim is achieved through primary and secondary legislation. These are the key national policy drivers.

The delivers a wide range of integrated support and development activities which play a crucial role in the delivery of the region's Single Outcome Agreement (SOA) and related Council Priorities:

The Council in its Pledge has established some clear priorities and principles about the way it wishes to work.

The key priorities are:

- Build the local economy
- Provide the best start in life for all our children
- Protect our most vulnerable people.
- Be an inclusive council

These priorities and principles are further complimented by the following council values;

- Protection - for our most vulnerable people – pre-birth and early years, children and adults at risk, transition periods, those experiencing deprivation and poverty, and older people and places.
- Prioritisation - at a time of financial challenge we need to maximise the impact of spend on positive outcomes for our people and economy and invest in those areas of greatest need.
- Prevention – we need to intervene early at the key stages of people's lives and make our region confident and resilient.

The Building Standards Service as part of the Economy and Development service group has tangible links to the above corporate priorities.

The Planning and Environment Services Business Plan for 2016 – 2018 sets down the following purpose and aims;

The Economy and Development service provide a range of statutory services to the public in relation to the Council's functions as Building Standards verifier and assessor, Planning Authority. This includes determining planning applications, building warrants, issuing completion certificates, carrying out enforcement activities, preparing and reviewing planning policies and guidance, and a range of specialist environmental activities and advisory services.

The aims of the Service are to;

- Ensure safety, wellbeing and inclusion in the built environment, promoting good design standards and sustainability
- Contribute to sustainable development and the achievement of sustainable economic growth in support of the Regional Economic Strategy
- Ensure the protection and enhancement of the region's key built and natural environment assets.

Service objectives;

At the heart of our service delivery, and underpinning the work of our teams, is a commitment to delivering the most efficient and effective services for our customers through the continuous development of our highly skilled and empowered workforce.



We have developed a bespoke set of objectives to drive the delivery of our business

1. To develop and support a thriving and inclusive economy and promote Dumfries and Galloway as a safe, healthy and attractive place to live, work, invest and visit.
2. To promote, protect, sustain and enhance our region's towns, villages and countryside.
3. To facilitate travel through the provision of sustainable transport systems which are safe, accessible, well maintained and integrated.
4. To protect and enhance the health, safety and wellbeing of our communities through the provision of customer focused regulatory and other statutory services.
5. To reduce the region's carbon emissions and energy consumption
6. To positively engage and influence National, UK and European policy for the benefit of the region's communities and economy
7. To prioritise and maximise the effective use of available resources.

Within Building Standards, the aim is to provide a service which is timeous and responsive to the differing needs of developers, contractors and individuals while at the same time providing information which is accurate and up to date.

Building Standards key objectives in the coming year are to implement the Key Performance Outcomes and commitments borne from the Verifiers national submission to Ministers.

Broadly, developments in the following areas will be a priority;

- Maintain and extend the Verification appointment period
- Engaging with Local Authority Building Standards Scotland (LABSS) to deliver a consistent customer experience nationally and further enhance Local Authority Verification
- Participate in the South West Scotland Building Standards Consortium
- Implement Performance Framework and Operating Framework and report to Scottish Government on same
- Continue to develop improvements in performance and the customer experience

- **4. Key Performance Outcomes and Targets**

Continuous improvement is recognised as key in raising the bar for quality, compliance, consistency and predictability of the verification service. This cannot be achieved without benchmarking, setting targets and measuring performance. This has been at the core of the Building Standards Balanced Scorecard system since its introduction in 2005.

More recently, Key Performance Outcomes (KPOs) have been reviewed by Scottish Government working with Local Authority Building Standards Scotland and the result is a new Performance Framework which better measures Verifier's performance in relation to the needs of customers.

The framework is based on 3 core perspectives:

- Professional Expertise and Technical Processes
- Quality of Customer Experience; and
- Operations and Financial Efficiency

These are coupled with cross cutting themes of:

- Public Interest
- Continuous Improvement; and
- Partnership Working

From April 2017, the KPOs are as follows

| Professional Expertise & 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 & Financial Efficiency | |
| KPO5 | Maintain financial governance |
| KPO6 | Commit to eBuilding Standards |
| KPO7 | Commit to objectives outlined in the annual performance report |

The targets set against the above outcomes are as detailed below:

| 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 development as part of future review of KPO2. |
| KPO3 Targets | |
| 3.1 | National customer charter is published clearly on the website and incorporates version control detailing reviews (reviewed at least annually). |
| 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 clearly 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 (and plans) being issued • Verification during construction • Completion certificates being accepted |
| KPO7 Targets | |
| 7.1 | Annual performance report published clearly on website with version control (reviewed at least quarterly). |
| 7.2 | Annual performance report to include performance data in line with KPO's and associated targets (annually covering previous year e.g. April 2017 – March 2018) |

- **5. Performance Data**

Professional Expertise & Technical Processes

Protocols

A suite of Corporate and Building Standards specific policies and procedures are in place to deal with every aspect of the verification process and especially to address the requirements identified within Appendix B of the Operating Framework. A complete operating manual for our back office system (Uniform) is accessible on the Building Standards Sharepoint website for any member of staff.

Performance Managements Systems

The Uniform system includes the Enterprise task module which acts as a performance management system at Officer, Team Leader and Manager levels. The system identifies tasks to be completed and operates a traffic light system for those tasks which contribute to KPOs. Work is easily re-allocated when circumstances dictate and applicants and agents are kept informed of the progress of their application.

Training & Development

The Council operate a corporate Performance, Development & Review appraisal system for all staff. From the appraisal, specific training needs are identified and requests for training funding are submitted to the senior management team. Staff are encouraged and permitted to attend Continual Professional Development (CPD) training events including those organised by their professional body eg RICS, CABE. The council's Corporate Training Unit run a suite of courses for staff of all levels. A team "training day" is held annually, which is supplemented by numerous "mini" bespoke in-house training sessions organised throughout the year. Quality training events are also arranged by the South West Building Standards Consortium of LABSS e.g. NICEIC/SELECT electrical training.

Benchmarking/shared service

Dumfries and Galloway Council in conjunction with North, East, and South Ayrshire Councils form the South West Building Standards Consortium of LABSS – the Scottish Fire and Rescue Service are also represented.

This group meet on a regular basis and its main purpose is to establish a consistent approach to interpretation of policies and technical guidance, performance benchmarking, share best practice and facilitate training. D & G staff and the SWBS Consortium are actively involved with national policy and working groups

via LABSS.

Succession Planning

Succession planning is provided through the support provided to staff in order to advance their qualifications and experience. The Building Standards service operates a “Grow Your Own” policy which has seen a number of staff trained to honours degree level and furthermore, provided the additional support required to gain professional “Chartered Surveyor” status.

Team members progressing through the RICS training scheme are mentored and supported internally by other members of the Building Standards team. We currently have two RICS training “Assessors” embedded within the Building Standards Team.

Staff within the team support LABSS at Executive and Management levels. The team regularly process applications for the Scottish Type Approval Scheme, and we currently have two members of the team assigned as technical representatives to LABSS.

Performance against KPOs

Performance measurement should be a blend of quantitative figures and qualitative measures such as customer satisfaction. The National Customer Satisfaction survey provided an overall satisfaction rating of 81% for Dumfries and Galloway Building Standards.

| | |
|--------------|---|
| 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 e-Building 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 (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). |

| Targets | 1.1 | 1.2 | 3.1 | 3.2 | 4.1 | 5.1 | 6.1 | 6.2 | 7.1 | 7.2 |
|---------------|---|---|---|--|--|---|---|---|--|--|
| | 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). | 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). | National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly). | 95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days. | Minimum overall average satisfaction rating of 7.5 out of 10 | Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%). | Details of eBuilding Standards are Published prominently on the verifier's website. | 75% of each key building warrant related processes being done electronically (Plan checking; BWs and amendments (and plans) issue; Verification during construction; CC acceptance) | Annual performance report published prominently on website with version control (reviewed at least quarterly). | Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017). |
| 2017/18 Total | 69.15% | 34.54% | Published prominently | No cases referred to BSD 'Reporting Service' | 6.9 | 127.64% | Published prominently | 3 of 4 Done | Published prominently | Includes all performance data |
| 2018/19 Q1 | 42.56% | 77.71% | Published prominently | No cases referred to BSD 'Reporting Service' | 6.9 | 148.85% | Published prominently | 3 of 4 Done | Published prominently | Includes all performance data |
| 2018/19 Q2 | 29.26% | 79.46 | Published prominently | No cases referred to BSD 'Reporting Service' | 6.9 | 140.25% | Published prominently | 3 of 4 Done | Published prominently | Includes all performance data |
| 2018/19 Q3 | 23.8% | 82% | Published prominently | No cases referred to BSD 'Reporting Service' | 6.8 | 178.69% | Published prominently | 3 of 4 Done | Published prominently | Includes all performance data |
| 2018/19 Q4 | 51.9% | 71.2% | Published prominently | No cases referred to BSD 'Reporting Service' | 6.8 | 203.29% | Published prominently | 3 of 4 Done | Published prominently | Includes all performance data |
| 2019/20 Q1 | 57.6% | 59.7% | Published prominently | No cases referred to BSD 'Reporting Service' | 6.8 | 207.31% | Published prominently | 3 of 4 Done | Published prominently | Includes all performance data |

Quality Customer Experience

In February 2017 Dumfries and Galloway Building Standards were once again awarded the Customer Service Excellence accreditation. The report highlighted a number of areas of good practice and five areas were awarded the highest grading of “Compliance Plus”.

All the aims within the Performance Framework related to customer are secured by holding Customer Service Excellence accreditation. Customer Service Excellence is designed to operate on three distinct levels:

- As a driver of continuous improvement. By allowing us to self-assess our capability, in relation to customer focussed service delivery, identifying areas and methods for improvement.
- As a skills development tool. By allowing individuals and the team to explore and acquire new skills in the area of customer focus and customer engagement, thus building capacity for delivering improved services.
- As an independent validation of achievement. By allowing us to seek formal accreditation to the CSE standard, demonstrate competence, identify key areas for improvement and celebrate their success.

The Customer Service Excellence covers competency, systems and improvement plans in all the following areas:

- Customer communication strategies – web site, newsletters, training events
- Customer Charter – published on our website
- Customer feedback (national/local)/analysing and changes to systems. – feedback questionnaires, improvement plans, etc
- Accessibility of service – all available channels
- Pre-application advice – encouraged at all levels of development
- Customer agreements – offered especially for large developments
- Customer dissatisfaction (procedural or technical) – full complaints process available.

A decision was taken not to seek re-accreditation in 2018 however, the principles and good practice learned during the 9 years of accreditation, are still firmly embedded within the Building Standards service. Customer interaction is a key element, and the service works hard to gain feedback which can be developed into service improvements. The CSE ethos changes the culture and

focus of customer service and puts it front of house when providing our service. Many compliments are received some examples from the 2017 National Customer Survey are shown below.



“STAFF WENT OUT OF THEIR WAY TO ASSIST WITH PROBLEM RESOLUTION. QUICK TO ANSWER QUERIES. PROACTIVE IN PROCESSING THE APPLICATION”



“OFFICERS ALWAYS AVAILABLE AND HELPFUL TO GET WARRANT APPLICATION APPROVED”

Operational & Financial Efficiency

Team

The team is split, with dedicated inspectors carrying out the bulk of on-site verification, and surveyors responsible for plan checking, inspections of larger more complex projects, as well as the majority of other building standards functions as listed above. A high level of delegation exists whereby the surveyors are responsible for the issue of Building Warrants and Completion certificate acceptances for domestic projects.

Time Recording

Time recording of verification services from application to approval, and also site start to completion is logged by each team member. This is collated on a monthly basis and a comparison of verification and non-verification services provided.

Financial monitoring/governance

Dumfries and Galloway council ensures strong financial governance by setting an annual budget and a tight monitoring system. Close cooperation exists between the building standards service and the departmental finance officer.

IT systems

Building Standards along with our Development Management colleagues operate an integrated paperless case management system hosted by IDOX and a suite of products. The system went live in July 2016. This involved a significant investment both financially and also in terms of allocation of staff resource with the ultimate aim being to provide end to end electronic processing. This aim has been partially achieved with all building warrant applications are processed and issued electronically. It has not yet been possible to secure a means to view drawings electronically for use on site. A mobile solution for site inspections has been reviewed and approved. It is scheduled to be rolled out to Building Standards staff in the summer of 2018. When operational, our aim of having a complete end to end paperless system will have been achieved.

Digital services

Whilst paper based building warrant submissions are not excluded, all aspects of the verification process are offered digitally to customers. Plans and associated paperwork lodged traditionally, are scanned into the IDOX back office system upon receipt. The success of the system is evidenced by the fact that 62% of new applications are submitted via the National portal.

Finance systems

The Council utilise the financial system INTEGRA with complete monitoring and reporting capabilities.

Internal communication strategies

A team wide meeting is held every month with a set agenda. Individual staff member meetings on a 1-2-1 basis are often superseded by the close working relationships within the team. Team Leader operates an “open door” policy. Staff training and supervised training further contribute to internal communication.

Engagement

As mentioned previously, Dumfries and Galloway is part of the South West Building Standards Consortium and wider LABSS network, with the aim of providing consistency and improving the quality of service delivery at regional and national levels. Using the principles adopted under the CSE process, regular meetings with our agent’s focus group are held, and specific training needs for our agents can be identified and implemented.

- **6. Service Improvements and Partnership Working**

Highlights of previous 12 months service improvements (2017/18)

| Number | Continuous Improvement Action | Status |
|---------------|---|---------------|
| 1 | Introduce revised Consultation process with Scottish Fire and Rescue Service | Complete |
| 2 | Introduction of enhanced suite of software applications including Windows 10, MS office 365, Skype for Business, "Office to go" | Complete |
| 3 | Expand "agile" working arrangements | Complete |
| 4 | Review/update all service letter templates to fully align with eBuildingStandards | Complete |
| 5 | Procure tablet devices to enable on site plan checking. | Complete |
| 6 | Formalise team meeting arrangements | Complete |

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

- North, East, & South Ayrshire Councils via the South West Building Standards Consortium Group
- Other Local Authorities via LABSS
- Scottish Fire & Rescue Service
- North, East, & South Ayrshire Councils via the South West Building Standards Consortium Group
- Other Local Authorities via LABSS
- Scottish Fire & Rescue Service
- "Term" Consultant Fire Engineer
- IDOX user's group

Service improvements planned for next 12 months (2019/20)

| Number | Continuous Improvement Action | Status |
|---------------|--|---------------|
| 1 | Extend re-appointment period | 12 Months |
| 2 | Set up Inspection hotline and associated protocols | 3 Months |
| 3 | Review & update Service procedural documentation & process maps | 3 Months |
| 4 | Enhance capabilities of IDOX "Enterprise" management system | 12 Months |
| 5 | Set up "term" consultant fire engineer | 12 Months |
| 6 | Complete "Back scanning" of paper file archive (all files completed since introduction of eBuildingStandards) | 12 months |
| 7 | Expand management reporting facilities of IDOX back office system (Beyond the in-built KPO reporting functions) | 12 Months |
| 8 | Install IDOX "Inspector Application" to enable on-site access to Uniform Back Office system including case file drawings and documents | 3 Months |
| 9 | Introduce additional Enterprise Tasks including enhanced fee management, expired warrant & deemed refusal warnings | 6 Months |
| 10 | Train staff in preparation for introduction of updates to the domestic and non-domestic handbooks | 6 Months |
| 11 | Re-fill vacant Building Standards Inspector post | 6 Months |
| 12 | Enhance Uniform reporting capability including the introduction of graphical interface | 3 Months |

7. Building Standards – Additional Data

The performance data relates to the building standards verification performance framework and workload data relates to the numbers of building warrant applications; completion certificates; certificates (design, construction, energy and sustainability); enforcement cases:

Data for 2018/19:

| | | |
|---|---|------|
| Building warrants and amendments to building warrants | Applications | 1430 |
| | Decisions | 1315 |
| Completion Certificates | Submissions | 1177 |
| | Decisions | 1231 |
| Certification | Certificates of Design submitted | 70 |
| | Certificates of Construction submitted | 117 |
| Energy Performance Certificates – (EPCs) | Copy certificates received (domestic) | 182 |
| | Copy certificates received (Non - domestic) | 11 |
| Statement of Sustainability | Copy certificates received (domestic) | 186 |
| | Copy certificates received (Non-domestic) | 12 |
| Enforcement | Notices served under sections 25 to 30 | 5 |
| | Cases referred to procurator fiscal | 0 |

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|--|------------------------------------|---|
| | Cases where LA has undertaken work | 2 |
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