·ЄDINBVRGH·
THE CITY OF EDINBURGH COUNCIL

Building Standards Verification Annual Performance Report

2017-2018

Contents

1   Introduction to the verifier

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.

Key facts about the Local Authority
The City of Edinburgh Council has a geographical area of 262 km²
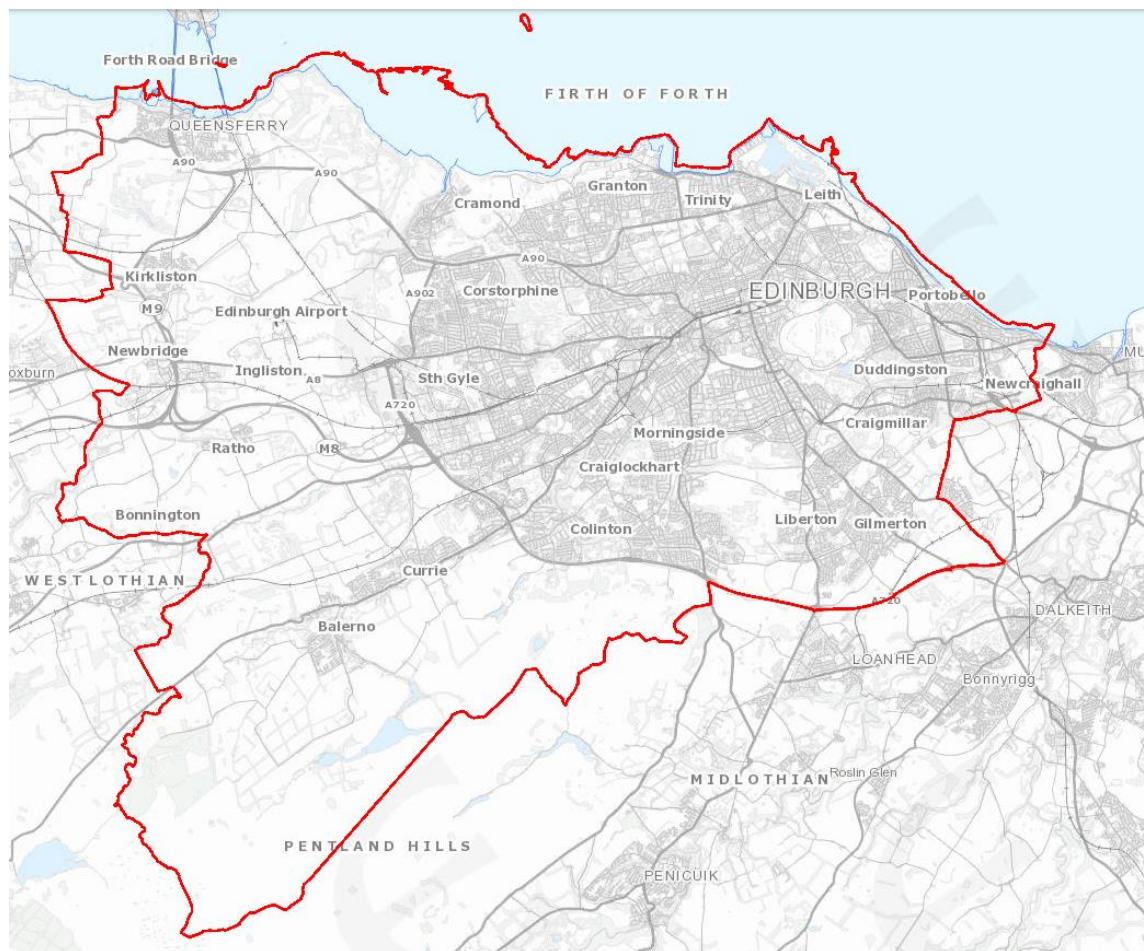
Map showing the extent of the Council's administrative boundary

Population

The population of the Council area is 499,000 with the following demographics:

	Edinburgh	Scotland
Total	499,000	5,370,000
Male	243,000	2,610,000
Female	256,000	2,760,000
Child (0-15)	76,000	912,000
Working age (16-65)	348,000	3,480,000
Over 65 years	75,000	983,000
Population density (people / km²)	1,736	69

The population has risen in Edinburgh between 2005 to 2015 by 9% against a population increase in Scotland during the same period of 5.5%. It is projected that Edinburgh's population will be around 619,000 by 2037.

The Council area contains the City of Edinburgh as well as a large rural hinterland. Within the rural area are the towns and villages of Queensferry, Kirkliston, Newbridge and Ratho. Edinburgh has a rich built heritage with conservation areas covering much of the city. There are 2 World Heritage Sites: the Old and New Towns of Edinburgh and the Forth Bridge. Edinburgh is a densely populated city with many of residential properties being flats. Edinburgh is a growing city and has a vibrant economy with a mix of employment sectors.

Employment in Edinburgh

The Economic Status of residents aged 16 – 64 in Edinburgh is as follows:

Employed	64%
Self Employed	7.7%
Unemployed	5.5%
Economically inactive	23.6%

Of the above economically inactive, the breakdown is as follows:

Student	44.4%
Looking after home family	15.1%
Long term sick	12.9%
Retired	14.6%
Other	12.2%

Employment in Edinburgh is structured around the following sectors:

Health	15.1%
Financial and insurance	11.4%
Education	9.4%
Retail	8.9%
Professional, scientific and technical	8.8%
Accommodation and food services	8.5%
Business admin and support	8.3%
Public administration and defence	5.9%
Arts entertainment and recreation	5.0%
Information and communication	4.3%

The Council's Building Standards service is located within the Place Development division of the Directorate of Place. The Directorate of Place has 2 divisions: Place Management and Place Development. Other services within Place Development are Planning, Transport, Licensing, and Economic Development.

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                                                                    ┌─────────────────────────┐
                                                                    │         Network         │
                                                                    └─────────────────────────┘

                                                                    ┌─────────────────────────┐
                                                                    │      Sustainable        │
                                                                    │      Development        │
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                        │   Director of    │                        │  Service Manager -      │
                        │   Resources      │                        │  PLanning and           │
                        └──────────────────┘                        │  Building Standards -   │
                                                                    │  East                   │
                        ┌──────────────────┐    ┌────────────────┐  └─────────────────────────┘
                        │  Cheif Officer   │    │ Head of Place  │  ┌─────────────────────────┐
                        │  Edinburgh Health│    │ Management     │  │  Service Manager -      │
                        │  & Social Care   │    └────────────────┘  │  City Wide Transport    │
                        │  Partnership     │                        │  and Planning           │
    ┌────────────┐      └──────────────────┘    ┌────────────────┐  └─────────────────────────┘
    │   Chief    │      ┌──────────────────┐    │ Head of Place  │  ┌─────────────────────────┐
    │  executive │      │ Executive        │    │ Development    │  │  Service Manager -      │
    └────────────┘      │ Director of Place│    └────────────────┘  │  Planning and           │
                        └──────────────────┘                        │  Building Standards -   │
                                               ┌────────────────┐   │  West                   │
                        ┌──────────────────┐   │ Director of    │   └─────────────────────────┘
                        │ Head of Safer and│   │ Culture        │   ┌─────────────────────────┐
                        │ Stronger         │   └────────────────┘   │  Housing and            │
                        │ Communities and  │                        │  Property Services      │
                        │ CSWO             │                        └─────────────────────────┘
                        └──────────────────┘                        ┌─────────────────────────┐
                        ┌──────────────────┐                        │  Housing                │
                        │ Executive        │                        │  Management &           │
                        │ Director of      │                        │  Development            │
                        │ Communities adn  │                        └─────────────────────────┘
                        │ Families         │                        ┌─────────────────────────┐
                        └──────────────────┘                        │  Economic               │
                                                                    │  Development (4 x       │
                                                                    │  senior managers)       │
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2 Building Standards Verification Service Information

Building Standards is located in the Council's headquarters at Waverley Court:

Building Standards   Telephone: 0131 200 2000
The City of Edinburgh Council
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

www.edinburgh.gov.uk/buildingstandards

A mobile working scheme for staff is also operated by the section whereby approximately 40% of the technical staff for 2 days each week operate from one of the satellite offices located in different areas of the City when carrying out their site inspection work. In addition, home working has been added to the current work style options available for staff.

The Building Standards service in the City is one of the largest Building Control operations in the UK in relation to both the number of building warrant applications processed each year and the fee income received. During the financial year 2016/2017, the service received 5462 building warrant applications, covering building construction work with an estimated value of just over £1.2 billion which generated approximately £3.3 million in fees. 5377 completion certificates were submitted and 12300 site inspections carried out.

The verification services and functions carried out include:

- Assessment and processing of building warrant applications, including amendment to warrant applications, staged applications, extension to warrant applications and approval of other building operations in the Council area;
- Consulting with other building industry professionals to ensure that the construction of the built environment meets statutory requirements;
- Consulting, advising and negotiating with applicants and agents and arranging for proposed building operations in respective building warrant applications to be amended as required. Granting and arranging the issue of building warrants when the proposals are in compliance with the statutory requirements of the building regulations;
- Provide preliminary advice on the procedures to be followed to obtain building warrant approval, in advance of a formal application;
- Advising on the design of a building in terms of the requirements of the building regulations and the impact of the performance standards required;
- Inspecting approved building operations during construction and on completion;
- Recording progress during construction and corresponding with other parties on unacceptable building practice or consulting with other professional bodies, if required, on amendments;
- Arranging for the acceptance of completion certificates or temporary occupation or use, where building operations have been satisfactorily completed;

- Maintaining a public records register of building warrants, completion certificates and energy performance certificates. Recording and maintaining appropriate data in the building standards computerised management system; and
- Work with the Scottish Government's Building Standards Division, to meet the fundamental over arching principles of driving forward the future of building standard throughout Scotland.

The verification service for The City of Edinburgh Council is operated on an area basis and is illustrated in the map below:
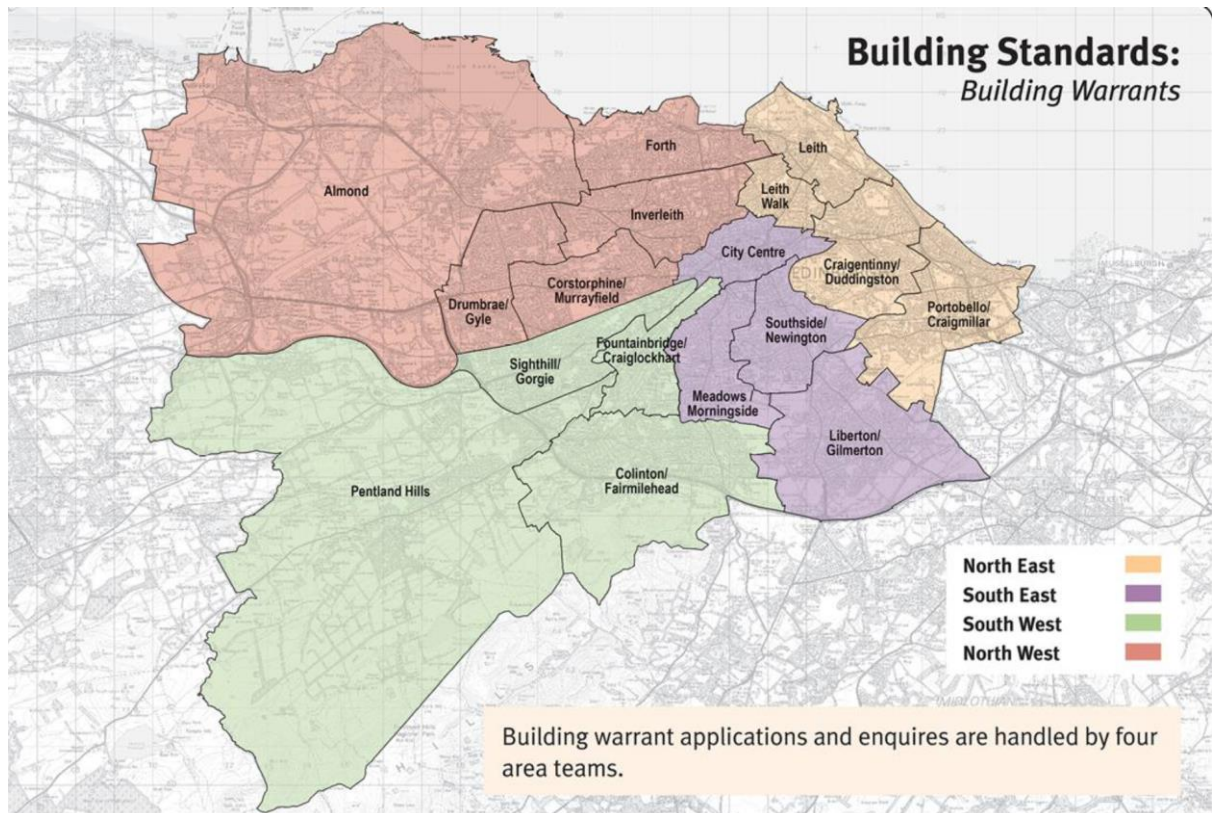
Non-verification functions
The only non-verification functions which Building Standards deal with is to report on Liquor License applications to the Edinburgh Licensing Board and carry out a small amount of property inspection work under the Council's 'Property Services for Homeowners' scheme. (ie Letters of Comfort) for which the Council charges a separate fee. Other licensing activities are dealt with by the Public Safety section of the Council which is located in the Corporate Governance Department.

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 standards; inspections are limited to a minimal necessary to ensure that legislation is not avoided. The control of work on site is not down to the 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.

Organisational Information
The chart on the following page shows the structure of the building standards service within the overall Council. There are four teams, two in the east and two in the west side of the City. The two teams in each area share a service manager with four planning teams and work closely with them.

The tables and charts show the number of staff within the Edinburgh verification service. The service manager for Planning and Building Standards East is the nominated Building Standards Manager for the service.

PLANNING & BUILDING STANDARDS STRUCTURE

Chief executive

- Director of Resources
- Chief Officer Edinburgh Health & Social Care Partnership
- Executive Director of Place
- Head of Safer and Stronger Communities and CSWO
- Executive Director of Communities adn Families

Under Executive Director of Place:
- Head of Place Management
- Head of Place Development
- Director of Culture

Services (under Head of Place Development):
- Regulatory Services
- Network
- Sustainable Development
- Service Manager - Planning and Building Standards - East
- Service Manager - City Wide Transport and Planning & Chief Planning Officer
- Service Manager - Planning and Building Standards - West
- Housing and Property Services
- Housing Management & Development
- Economic Development (4 x senior managers)

Service Manager - Planning and Building Standards - West:
- Major Developments Team Manager - City Centre
- Major Developments Team Manager - West
- Local Developments & Listed Buildings - West
- Householder and Enforcement West
- Building Standards Team Manager - South West
- Building Standards Team Manager - North West

Service Manager - Planning and Building Standards - East:
- Major Developments Team Manager - Waterfront
- Major Developments Team Manager - East
- Local Developments & Listed Buildings - East
- Householder and Enforcement - East
- Building Standards Team Manager - South East
- Building Standards Team Manager - North East

Building Standards Team Manager - South West:
- Senior Building Standards Surveyor x 2
- Building Standards Surveyor x 8
- Assistant Building Standards Surveyor

Building Standards Team Manager - North West:
- Senior Building Standards Surveyor x 3
- Building Standards Surveyor x 5
- Assistant Building Standards Surveyor

Building Standards Team Manager - South East:
- Senior Building Standards Surveyor x 6
- Building Standards Surveyor x 6
- Assistant Building Standards Surveyor x 2

Building Standards Team Manager - North East:
- Senior Building Standards Surveyors x 4
- Senior Structural Engineers x 2
- Building Standards Surveyors x 3
- Structural Engineer
- Assistant Building Standards Surveyor x 2

Building Standards Management	Number of posts	Vacancies (included in numbers of posts)
Chief Executive	1	
Executive Director of Place	1	
Head of Place Management	1	
Service Manager	2	
Team Manager	4	
Senior Building Standards Surveyors	16	
Senior Structural Engineers	2	1
Building Standards Surveyors	22	3
Structural Engineers	1	
Assistant Building Standards surveyor	6	
Business Support Services	2	
Transactions team managers	2	
Transactions staff	4	

Staff age Profile	Number of posts
Under 30	3
30 – 39	9
40 – 49	5
50 and over	32

3   Strategic Objectives

The Overarching Goal/Vision of the Service
The vision for the Council is set out in its Performance Framework as shown below.

In addition to delivering this strategy, the overarching goal of the Council's Building Standards Service is to:-

Deliver an efficient, cost effective and customer focused Building Standards Service for the citizens of Edinburgh that will ensure, through the Building Warrant process, that all new, altered, extended or converted buildings within the City of Edinburgh Council area are constructed to meet the minimum standards set by national Building Regulations.

Departmental Issues to be Addressed in the Coming Year
Due to concerns about performance in Edinburgh, the Scottish Government inspected the operation of the service against the Operating Framework for Building Standards Verifiers in February 2017. The report of that visit was received on 7 April 2017 and made a number of recommendations.

The inspection report acknowledged that a corporate freeze on staff recruitment coincided with an increase in the number of building warrant (BW) applications following the economic downturn. This had a serious impact on building standards delivery. Other factors include the introduction of eBuilding Standards (eBS) and investment in associated IT hardware and software which has impacted on service delivery. As a result, not only was performance poor but customer satisfaction was below the national average and record keeping and procedural guidance was not of the required standards.

A number of actions were required to bring the service up to the required standard. These are set out below.

	Grading	Observation	Risk	Recommendation
1	FUNDAMENTAL	No documented quality assurance process for BW, CC and CCNP.	No assurance on the BW, CC or CCNP process to evidence that required standards are being met.	Review and implement processes to meet future OF requirement.
2	FUNDAMENTAL	No documented process in place to meet legislative requirement for deemed decisions.	Contravention of legislation, Building (Scotland) Act 2003. Failure to adhere to legislative requirements renders warrants invalid.	Review and implement processes to meet legislative requirements.
3	FUNDAMENTAL	Issue of first reports not meeting 20 day target.	KPO 3 requirement not being achieved. Meeting KPO targets, is a requirement of the verifier appointment.	Review and implement processes to meet legislative requirements.
4	SIGNIFICANT	Lack of customer engagement to monitor service delivery.	Customer expectations are not met and risk of reputational damage.	Implement proposed action set out within draft Service Improvement Action Plan. Prioritisation of application types to be considered.
5	IMPROVEMENT	Quarterly submission of CIP not being delivered timeously.	Performance Framework requirements are not being met.	Submission of required data in line with KPO 9.
6	IMPROVEMENT	Information published on the website, is out of date.. Customer charter noted as a specific example.	Published guidance does not reflect current legislation requirements or PFO requirements.	Review published data for currency, accessibility and accuracy. Version control for all documents should be in place.

Part 6 of this report identifies the service improvements the Council is making to address these actions. A Building Standards Improvement Plan has been developed and is being implemented.

The Key Strategic Objectives for the Coming Year

The key strategic objectives for the Building Standards service in Edinburgh centre round implementing the Improvement Plan. The focus will be on:

- Implementation of the recommended actions from the Building Standards Division Inspection report;
- Improving performance to meet the required targets;
- Improving customer satisfaction;
- Improving processes to increase efficiency;
- Investing in the service through additional recruitment; and
- Improving communication, including website information.

The actions to meet these objectives are set out in detail in part 6.

4   Key Performance Outcomes and Targets

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

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

There are also three cross-cutting themes, comprising:

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

Summary of Key Performance Outcomes (KPOs)

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

Summary of Key Performance Targets

KPO1 Targets	
1.1	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).
1.2	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).
KOP2 Targets	
	Targets to be developed as part of future review of KPO2.
KPO3 Targets	
3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).
3.2	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.
KPO4 Targets	
4.1	Minimum overall average satisfaction rating of 7.5 out of 10.
KPO5 Targets	
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).
KPO6 Targets	
6.1	Details of eBuilding Standards to be published prominently on the verifier's website.
6.2	75% of each key building warrant related process being done electronically • Plan checking • Building warrant or amendments (and plans) being issued • Verification during construction • Completion certificates being accepted
KPO7 Targets	
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly).
7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March

5   Performance Data

KPO1 Targets	
1.1	**Quarter of year 2017/18** **% of 1st reports and grants of warrant with no 1st report within 20 day target** 1 59% 2 46% 3 64% 4 (to be reported in April 2018) The Council is working towards achieving the target of 95% of first reports (for building warrants and amendments) issued within 20 days. For the period of 2016-2017, the target for the first report within 20 days was 90% and the results for the quarter periods were as follows 1st- 55.9%, 2nd- 35.5%, 3rd- 14.3% and 4th- 43%, averaging out at 40% for that year. The performance for periods 1, 2 and 3 of 2017/18 is better than that for periods 1, 2 and 3 of 2016/17. While performance dipped during the summer period, factors leading to this have been addressed. Performance for the final month of Quarter 3 was 75%.
1.2	**Quarter of year 2017/18** **% of building warrants and amendments issued within 10 days** 1 37% 2 29% 3 50% 4 (to be reported in April 2018) 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information. For the period 2016-17, only 31% of revised plans received were issued within the required timescale. Performance dipped during quarter 2 in respect of warrants and amendments issued with 10 days. Factors leading to this have now been addressed. Performance for the final month of quarter 3 was 57%.
KPO3 Targets	
3.1	The National Customer Charter is displayed prominently on the website. This document is in the process of being updated and will be reviewed quarterly with a clear document control and audit process.
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	The performance of the service has resulted in an overall satisfaction rating of 5.0 / 10. This was recorded via the national survey conducted by the Building Standards Division in Q3 2016 / 2017. Currently, the Council is conducting a survey of agents. This will be concluded in July 2017 and results published thereafter. As set out in Section 6, it is a priority to improve customer satisfaction with the service. This is expected to improve as a result of better turn-around times for processing building warrant applications and completion certificates. Measures such as surveys and engagement events are also being held throughout the course of the year.
	KPO5 Targets
5.1	

	Quarter 1	Q2	Q3	Q4
Fee income	£729,320	£908,358	£1,122,337	
Expenditure	£579,331	£625,651	£675,605	
Staffing costs:	£567,534	£582,278	£599,286	
Non staff costs:	£11,797	£31,021	£76,319	
Other investment:	£0	£12,352	£79,739	

Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%). This was not carried out for the year 16-17 due to Council budget for the year having already been set. But for the year 17-18 the Council will ensure that the required budget costs will be met including staff costs.

	KPO6 Targets
	Full details of the Building Standards Service in Edinburgh is available on the Council website at www.edinburgh.gov.uk/buildingstandards This includes a link to the e.Building Standards website.
6.2	Plan checking of both building warrants and amendments are in excess of the 75% target and over 90% of cases are processed electronically for the period 2016/17. Mobile technology is being piloted for on-site work including inspections. A monitoring report is being arranged to provide the details required to show compliance with the CCNP requirements. Completion certificates are submitted online and processed electronically in many cases.

KPO7 Targets	
7.1	The annual verification performance report for 2016/17 was completed in May 2016 and placed on the Council website at http://www.edinburgh.gov.uk/info/20212/property_planning_and_housing/587/building_standards_national_customer_charter_and_balanced_scorecard Due to resource problems, quarterly updates were not undertaken and this will be resolved in 2017/18
7.2	The annual verification performance report for 2017/18 includes performance data.

Professional Expertise and Technical Processes

- Protocols for dealing with work - The Council has in place risk management protocols for dealing with the management of work on building warrants and completion certificates .The protocols form part of the council's quality assurance procedures which apply to all building standards work. Risk management procedures are used to ensure applications are allocated to staff who are suitably qualified and experienced to deal with it. In addition, 5% of building warrants are checked by senior surveyors to ensure consistency.

- Performance management systems - The council has a detailed performance reporting system based on Microsoft Access. Monthly reporting to the Planning and Building Standards Leadership Team allows an assessment of how individual teams are performing in relation to targets set in the National Customer Charter. Targets are also set through annual performance conversations. Regular meetings are held between team managers and senior managers to discuss performance and an improvement plan is in place to remedy current problems.

- Training and development/CPD - Training in the main is derived from annual performance conversations. During this process the training needs of each member of staff are identified and tasked. The service aims to provide 36 hours of training per year per member of staff. In addition to this, other centralised training will be given which concentrates on health and safety requirements and changes to legislation.

  A staff development group which has 2 building standard representatives on the group also assists in providing training for Planning and Building Standards staff. This helps to meet RICS professional training requirements. Version 1.1 – 4 August 2017 18

- Benchmarking - Benchmarking of the service is carried on a regular basis with other partner councils. This is achieved primarily through the council's active participation groups and by contributing to benchmarking survey's carried out by the groups. Key actions for 2017/18 include

    - Benchmarking with SESBC – The South East Scotland Building Standards Consortium Group; Local Authority Building Standards Scotland (LABSS)and the UK Core Cities Group.
    - Taking a lead role on follow up issues around the national e-Building Standards project

- Shared Services - Currently CEC Building Standards provides structural engineering to another local authority (Midlothian) and other local authorities (Aberdeen City and Argyll and Bute) are being used to assist with the Building Standards verification service in Edinburgh.

- Succession planning – the age profile within the service indicates that new staff are needed to ensure the resilience of the service. A recruitment plan is in place but there are problems of supply which require wider discussions with the Scottish Government and education authorities. The key action for 2017/18 is to ensure that fee income is used to ensure the service is fully resourced.

Quality Customer Experience
- Customer communication strategies – the Planning and Building Stands Customer Engagement Strategy was approved in December 2015 and was embedded during 2016/17. This focuses on channel shift and helping the customer to find information online. Web pages were updated and made more user-friendly and forms were provided for pre-application enquiries to help the customer. A Building Standards Surveyor was placed at the reception counter to help with building warrant enquiries. In May 2017, calls to Building Standards moved to the Customer Contact Centre. Key priorities for 2017/18 will be to review the working of this; ensure surveyors are engaging with customers and keeping them informed; and engaging with customers through forums and surveys.

- Charter – the National Customer Charter was approved in May 2016 and published on the Council website. This document links to the Planning and Building Standards Customer Service Charter which clearly sets out the level of service the Council will provide for the Building Standards service in Edinburgh. The key action for 2017/18 is to review the Charter and publicise it.

- Customer feedback - The service is fully involved in national surveys and is also committed to local surveys to get customer feedback. In addition, complaints are monitored and lessons learned are used to make changes to the service. In June 2017, the service held a customer forum which has helped to inform actions for 2017/18. Key actions are: customer surveys and customer forums.

- Customer Advice – pre-submission advice is available through the help desk surveyor or by writing/emailing the service. For smaller developments, the enquirer is asked to look at the information on the Council website. The email, phone and face to face service is available from 9am to 1pm every weekday.

Operational and Financial Efficiency

- Team Structures – the Building Standards teams are based on an east/west split, each with two teams as shown in section 2.

- Financial Monitoring - Monthly monitoring of fee income is undertaken and verification costs are reported on a quarterly basis to the BSD and verification income reported on a quarterly basis to the BSD.

- IT Systems - The BS service uses the Uniform, IDOX GMS and workflow systems plus AutoVue Professional. The introduction of e.Building Standards has led to a number of issues that have affected performance. The focus in 2017/18 will be to resolve these issues and promote the use of more efficient systems including mobile technology. The use of Enterprise will be an important tool to be implemented in the coming year.

- Digital Services – a full range of digital services including online applications and website information is available.

- Finance Systems - the Building Standards service adheres to the Council's financial policies and budgets and spending are kept under review.

- Internal communication strategies – team briefs and regular team meetings are held to ensure staff are fully up-to-date with work matters.

6 Service Improvement and Partnership Working

In the previous 12 months (2016/2017) we did –

Number	Continuous Improvement Action	Timescale	Status
1	Updated the BS Balanced Scorecard, put it to Planning Committee and published it on Council Website	May 2016	Complete
2	Updated the National Customer Charter, put it to Planning Committee and published it on the Council website	May 2016	Complete
3	Delivery of the e.Building Standards Project	August 2016	Complete
4	Updated all Building Standards web pages to improve the customer experience	August to November 2016	Complete
5	Introduced a methodology for the submission of building warrants and set up arrangements to meet agents to embed it into new ways of working	January to March 2017	Ongoing
6	Made process improvements to help the customer – electrical certificates accepted electronically, reducing the number of drawings required at submission stage, introduction of a fast track system for building warrants under £5000, emailing letters out rather than posting	April 2016	Ongoing
7	Made changes to the customer help desk service so that a surveyor now sits at the front counter.	May 2016	Complete
8	Carried out a survey to find out surveyors views on CCNPs to inform any changes. The results were inconclusive but a simplified system is being investigated	November 2016	Ongoing
9	Recruited additional staff to fill posts. Staff have been recruited to fill vacancies and additional staff have been recruited to fill the service structure. These have included new assistant building standards surveyors and building standards surveyors.	April 2017	Ongoing
10	Formed a dedicated overtime team to deal with the backlog of cases. Between January and April 2017, the team progressed 490 applications' first reports in this way.	April 2017	Ongoing
11	Establish shared services whereby partner local authorities progress building warrant applications up to the point when the building warrant is to be issued. This arrangement was established in January 2017 and as it has been successful is ongoing.	April 2016	Ongoing

In the next 12 months (2017/2018) we will –

Number	Continuous Improvement Action	Timescale
1	**Turn around times**	
1.1	Improve the consistency and level of turn around times for issuing first reports Given the underperformance of the service in early 2017, step by step improvement is intended throughout the course of the year 2017/18. Quarterly targets have therefore been established as follows: **Quarter** **% of 1st reports within 20 days** 1 50 – 65% 2 55 – 70% 3 60 – 80% 4 65 – 90% The intention is that within quarter 4, the final 2 months will achieve the national target of 95%.	Ongoing with quarterly reporting
1.2	Improve the consistency and level of turn around times for issuing follow up reports This target relates directly to better turn-around time for issuing building warrants, since where this is are achieved there will be a consequential improvement in turn-around time for follow up reports. (See 1.3 below)	Ongoing with quarterly reporting
1.3	Improve the consistency and level of turn around times for issuing building warrants As with 1.1 above, step by step improvement is intended throughout the course of the year 2017/18. Quarterly targets have therefore been established as follows: **Quarter** **% of BWs and amendments issue within 10 days of satisfactory info being provided** 1 20 – 30% 2 25 – 35% 3 30 – 40% 4 40 – 50% While it is acknowledged that the quarter 4 target is below the national target of 90%, it is a significant improvement on the current performance	Ongoing with quarterly reporting
2	**Level of customer satisfaction with the service**	

2.1	Carry out a survey every 6 months, to monitor customer satisfaction with the service	Commence May 2017
2.2	Carry out regular agent events (6 per year) with the aim of improving the quality of submissions in order that warrant applications can be progressed more quickly	Commence June 2017
2.3	Instigate a post-warrant survey which would be issued to agents at the point when the warrant is granted.	Commence June 2017
3	**Investment of building warrant fee income into the service**	
3.1	Increase the level of investment in the service by recruiting additional staff beyond the 2016 / 2017 established staff structure (this is in addition to ensuring the established staff structure is fully filled).	Ongoing – with staffing under recruitment at present
3.2	Invest the increased fee (from July 2017) in the service with additional recruitment beyond that set out in 3.1 above.	If and when the fee increase happens.
3.3	Review the funding of the service in relation staffing levels and fee income.	During the 2017/18 financial year
4	**Quarterly reporting to Scottish Government**	
4.1	Ensure quarterly reporting to Scottish Government is done on time	By end of the first quarter of 2017

7   Building Standards – Additional Data

In 2016/17, Building Standards performance was as follows:

Building warrants and amendments to building warrant	• 3475 building warrant applications received including amendment to warrants • 4156 decisions made on building warrant applications
Completion certificates	• 5218 completion certificates submitted • 4221 decisions made
Certification	• 2595 certificates of design submitted • 2336 certificates of construction submitted
Energy Performance Certificates (EPCs)	• 760 copy certificates received (domestic) • 3 copy certificates received (non-domestic)
Statements of Sustainability	• 825 copy certificates received (domestic) • 0 copy certificates received (non-domestic)
Enforcement	• 3 Notices served under sections 25 to 30 • 0 Cases referred to procurator fiscal • 0 Cases where LA has undertaken work