

Building Standards Argyll & Bute

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User Forum (Update from April 2012)
October 2012

Overview

Financial Position

Performance

Customer Satisfaction

Current Issues

2011/12 Financial Position

2009/10 Budget target:- £854,000

2009/10 Revenue received:- £795,200 (-£58,800)

2010/11 Budget target:- £854,000

2010/11 Revenue received:- £791,000 (+£63,000)

2011/12 Budget target:- £804,000

2011/12 Revenue received:- £584,000 (-£220,000)

BW's received 09/10: 1190

BW's received 10/11: 1354

BW's received 11/12: 1530

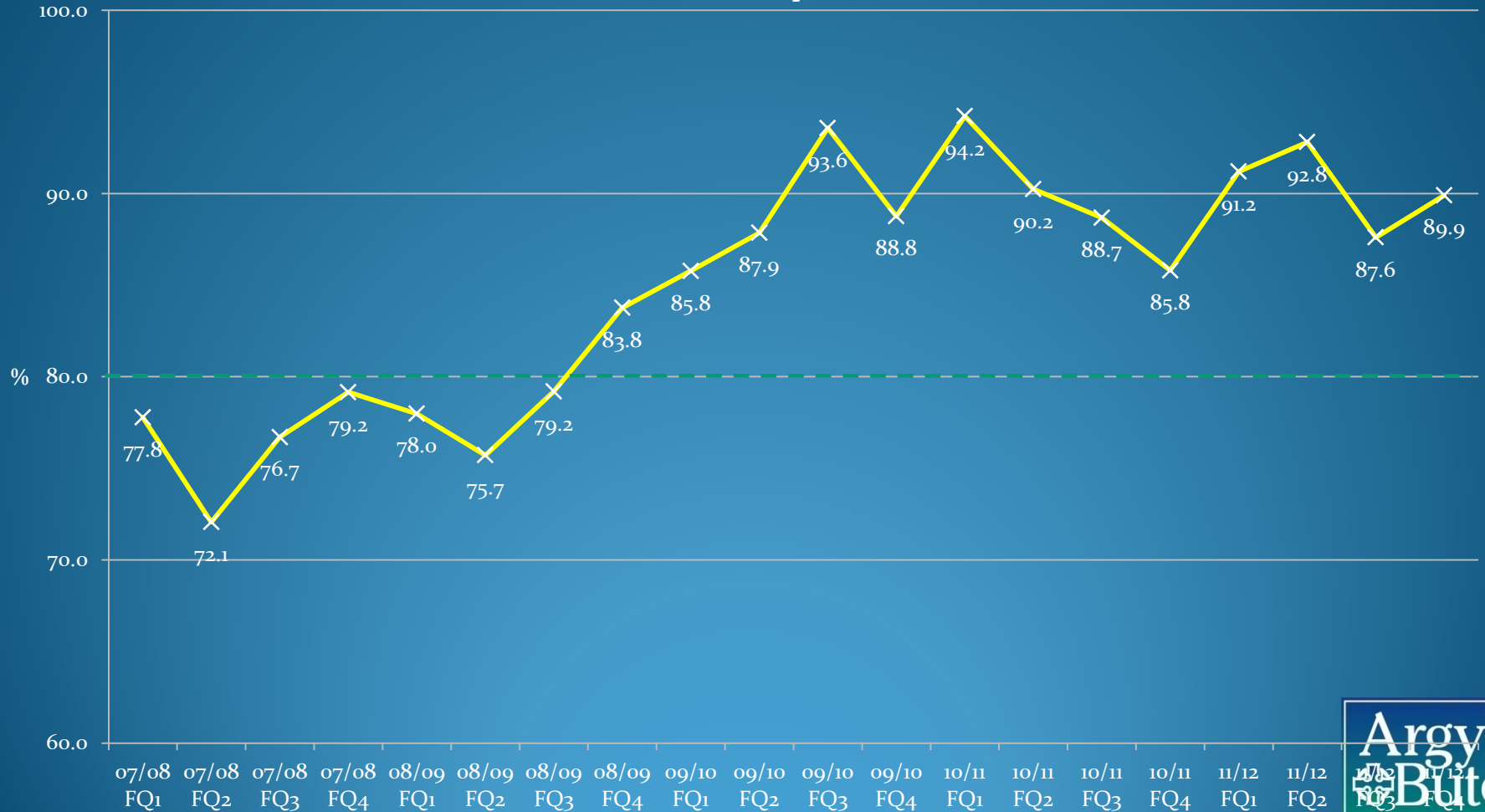
09/10 Value of works:- £80M

10/11 Value of works:- £88M

11/12 Value of works:- £71M

PERFORMANCE

Percentage of Building Warrant applications responded to within 20 days



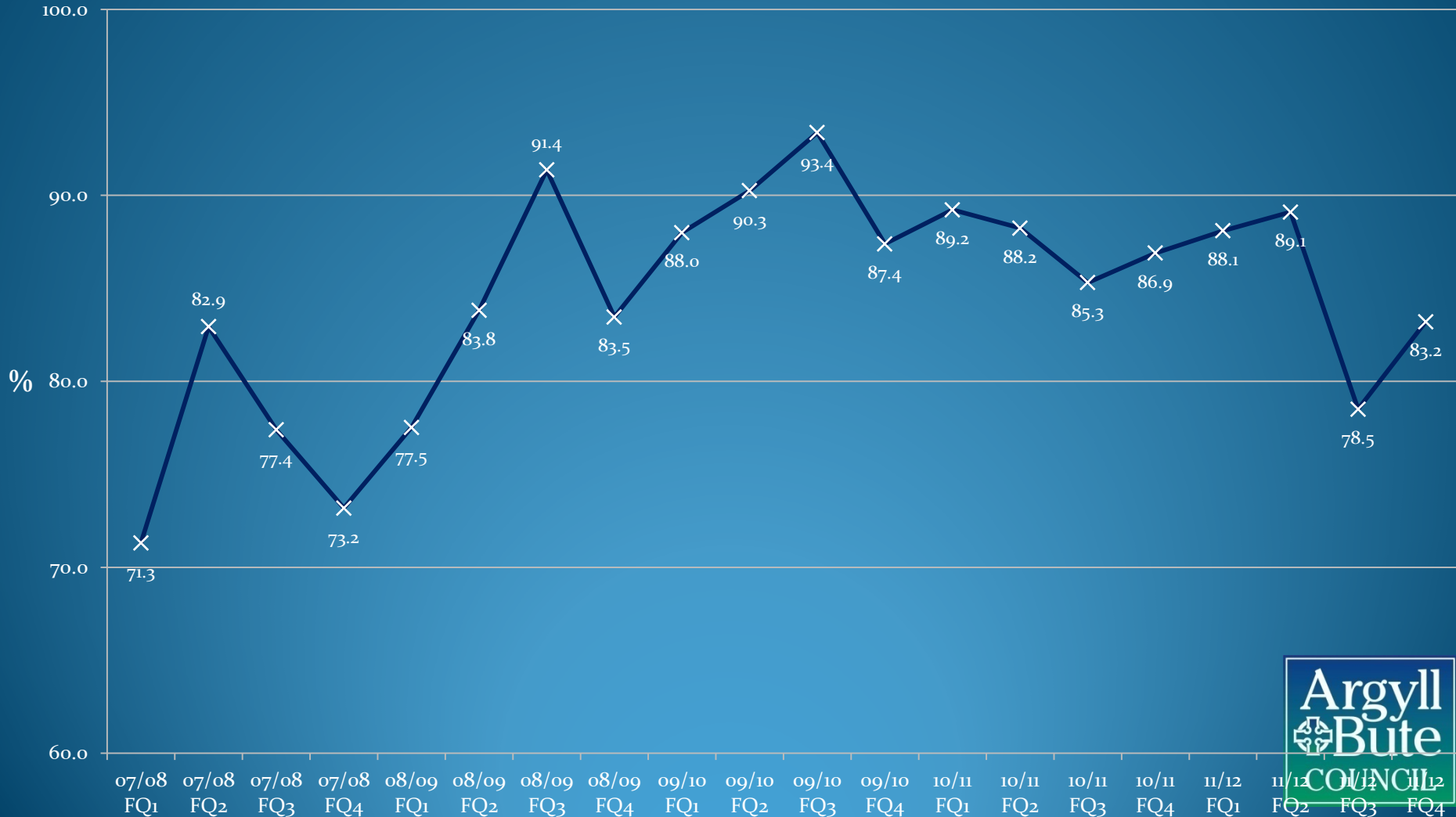
PERFORMANCE

Average no of days to respond to a request for a Completion Certificate



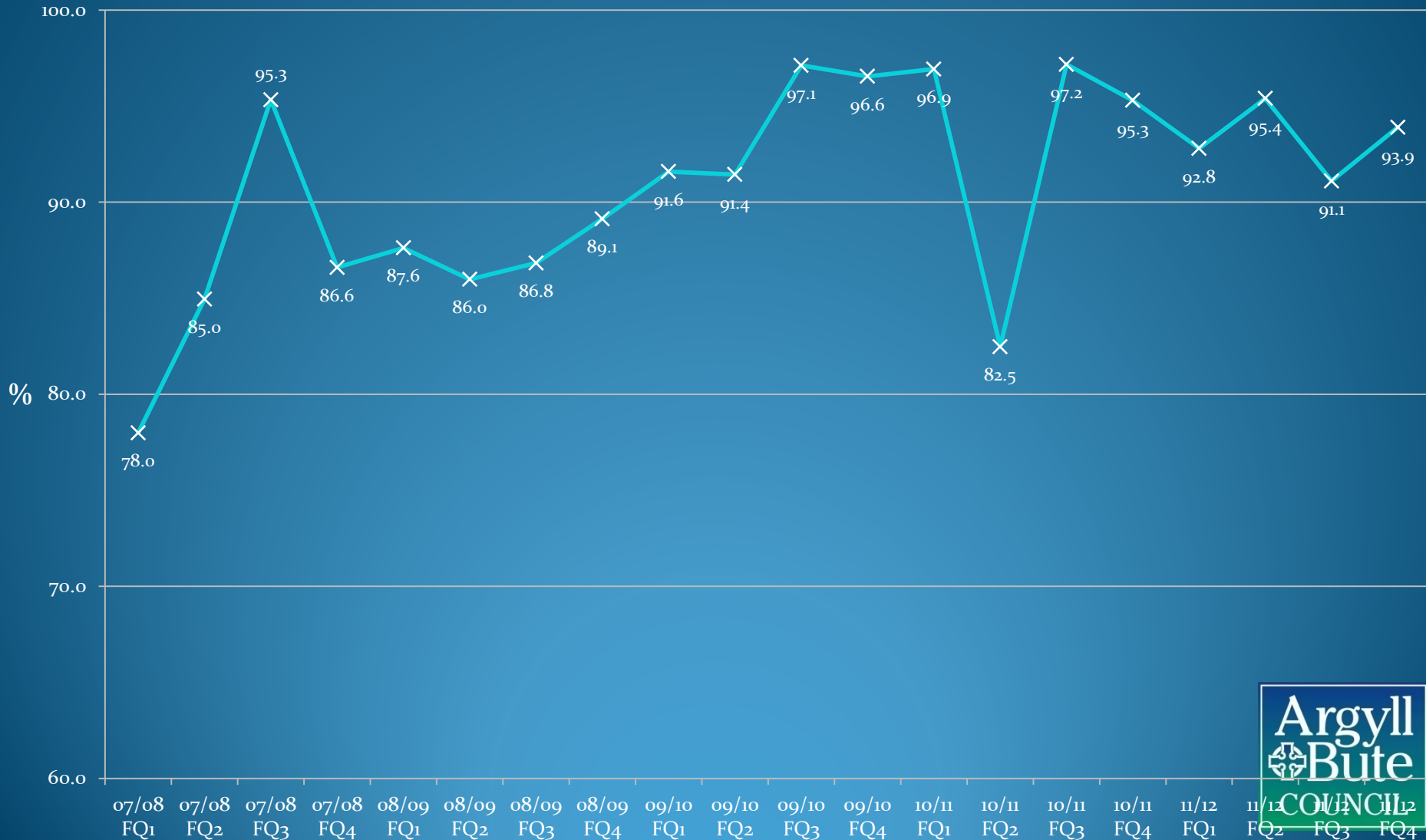
PERFORMANCE

Percentage of Building Warrants issued within 6 days



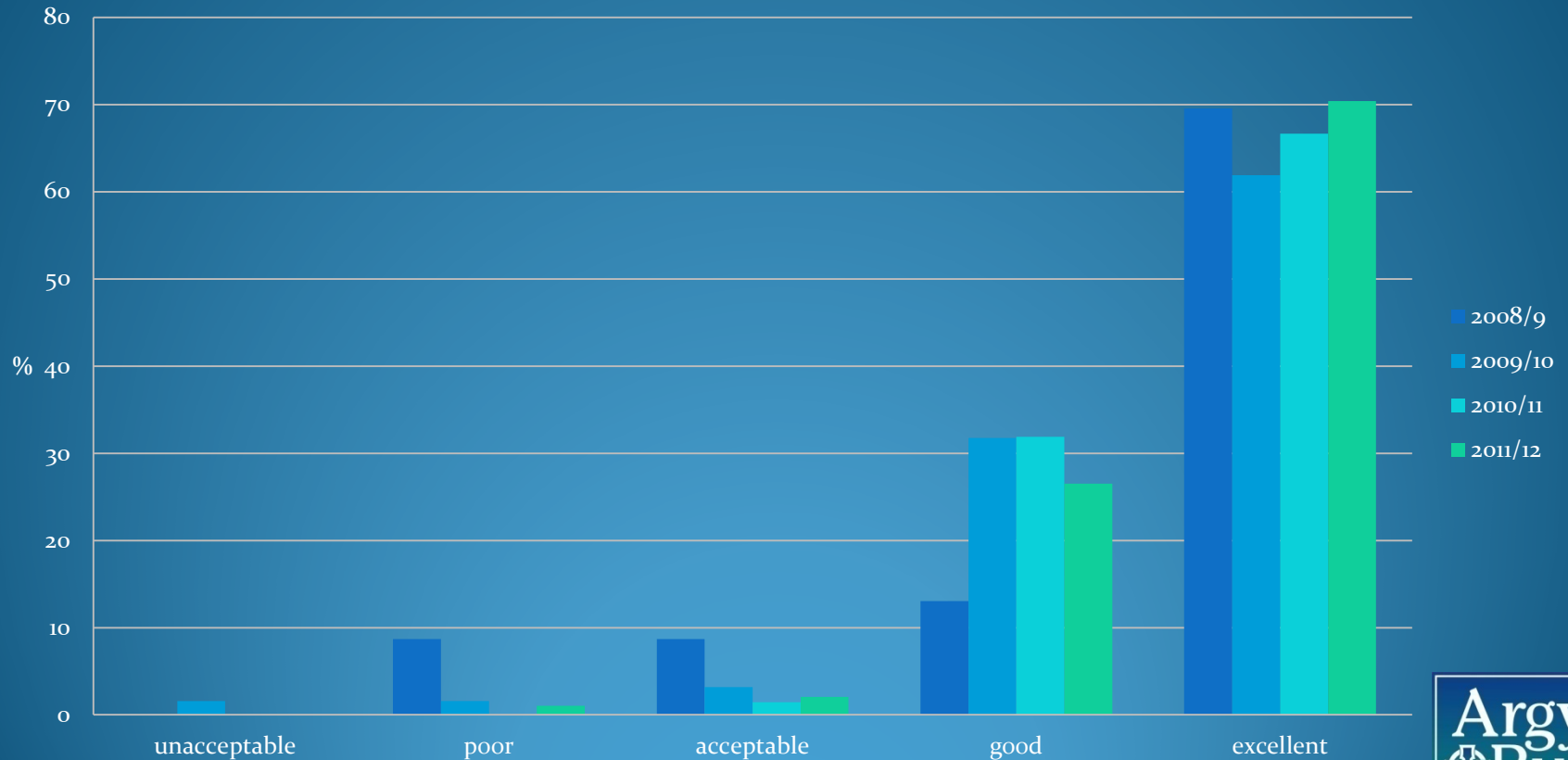
PERFORMANCE

Percentage of Completion Certificates issued within 3 days



Customer Satisfaction Survey

Was the overall service:



Key Performance Outcomes (KPO's) and Reasonable Enquiry

9 KPO's and Reasonable Enquiry
being introduced from
October 2012

KPO's

- KPO 1 – Time to get a building warrant

- The purpose of this outcome is to minimise delays that prevent development starting.
- The intention of this outcome is to decrease the turnaround time taken for customers to obtain their building warrant, whilst ensuring the quality of the verification process. This will be achieved by considering all aspects of the warrant process.

- KPO 2 – Compliance during construction

- The purpose of this outcome is to improve the safety and performance of completed buildings to protect the public interest.
- The intention of this outcome is to identify and minimise the occurrence of non-compliances with building regulations during construction. This will be achieved by applying a national risk-based methodology to inspection regimes.

KPO's(cont'd)

- KPO 3 – Meeting customer expectations

- The purpose of this outcome is to improve the commitment to meet customer expectations and predictability of performance.
- The intention of this outcome is to set achievable targets for the first full technical plan check and provide an “escape route” for customers who are dissatisfied when targets are not met. This will be achieved by meeting national 1st report targets and providing an alternative recourse when the targets are not met.
- This provides the customer with a realistic indication of how long it will take for them to get the 1st report, and at what point they have the right to request the “escape route”. It is expected that customer satisfaction of how well the verifier has delivered will be measured.

KPO's(cont'd)

- KPO 4 – Adherence to service commitments of a National Customer Charter
 - The National Customer Charter to be developed by BSD for May 2012. Verifiers need to incorporate local information and publish the charter on their website by 1 October 2012.
- KPO 5 – Improvement of the customer experience
 - The National Customer Survey to be funded and undertaken by BSD. The first survey will be done before the end of 2012 and annually thereafter.
- KPO 6 - Financial Governance
 - This outcome monitors verification fee income against the verification service running costs. To provide national comparisons to be made, a simple approach will be taken to non-staff costs by applying a standard factor (say 30%).

KPO's(cont'd)

- KPO 7 – Partnership working underpinned by engagement with National Forum

- The National Forum to meet twice a year through a systematic, flexible agenda in response to issues raised by forum members. BSD to arrange the first National Forum meeting which will be held before the end of 2012.

- KPO 8 – Development of and adherence to objectives outlined in Business Plan

- The 2012-13 balanced scorecard template to be adopted by verifiers and submitted to BSD by end September 2012.

- KPO 9 – Increased commitment to continuous improvement

- Verifiers are to develop their continuous improvement plans based on their current readiness and the necessary improvements needed to meet the key performance outcomes. The plans are to be incorporated into the balanced scorecards.

Reasonable Enquiry

The aim of the methodology is to support verifiers in carrying out their independent checking of construction in a targeted and consistent way, based on risk assessment. Compliance of completed buildings will be improved by identifying non-compliance and feeding back common themes. The methodology sets a minimum level of risk based on building type and value, which should be enhanced by project specific complexities as appropriate. The intention is that verifiers should provide a minimum level of inspection in a flexible way. It should not prevent verifiers continuing with a strong focus on inspection.

Reasonable Enquiry (Cont'd)

Construction Notification Plan

The success of the methodology is dependent upon good communication and commitment by the main partners, that is the developer/owner; builder; and verifier.

The Construction Notification Plan is central and sets out when the owner/developer must notify the verifier, to allow them to inspect the identified stages.

CONSTRUCTION NOTIFICATION PLAN – TEMPLATE

PROJECT DETAILS		BUILDING STANDARDS SURVEYOR	
<i>Type of work:</i>		<i>Name:</i>	
<i>Application reference:</i>		<i>Address:</i>	
<i>Project Address:</i>		<i>Tel:</i>	
<i>Applicant details:</i>		<i>Email:</i>	
<i>Agent details:</i>		<i>Fax:</i>	
	Stage(s) when owner or developer to notify the verifier <i>(*verifier to identify necessary intermediate stages)</i>	Notes by verifier <i>(verifier to note in more detail when or what needs notifying)</i>	Purpose of notification and checking <i>(verifier to confirm the purpose of notification and their checking)</i>
EARLY	Commencement (statutory notification)		Statutory requirement – to inform verifier that work is starting.
	Commencement		
↓	<i>Foundation*</i>		
INTERMEDIATE	<i>Drainage*</i>		
	<i>Substructure*</i>		
	<i>Superstructure*</i>		
	<i>Other*</i>		
	<i>Pre-completion</i>		
↓	Completion (statutory notification)		Statutory requirement – to inform verifier that work is complete. (Verifier will accept or reject completion certificate.)
LATE			

Other Current Issues

- BSD Consultations on General, Fire (Non-Dom), Environment, Safety and Sustainability
<http://www.scotland.gov.uk/Topics/Built-Environment/Building/Building-standards/publications/pubconsult>
- E-Building Standards
- Location of Fire Hydrants/Need for Water Storage – standard 2.13
- SAP 2009 Calculation
 - Consultation closed April 2012 – no confirmation on any changes being implemented in the short term

**Thank you
Questions?**