

**Building Standards Balanced Scorecard**

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**1.0 SUMMARY**

1.1 This report is to advise members of the PPSL committee of the production of the annual Building Standards Balanced Scorecard which is submitted to the Building Standards Division of the Scottish Government (BSD)

**2.0 RECOMMENDATIONS**

It is recommended that the PPSL committee

2.1 note with satisfaction the production of the Building Standards Balanced Scorecard

**3.0 DETAIL**

3.1 Building Standards is a customer focused service that works to deliver accessible, effective and efficient services for the people of Argyll & Bute.

3.2 The Building Standards Balanced Scorecard is a comprehensive business plan and a management tool for performance management which ensures our customers are at the centre of our work.

3.3 It includes information on the performance of the service and customer satisfaction during 2011/12

3.4 The format this year also includes an annual return which provides comprehensive information on the number of Building Warrant and Completion Certificate applications received, fee income received and costs attributed to providing the service

3.5 This new format also includes an Improvement plan which details how the service will progress the nine national Performance Outcomes which came into force on 1<sup>st</sup> October 2012. This Improvement plan is to be updated and forwarded to the BSD quarterly.

3.6 Upon receipt of confirmation from the BSD that our scorecard as submitted is acceptable it is proposed that the Balanced Scorecard will be published on our web pages and be distributed to all Planning & Regulatory Service outlets including the Customer Care Centres where it will be displayed in the public information racks.

## **4.0 CONCLUSION**

4.1 As a customer focused service it is essential that our users are aware of the standard of service they can expect from Building Standards and the Balanced Scorecard is the prime document the service uses to improve service delivery

4.2 The Building Standards Balanced Scorecard which is annually produced and submitted to the BSD is central to the on-going service improvement and focus on customer care within Building Standards

## **5.0 IMPLICATIONS**

5.1 Policy: N/A

5.2 Financial: N/A

5.3 Legal: N/A

5.4 HR: N/A

5.5 Equalities: N/A

5.6 Risk: None

5.7 Customer Service: The annual production of the Building Standards Balanced Scorecard continues to enhance the level of service being provided

## **6.0 APPENDICES**

6.1 Building Standards Balanced Scorecard

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