

# Building Standards User Forums

June 2016

Martin Matheson



# Overview

- Financial Position
- Performance Statistics
- eBuilding Standards
- Other Matters/Issues
- Staffing Update
- Customer Service Excellence



# Financial Position

- Value of Building work in A&B still low with Building warrant application numbers and fees received still depressed
- A&B Council require to save an additional £20M+ between 2016 -20
- Service Choices has left Building Standards untouched at this minute, with no savings to be made

# Performance Statistics

Jan to Mar '16

target

Actual

The percentage of requests for a Building Warrant responded to within 20 days.

80%

95.8%

The average time taken to respond to a request for a completion certificate.

3 days

1.9days

The percentage of building warrants issued (or otherwise determined) within six days.

80%

91.5%

The percentage of completion certificates issued/accepted (or otherwise determined) within three days.

80%

100%

The percentage of applicants providing feedback who were either satisfied or very satisfied with our service

84%

100%



# eBuilding Standards

- Internal eBS system currently working well. Limitations: Only 4 application forms and applications cannot be saved part complete for later submission.
- National Portal due to be launched 24<sup>th</sup> August 2016
- The National portal will have a similar look and feel to ePlanning with help and guidance at every stage and will have all current BS forms available

# Other Matters/Issues

- Re-Verification
  - Current licence expires May 2017 – LABSS have meet with new Minister to push case for BS Verification remaining within the public sector
- Construction Compliance and Notification Plans
  - Percentage CCNPs completed rising
- Recent PPI Schools issue
  - Highlighting the importance of following the 2014 introduction of the CCNP process

# Other Matters/Issues (cont'd)

- Updates to the Technical Handbooks (Domestic and Non-Domestic) have been published - 1 June 2016. The changes include:
- new standard (4.14) and guidance on in-building physical infrastructure for high-speed electronic communications networks (broadband) - these come into effect when building warrants are applied for after 31 December 2016; and
- revised references for protection from radon gas (3.2) - these come into effect from 1 June 2016.
- Other than a small number of minor changes to correct typographical errors, the handbooks remain as the October 2015 versions.

# Other Matters/Issues (cont'd)

- Building Standards Newsletters
  - Issued regularly – feedback required on usefulness?
- Building Standards CPD events Feb/Mar 2016 – 3 days
- Building Standards Customer Journey Map



Adobe Acrobat  
Document





# Crystal Ball

- LA's retain their verifier licence for their geographic area
- BW Fees are increased especially at the lower end
- Technical Standards updated with regard to Fire

# Staffing Update

- MAKI

- Ian Mobberley retired
- Emma Wilson appointed as BS Surveyor
- Katherine McKerral appointed as Assistant BS Surveyor
- Alex Johnston on phased retirement (3 days a week)

- H&L

- Kate Linden progressed to BS Surveyor
- Area Team re-located to the new Helensburgh and Lomond Civic Centre within the town centre



# Customer Service Excellence

**CUSTOMER  
SERVICE  
EXCELLENCE**



- Journey started 13<sup>th</sup> June 2013
- Building Standards were the path finding service for the Council



# Customer Service Excellence

- Attained the award on 1<sup>st</sup> December 2013 after a successful audit on 18<sup>th</sup>/19<sup>th</sup> November 2013
- Retained the award after successful annual re-audits in December 2014 and November 2015 with further improvement compliance recorded
- Next annual audit due November 2016

# For Discussion

## Building Standards Customer Journey

Stage 1 – Before you apply for a Building Warrant

Stage 2 – Apply for a Building Warrant

Stage 3 – Local Authority assesses your Building Warrant application?

Stage 4 – Building Warrant is granted by your Local Authority

Stage 5 – Building work (or conversion) starts

Stage 6 – Changes to the Building Warrant design

Stage 7 – Building work (or conversion) is complete

Stage 8 – Local Authority accepts your Completion Certificate

Stage 9 – Local Authority rejects your Completion Certificate



# The End

Questions?

Thank You

