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East Dunbartonshire Council

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Building Standards

Annual
Performance
Report
2020-2021

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Amendment Record		
Date	Issue No.	Details of change
May 2021	1	Publication of 2020/21 Annual Performance Report
August 2021	2	Quarter 1 review and performance updates
November 2021	3	Quarter 2 review and performance updates
March 2022	4	Quarter 3 review, content and performance updates

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.

East Dunbartonshire Council

East Dunbartonshire has a population of approximately 104,580 with over 43,000 households and lies to the north of Glasgow, bounded by the Campsie Fells and Kilpatrick Hills and covers an area of 20,172 hectares (77 square miles).

East Dunbartonshire comprises the suburban and rural towns and villages of :-

- Bearsden (population 27,460)
- Bishopbriggs (population 23,080)
- Kirkintilloch (population 19,660)
- Lennoxton (population 3,770)
- Lenzie (population 8,770)
- Milngavie (population 12,820)
- Milton of Campsie (population 3,810)
- Torrance (population 2,420)
- Twechar (population 1,390)
- Approximately 81% of residents own their own home with 19% of residents living in rented accommodation.

East Dunbartonshire is a great place for people to locate their families, and take advantage of the rural surroundings, attractive small towns, and easy access to the major cities and north of Scotland. However, East Dunbartonshire has a reputation as being a commuter location and only 25% of residents actually work within the authority area.

Local employment relies heavily on the public sector. The business base is 91.2% micro businesses and only 1.2% of local businesses have more than 50 employees. Although there is a strong network of existing businesses, the business base does not fully match the existing skills base. East Dunbartonshire has an educated and highly skilled population - coupling this

with its ideal location and strong business support services, it makes it a great place for business investment.

Figure 1: Map of the local area

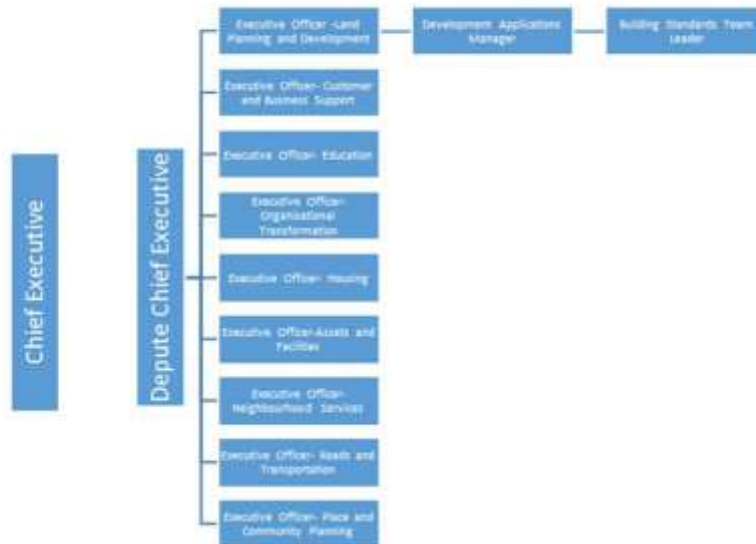


East Dunbartonshire Council was appointed by the Scottish Ministers as the sole verifier of building works in its geographical area. The verification function is performed by the Building Standards team on behalf of the Council. The council are responsible for the independent assessment and processing of applications for building warrant and completion certificate submissions.

The full range of verification and non verification services are detailed in section 2 of this report.

The Building Standards Team sits within the Land Planning and Development Service, which delivers the council's Land Planning Policy, Development Management (planning), Building Standards, Validation, Sustainability Policy, Business Support, Regeneration and Town Centres, Traffic and Transport, City Deal and GIS functions.

Figure 2: Local Authority Organisational Chart March 2022



2. Building Standards Verification Service Information

Location

The Building Standards Service is located at Broomhill Industrial Estate, Kilsyth Road, Kirkintilloch, G66 1TF. During the COVID-19 pandemic, all staff who have the facility to work from home were advised to do so, this has been ongoing and remains in place as of March 2021. Risk assessment protocols are in place for the undertaking of site inspection work.

Verification Services

The verification services and function carried out include:

- Building warrants –We will assess these applications and advise the applicant of any areas where their proposal does not meet the building regulations. When it has been demonstrated that the proposal complies with the building regulations a warrant will be issued. In rare circumstances where a development cannot be altered to comply we will refuse the application.
- Reasonable Enquiry – We will carry out inspections on ongoing building works at the relevant stages. (During the COVID-19 pandemic applicants and agents have been advised to utilise alternative methods of demonstrating compliance – such as photographic information and RVIs – remote video inspections)
- Enforcement - In instances where warrantable work is carried out without permission or conditions on a building warrant are not met we can serve enforcement notices.

- Completion Certificates - Issue and accept or reject completion certificate submissions. (During the COVID-19 pandemic applicants and agents have been advised to utilise alternative methods of demonstrating compliance – such as photographic information and RVIs – remote video inspections)
- Dangerous Buildings – Where a building has become a danger to the public through either an incident or natural deterioration we will take action to make it safe.
- Licensing Consultations – We carry out inspections in conjunction with our colleagues in licensing to ensure temporary events such as circuses, festivals and other fairs are safe for members of the public to attend.
- Provide a Building Standards Duty Surveyor for advice and guidance (9:30 am- 1:00pm, Monday to Friday)

Public Interest Statement

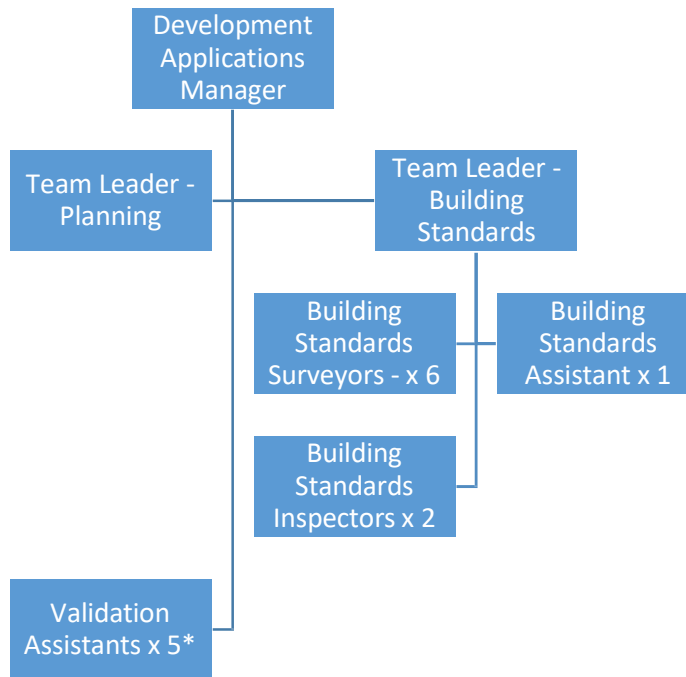
The purpose of the building standards system is to protect the public interest by encouraging enterprise, reducing inequalities through ensuring accessibility and providing safer communities through the application of standards relating to personal safety and fire reduction. The system sets out the essential 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 the 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 building standards service is delivered by the Development Applications Team which also provides the Council's Development Management Planning function.



	Tier 1 (Chief Executive)	Tier 2 (Depute Chief Executive)	Tier 3 (Executive Officer)	Tier 4 (Manager)
Head of Building Standards Verification Service			X	

The table below indicates a snapshot of the staffing position within the Building Standards Service on 26 April 2022:

Post Title	No. of FTEs	Vacant
Development Applications Manager	0.5*	0
Building Standards Team Leader	1	0
Building Standards Surveyors	5	2
Building Standards Assistant	1	0
Building Standards Inspector	2	0
Validation Assistant	2.5+	0

Total	12	2

+Development Applications Manager is one FTE but is shared equally with planning

+The validation team consists of 5 FTEs, however the team is shared equally with planning.

Staff Age Profile	Number
61 and over	0
56-60	4
50-55	1
40-49	2
30-49	3
25-29	1
16-24	1

3. Strategic Objectives

Local Outcomes Improvement Plan 2017-2027

As part of East Dunbartonshire Community Planning Partnership the Council has prepared the Local Outcome Improvement Plan 2017-2027. This document sets out 10 year goals for the local area and 6 Local Outcomes based on the themes of Economic Growth and Recovery, Employment and Skills, Children and Young People, Safer and Stronger Communities, Adult Health and Wellbeing and Older Adults, Vulnerable People and Carers.

While Building Standards has some role in all of these themes East Dunbartonshire Council's Land Planning Policy Service is identified as a 'key partner' in the delivery of Local Outcome 1 – 'East Dunbartonshire has a sustainable and resilient economy with busy town centres, a growing business base and is an attractive place in which to visit and invest.'

Strategic Objectives

In the coming year the Building Standards Service aims to achieve the following objectives:

- Implement delivery of National Performance Framework
- Support economic growth in East Dunbartonshire through providing an efficient and effective service to domestic and commercial developments.
- Contribute to the provision of vital new facilities throughout East Dunbartonshire through our role in delivering the Council's capital programme. In 2021/2022 this includes some significant projects including the construction of new nurseries, an additional support needs school and a new sports hub.
- Provide an effective service to support local and national housebuilding targets in terms of both market and affordable housing through the timely processing of building warrants and completion certificates. A number of large housing sites are currently proposed or approved through planning applications with the associated building warrants anticipated in 2021/2022. There are also a number of developments currently underway which will generate significant work in terms of completions.
- Improve performance on processing building warrants and completion certificates and the reporting of this in line with the KPO.

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.

These are measured using the following 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 process
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.

KPO1 Targets	
1.1	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendment 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).
KPO2 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: <ul style="list-style-type: none"> □ 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 2017).

5. Performance Data

Summary of Performance against all KPO's and Targets

	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
	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).	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).	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.	Minimum overall average satisfaction rating of 7.5 out of 10	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).	Details of eBuilding Standards are published prominently on the verifier's website.	75% of each key building warrant related processes being done electronically (Plan checking; BWs and amendments (and plans) issue; Verification during construction; CC acceptance)	Annual performance report published prominently on website with version control (reviewed at least quarterly).	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016– March 2017).
Q1 2019-20 (April- June)	6.71%	32.20%	Published prominently	No cases referred	6.4	520.69%	Published prominently	4 of 4 done	Not published (with review)	Includes no performance data
Q2 2019-20 (July-September)	10.84%	65.47%	Published prominently (with review)	100.00%	7.4	180.81%	Published prominently	4 of 4 done	Published prominently (with review)	Includes partial performance data
Q3 2019-20 (October-December)	49.28%	67.00%	Published prominently (with review)	No cases referred	4.8	199.78%	Published prominently	4 of 4 done	Published prominently (with review)	Includes partial performance data
Q4 2019-20 (January-March)	97.73%	82.26%	Published prominently (with review)	No cases referred	4.8	174.16%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
Q1 2020-21 (April- June)	98.97%	96.57%	Published prominently (with review)	No cases referred	4.8	177.19%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
Q2 2020-21 (July-September)	99.26%	86.96%	Published prominently (with review)	No cases referred	4.8	84.48%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
Q3 2020-21 (October-December)	98.01%	96.35%	Published prominently (with review)	No cases referred	6.8	125.74%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
Q4 2020-21 (January-March)	93.85%	96.95%	Published prominently (with review)	No cases referred	6.9	307.06%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
Q1 2021-22 (April- June)	88.16%	80.54%	Published prominently (with review)	100.00%	6.9	193.32%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
Q2 2021-22 (July-September)	69.94%	62.08%	Published prominently (with review)	No cases referred	6.9	193.17%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data

Q3 2021-22 (October- December)	97.41%	96.60%	Published prominently (with review)	No cases referred	6.3	183.58%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
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Professional Expertise and Technical Processes

KPO1 - Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant.

1.1	<p>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)</p> <p>Our Performance 2020- 2021</p> <p>Q1 2020-21 (April- June) 98.97%</p> <p>Q2 2020-21 (July- Sept) 99.26%</p> <p>Q3 2020-21 (Oct- Dec) 98.01%</p> <p>Q4 2020-21 (Jan- Mar) 93.85%</p> <p>Our Performance 2021- 2022</p> <p>Q1 2021-22 (April- June) 88.16%%</p> <p>Q2 2021-22 (July- Sept) 69.94%</p> <p>Q3 2021-22 (Oct- Dec) 97.41%</p>
1.2	<p>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).</p> <p>Our Performance 2020- 2021</p> <p>Q1 2020-21 (April- June) 96.57%</p> <p>Q2 2020-21 (July- Sept) 86.96%</p> <p>Q3 2020-21 (Oct- Dec) 96.35%</p> <p>Q4 2020-21 (Jan- Mar) 96.95%</p> <p>Our Performance 2021- 2022</p> <p>Q1 2021-22 (April- June) 80.54%</p> <p>Q2 2021-22 (July- Sept) 62.08%</p> <p>Q3 2021-22 (Oct- Dec) 96.60%</p>

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KPO2- Increase quality of compliance assessment during the construction processes.	
2.1	Targets to be developed as part of future review of KPO2

Protocols for dealing with work

East Dunbartonshire Council Building Standards manage, monitor and operate agreed risk management procedures and protocols for the allocation and progression of building warrant applications, site inspection requests and completion certificate submissions, from receipt to determination and closure based on a risk assessment matrix aligning complexity of project with our Surveyors' skills, qualifications and experience.

Performance Management Systems

The current performance management reporting mechanisms will be augmented to monitor, review and satisfy the Performance Improvement Framework agreement and enable management/audit scrutiny of the verification systems and deliver the Key Performance Outcome requirements both in terms of reporting returns to BSD and in meeting agreed targets. This will be achieved through the systems and processes currently in use and will be upgraded as required to assist in meeting the agreed targets.

Samples of the current systems that are utilised are:

- o Uni-form Building Standards System;
- o Idox Electronic Document Management System;
- o Enterprise System - Electronic Case Management performance software;

Training and development/ CPD

East Dunbartonshire Council will develop and support staff training initiatives and professional development of individuals that will sustain the delivery of

key service requirements, ensure best value and provide a smooth transition to new practices, procedures and legislation changes with minimal impact on our customers.

We will encourage responsibility and ownership of decision making by individuals and/or groups by providing the necessary training and support to encourage officers to realise their full potential in relation to technical knowledge, awareness skills, decision making, budgets, customer interaction and career development potential.

This is delivered through a variety of measures some of these being:

- Professional Development Record for agreeing individual training programmes and needs, based on an annual and 6 monthly review basis along with regular team meetings and 1:1 meetings;
- Consortia joint training programme and National initiatives for all staff encouraging discussion and awareness of common interests and concerns;
- Staff engagement and interaction with Consortia Technical Working Group on advice and guidance;
- Specific targeted and focused training to align with the CPD and associated protocols;
- Specialist seminars and conferences;
- Private sector company presentations and workshops.

Benchmarking/ Shared Services

We will continue to support and engage with our Verifier/Consortia partners, the BSD and LABSS to deliver and share our knowledge, skills and experiences to the benefit of our customers. This will be achieved by sound management analysis, continual assessment, monitoring and modification of our systems, operations and processes that will continue to improve and deliver a service that is open, transparent, and accessible to all, with quality, consistency and value for money at its core.

This will be delivered by engagement with our partners, communities and individual end users, via a number of strategic and operational initiatives such as:

- National and Local Forums and Survey Questionnaires;
- Representation and Attendance at Consortia/LABSS/BSD meetings;
- Sharing skills and resources with Verifiers where possible;
- Delivering customer focused joined up working and improvement strategy.

Succession Planning

The Councils corporate Professional Development Plan (PDR) is aligned to training needs assessments, with the focus on assessment of an individual's needs and skill sets and aligning them to the future development and forward planning requirements of the Unit.

This is to ensure an individual's and teams growth, leadership and succession planning preparedness and is achieved by enriching existing skills, knowledge and experiences to those required to deliver the service in the future allowing for smooth transitions and seamless progression of career aspirations, retain professional and experienced staff and to deliver on forward planning objectives without loss of direction or leadership.

Quality Customer Experience

KPO3- Commit to the building standards customer charter	
3.1	<p>National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly)</p> <p>Our Performance: Our Building Standards Customer Charter is published on our website and incorporates version control. These were regularly updated to reflect changing staffing levels to ensure customers were aware of potential delays with applications. Additional communication with customers was also carried out through social media and website updates when necessary.</p>
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.

	<p>Our Performance: No cases referred to BSD 'Reporting Service'</p>
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KPO4 - Understand and respond to the customer experience	
4.1	<p>Minimum overall average satisfaction rating of 7.5 out of 10.</p> <p>Our Performance: Pye Tait Consulting was commised to undertake the 2021 national customer satisfaction survey. For this survey, the overall satisfaction with our service was given a rating of 6.3 out of 10.</p> <p>Commentary: The 2021 customer satisfaction rating represents a 0.6 decrease over our 2020 average rating The decrease in staff over this period resulted in a dip in team performance. This lead to decrease in performance, which was reflected by an decrease in the customer satisfaction survey rating. We hope that with the ongoing recruitment of staff, we can continue to improve customer performance. The results of the 2021 survey together with feedback from our local engagement activities will be collated, analysed and the findings used to identify service improvements aimed at improving the customer experience.</p>

Customer communication strategies

East Dunbartonshire Council will continue to monitor and review existing customer communication strategies ensuring all available methods for interaction with our customers and partners are examined and improved where feasible.

We will maximise our usage of electronic communication systems, such as the Council Web site, e-mail and social media posts. We also provide access to public records and data on line. We will continue to provide a dedicated duty officer for enquiries and offer a pre-warrant application discussion service.

We will share performance information with our customers through our How Good is our Service reporting mechanisms. These include publishing performance outcomes on our web site, based on statistical analysis of our performance across a range of deliverable targets. We will also provide data to the BSD with regard to the Performance Improvement Framework agreement for National publication and we will participate, support and encourage

responses to both Local and National customer engagement forums, workshops, surveys and questionnaires.

Customer Charter

East Dunbartonshire Councils customer charter provides information about the standards of service to be expected. The charter will be reviewed on a regular basis, updated as necessary and published on the Councils website.

The customer charter details both national and local data, aims and objectives and service delivery information for the benefit of individuals, communities and businesses that live and operate in the local area.

Customer feedback

East Dunbartonshire Council Building Standards service is involved in national surveys and committed to local surveys with customer feedback received via electronic data collection systems surveys, in order that we have a greater understanding of our customer needs and their views on our level of service delivery.

The collection of information and the subsequent actions delivered, as a result of the various communication strategies, will willingly be offered to all participants, benchmarking partners, BSD and the wider public through our website.

Accessibility of service

East Dunbartonshire Council are committed to providing an open, transparent and accessible service to our customers, communities and partners. Our communication strategy and systems are designed to deliver those requirements. The drive to increase accessibility and flexibility of service is assessed and designed through effective customer engagement protocols, such as questionnaires, surveys, and forums etc. with both our customers and partners.

Pre Application advice

Pre-application requests for advice are welcomed and provided as a free of charge service to applicants or agents requiring assistance on procedural or technical matters prior to submitting building warrant applications.

In addition, a Building Standards duty surveyor is available on a daily basis to receive telephone calls or emails to provide advice and guidance in all matters relating to Building Standards.

Customer agreements

East Dunbartonshire Council Building Standards have not yet promoted the use of customer agreements however such a request would be welcomed and accommodated where the standard 20-day target may not be appropriate due to the scale or complexity of the project. The service is focused on meeting the performance targets contained within the Performance Framework.

Customer dissatisfaction (procedural or technical)

East Dunbartonshire Council operate a corporate formal complaints procedure for customers who may be dissatisfied with any action or lack of action, or about the standard of service provided.

Customer dissatisfaction can also be referred for resolution through LABSS Dispute Resolution Process and the Scottish Government Verifier Performance Reporting Service.

Operational and Financial Efficiency

KPO5 - Maintain financial governance	
5.1	<p>Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).</p> <p>Our Performance 2020- 2021</p> <p>Q1 2020-21 (April- June) 177.19%</p> <p>Q2 2020-21 (July- Sept) 84.48%%</p> <p>Q3 2020-21 (Oct- Dec) 125.74%</p> <p>Q4 2020-21 (Jan- Mar) 307.06%%</p> <p>Our Performance 2021- 2022</p> <p>Q1 2020-21 (April- June) 193.32%</p> <p>Q2 2020-21 (July- Sept) 193.17%</p> <p>Q3 2020-21 (Oct- Dec) 183.58%</p>

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KPO6 - Commit to eBuilding Standards	
6.1	<p>Details of eBuilding Standards to be published prominently on the verifier's website.</p> <p>Our Performance: EBuilding Standards is promoted prominently on the Council's website. Three clicks from the main front page displays a large banner and link taking the customer to the eDevelopment.scot website.</p>
6.2	<p>75% of each key building warrant related process being done electronically</p> <ul style="list-style-type: none"> • Plan checking • Building warrant or amendments (and plans) being issued • Verification during construction • Completion certificates being accepted <p>Our Performance: All of the processes involved in a building warrant application for both customers and staff can now be carried out electronically. All are now well established as electronic with the exception of verification during construction. We undertook a process of digitising all historic building warrant files. This involved files dating as far back as 1975 being indexed and scanned. This should ensure improved and more efficient access to the documents contained in these for staff and customers. Tablets to view plans during site visits are now available and are being promoted amongst staff.</p>

KPO7 - Commit to objectives outlined in the annual performance report	
7.1	<p>Annual performance report published prominently on website with version control (reviewed at least quarterly).</p> <p>Our Performance: Our Building Standards Verification Annual Performance Report is published prominently on our website</p>
7.2	<p>Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year).</p> <p>Our Performance: Our performance data for 2020-21 is included in the Annual Performance Report. The Report includes quarterly updates in respect of performance and service improvements.</p>

Team structures

The Building Standards team cover the whole are of the local authority with each surveyor having the benefit of experience of applications across the area. East Dunbartonshire Council is one of the smaller local authority areas and therefore it benefits the team to have experience of applications across all

parts of the locality. Therefore the service is not split on a geographical basis, this allows flexibility and ensures appropriate cover at all levels.

Financial monitoring/governance

Building Standards will monitor and operate a system of sound financial and budget management in partnership with our financial accountants to maximise and target available resources.

This will be achieved through the use of quarterly fee income reports, budgetary position statements and meetings with service accountants to monitor budgets.

Verification income and verification costs for the building standards service are reported to the Building Standards Division on a quarterly basis.

IT systems

Building Standards operate the integrated case management system provided by Idox.

The Uniform system holds electronic records of all application types, financial information, Notices and site inspections with access to correspondence, reports and plans via the Document Management System.

The Uniform system also provides information to our public access system which is available on the Councils website and accessed through the Building Standards Register.

Idox's performance management module (Enterprise) is also utilised which visually enables rapid assessment of workloads and other performance criteria.

These systems along with the use of Microsoft Access help improve our performance and efficiency and reflect our commitment to digitalisation and eBuilding Standards. This approach has enabled us to introduce the rapid changes that were required to enable our teams to work effectively from home during the COVID-19 crisis.

Digital services

With the introduction of e-Building Standards and as a result of the Covid-19 pandemic, all staff currently work from home. 100% of building warrant

applications are assessed electronically and all correspondence issued via e-mail.

Surveyors are provided with laptops and phones to assist with digital mobile/flexible working when out of office or attending site visits.

Finance systems

Variances to the budget are regularly reported in accordance with the Council's Financial Regulations.

Internal communication strategies

Regular Building Standards team meetings are held to keep staff fully updated with corporate, departmental and unit matters. The opportunity exists at meetings to raise and discuss any procedural or technical issues.

Informal discussions on technical matters are encouraged and undertaken on a daily basis within the 'office environment' created through use of Teams virtual calls, group sametime messages/ emails.

Communications by e-mail also form an important role in providing information and updates to all staff.

Corporate Information is also available for all employees through the Councils HUB intranet system.

6. Service Improvements and Partnership Working

This section provides a summary of service improvements and examples of partnership working performance against all KPOs and performance targets.

In the previous 12 months (2020/2021) we did:

Number	Continuous Improvement Plan Action	Status
1	Create enhanced reporting tools and mechanisms to ensure timely quarterly KPO reports submitted via the Scottish Government portal.	Complete/Ongoing
2	Continue to promote use of e-building standards and use of the portal for new submissions and revised submissions.	Complete
3	Ensure use of tablets for digital plans at site visits is implemented.	Ongoing
4	Take on technical lead role for Clyde Valley Consortium.	Complete
5	Attend LABSS meetings and establish a rota to ensure all staff have the opportunity to attend.	Complete
6	Improve processing time for building warrant applications.	Ongoing
7	Recruit for vacant posts	Ongoing
8	Provide appropriate on the job training and mentoring to new surveyors and inspectors.	Ongoing
9	Improve customer satisfaction.	Ongoing
10	Facilitate development of assistants and inspectors towards becoming qualified as a building standards surveyor.	Ongoing

In the next 12 months (2021-22) we will:

Number	Continuous Improvement Plan Action	Status
1	Create enhanced reporting tools and mechanisms to ensure timely quarterly KPO reports submitted via the Scottish Government portal.	Ongoing
2	Continue to promote use of e-building standards and use of the portal for new submissions and revised submissions.	Complete

3	Ensure use of tablets for digital plans at site visits is implemented.	Ongoing
5	Attend LABSS meetings and establish a rota to ensure all staff have the opportunity to attend.	Ongoing
6	Improve processing time for building warrant applications.	Ongoing
7	Recruit for vacant posts	Ongoing
8	Provide appropriate on the job training and mentoring to new surveyors and inspectors.	Ongoing
9	Improve customer satisfaction.	Ongoing
10	Facilitate development of assistants and inspectors towards becoming qualified as a building standards surveyor.	Ongoing
11	Review current Building Standards team structure through the Service Review process to ensure it is effective and identify any need for a change to the number or make up of posts.	Ongoing
12	Upgrade Idox Uniform platform as necessary to ensure we have up to date efficient systems for service delivery.	Ongoing

Partnership Working

The Building Standards team actively seeks working partnerships where the co-ordination of service delivery with similar providers can lead to a better service for customers and other stakeholders.

In the previous 12 months we worked with the following partners:

- ❑ Scottish Government – Building Standards Division
- ❑ Local Authority Building Standards Scotland (LABSS)
- ❑ Clyde Valley Consortium (mainly through LABSS dispute resolution & technical group)
- ❑ Planning Team – East Dunbartonshire Council
- ❑ Major Assets Team – East Dunbartonshire Council
- ❑ Licensing Team – East Dunbartonshire Council
- ❑ Housing Services – East Dunbartonshire Council
- ❑ Scottish Fire and Rescue Services
- ❑ Developers and their agents

In the next 12 months we will:

Continue to engage with the above partners but will also consider new partnerships where they can be beneficial to our service delivery.

We will seek to support the potential creation of two apprenticeship posts and a graduate apprenticeship degree course through promoting this with suitable unqualified staff and maintaining communication with the relevant university.

7. Building Standards – Additional Data

Verifiers provide returns to the Scottish Government on their verification performance and workload. The performance data relates to the building standards verification performance framework and the workload data relates to the numbers of building warrant applications, completion certificates, fees, costs, certificates (certification, energy performance and sustainability) and enforcement cases.

The following table provides information relating to the previous 12 months (2020/2021)

Building warrants and amendments to building warrant	<input type="checkbox"/> 1384 Applications <input type="checkbox"/> 1217 Decisions
Completion certificates	<input type="checkbox"/> 839 Submissions <input type="checkbox"/> 599 Decisions
Certification	<input type="checkbox"/> 648 Certificates of design submitted <input type="checkbox"/> 2 Certificates of construction submitted
Energy Performance Certificates (EPCs)	<input type="checkbox"/> 63 Copy certificates received (domestic) <input type="checkbox"/> 2 copy certificates received (non-domestic)
Statements of Sustainability	<input type="checkbox"/> 91 Copy certificates received (domestic) <input type="checkbox"/> 0 Copy certificates received (non-domestic)
Enforcement	<input type="checkbox"/> 10 Notices served under Sections 25 to 30 <input type="checkbox"/> 0 Cases referred to procurator fiscal <input type="checkbox"/> 0 Cases where LA has undertaken work