



The Building Standards service aims to ensure that buildings in Argyll and Bute comply with the Building Regulations. We do this by; providing a customer focussed service for the processing of Building Warrant applications, the inspection of construction work relating to Building Warrants in accordance with Construction Compliance and Notification Plans, and the verification of Completion Certificate submissions. In addition, we are responsible for enforcement relating to unauthorised works and dangerous buildings.

Other services offered include: Pre-Warrant discussions, Fast Track applications for minor works, an outreach service for people with specific service needs or who have difficulty reaching our offices, a search and/or copy application process for existing documentation and Section 50 Licensing certificates.

Within Argyll and Bute Building Warrant applications and fees received in 2015/16 suggest that there is still little confidence in the building industry going forward in the short term, however an increase in planning applications received does suggest that the outlook will be brighter.

Staff Update

We are sorry to announce the retirement of Ian Mobberley and also confirm the start of a phased retirement of Alex Johnson both Building Standard Surveyors from the Mid Argyll team. We are currently advertising for replacement staff and in the interim it is likely that a percentage of applications normally processed within this office will be re-distributed to other area offices to ensure service continuity during this period.

The whole team would like to thank Ian for his contribution to the service over the years and wish him well in his retirement.

News from the Building Standards Division of the Scottish Government

A gentle reminder that as from the 1st October 2015 the new Technical Standards come in to force. These can be viewed and/or download from the Scottish Government's [website](#).

Customer Service Excellence (CSE)

Our second year rolling audit will be on 24th November where we will be audited on a further 19 out of the 54 criteria. Currently we hold full compliance on the 54 criteria with compliance plus in 3 of the criteria.

eBuilding Standards Update

Our in house eBS continues. All four area offices are now live, with participating invited agents only, at present. It is expected that this service will be available to all users later this year.

Scottish Government e-Building Standards Update

Workshops for the upcoming e-Building Standards Portal have taken place with further events programmed for Local Authorities in October. The expansion into Building Standards is planned for summer 2016 and is currently still on target.

Quarterly Statistics

We can confirm that by continuing to proactively move Building Warrant applications to area offices which have more capacity performance has held up well and the Building Standards Manager would like to take this opportunity to publicly thank all his staff for their hard work.

Argyll & Bute Council Building Standards Performance Statistics	Apr - Jun 15	
	target	Actual
The percentage of requests for a building warrant responded to within 20 days.	80%	95.3%
The average time taken to respond to a request for a completion certificate.	3 days	2.4 days
The percentage of building warrants issued (or otherwise determined) within six days.	80%	92.7%
The percentage of completion certificates issued/ accepted (or otherwise determined) within three days.	80%	97.6%
The percentage of applicants providing feedback that were either satisfied or very satisfied with our service.	84%	91.7%



Looking Forward

Our key objective for the coming year will be to continue to align our service delivery with the performance framework developed by the Scottish Government and supported by local authorities to improve the quality, compliance, consistency and predictability of verification activities with the introduction of e-Building Standards both locally and nationally.

Performance and Progress

Our Balanced Scorecard, which is submitted quarterly to Scottish Government focuses on three core perspectives with two cross cutting themes as another key element of our service improvement activities:

1. Professional Expertise & Technical Processes
2. Quality Customer Experience
3. Operational and Financial Efficiency

Copies of this document can be viewed [online](#).

Did You Know?

- If you provide your e-mail address, we will e-mail any correspondence to speed up the process. Please ensure the e-mail address you provide is current, legible and spelled correctly.
- If you provide a certificate of design **along** with your application form, the fee is reduced by 10%. Please ensure you submit the correct fee!
- If you state on your application form that you will submit a certificate of construction, you will also get a fee reduction, in this instance it is 1%. You must submit the correct certificate on completion. If you don't, we won't accept your submission until we receive the fee that was deducted at the time of application.
- If you do not provide all the information needed to approve your warrant after 3 months, we may refuse it.
- Only the Applicant or the Agent can fill in the Completion Certificate, not the building contractor, unless they are noted as agent on the application form!
- A Completion Certificate will only be considered for a valid Building Warrant.

For more information, please see our [website](#).

National Customer Survey

The second national customer survey is currently being undertaken by Pye Tait on behalf of the Building Standards Division.

The survey is an annual occurrence with the results being published on the Scottish Government website. To assist us to improve our service I would be grateful if all those service users contacted would participate.



CPD Events

We are currently developing a programme of CPD events in partnership with Glasgow Caledonian University. Further information will be provided on this programme in our next newsletter to be published later this year.

If you are interested in attending our proposed CPD events or you have any additional ideas for CPD topics please contact the [Building Standards Manager](#).

Compliance

- Construction Compliance and Notification Plans (CCNP's) are now issued with all Building Warrants. The plans specify stages of construction when Building Standards are to be notified to undertake an inspection.
- It is the applicant's responsibility to contact Building Standards to arrange an inspection.
- We record where an applicant fails to adhere to the CCNP
- We record the most common aspects of non-compliance found on site.
- We report quarterly to the BSD on the number of CCNPs completed
- To date, in a lot of cases, Building Standards are still not being notified that works have commenced on site. As a result CCNPs are not being completed.
- **Please ensure that if you are handing over the project to the applicant at approval stage they are made aware of the roles of the applicant or "relevant person".**

Customer Satisfaction

Argyll and Bute Council Building Standards will continue to seek your views on our local service as the views of our regular users are very important and assist us in focusing our service delivery. We would be grateful therefore if you could spend a few minutes completing our [on-line customer satisfaction survey](#).

Guidance

We continue to develop our suite of guidance notes, publishing them in English and Gaelic. These guidance notes are available in hard copy from local area offices or alternatively can be accessed [online](#).

Realising our potential together