



Building Standards

Annual Performance Report 2017-2018

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1. Introduction to the verifier

Background

This 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

Size of the Local Authority by Population and Geographical Size

Dundee is Scotland's fourth largest city and is situated on the north coast of the Tay Estuary, in a stunning location. Edinburgh lies 60 miles to the south, and Aberdeen 67 miles to the north.

The most recent estimate of Dundee's population is 148,210, National Records for Scotland (NRS) 2015 Mid-year Population Estimate). Dundee has a sizeable student population, and is home to the University of Dundee, the University of Abertay Dundee and Dundee College.

The Dundee City Council area covers 6,300 hectares (24 square miles) and is, geographically, one of the smallest local authority areas in Scotland. It is bordered by Perth and Kinross Council to the west and Angus Council to the north and east. The former Tayside Regional Council area previously covered all three councils, and Dundee continues to serve as the regional centre for this area and north-east Fife, with an estimated catchment population of some 325,000 people within a 30 min drive time and 800,000 people within a 60 min drive time.

Map of Dundee



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Major Employers and Main Employment Sectors

Largest Employers

Employer Name	Industry Sector
Dundee City Council	Public Administration and Defence
NHS Tayside	Human Health and Social Work Activities
University Of Dundee	Education
Tayside Contracts	Construction; Administrative & Support Service Activities; Transport; Accommodation and Food Services
Tesco	Wholesale and Retail; Administrative and Support Service Activities
BT	Information and Communication
Police Scotland	Public Administration and Defence
Michelin Tyre plc	Manufacturing
Tesco	Wholesale and Retail; Administrative & Support Service Activities
D C Thomson & Company (Ltd)	Publishing & Printing
Dundee College	Education
HMRC Dundee Contact Centre	Public Administration and Defence
Fire Scotland	Public Administration and Defence
University of Abertay Dundee	Education
The Pension Service	Public Administration and Defence
NCR Financial Solutions Group (Ltd)	Manufacturing
Asda	Wholesale and Retail
Teletaxis (Dundee) (Ltd)	Transportation and Storage
Gowrie Care (Ltd)	Human Health and Social Work Activities
Handy Taxis	Transportation and Storage
C J Lang & Son (Ltd)	Wholesale & Retail
Xplore Dundee	Transportation and Storage
Joinery & Timber Creations (65) (Ltd)	Manufacturing
Bank of Scotland	Banking, Finance and Insurance

Source: Dundee City Council City Development Department Company Database (2012)

Employment in Dundee by Industry Sector: 2015

Sector	Employees	%
Health	16,500	22.4
Retail	8,900	12.1
Education	8,200	11.2
Public Administration & Defence	5,400	7.3
Manufacturing	5,100	6.9
Accommodation & Food Services	4,900	6.6
Business Administration & Support Services	4,100	5.5
Construction	3,500	4.7
Arts, Entertainment and Recreation & Other Services	3,100	4.2
Professional Scientific & Technical	3,000	4.1
Information & Communication	2,700	3.7
Wholesale	2,100	2.9
Transport & Storage (incl Postal)	1,900	2.6
Motor Trades	1,400	1.9
Financial & Insurance	1,200	1.7
Property	900	1.3
Agriculture, Forestry and Fishing	0	0.1
Mining & Quarrying & Utilities	*	*
	Total	73,600
		100.0

Source: ONS Crown Copyright Reserved [from Nomis December 2015]

All figs have been rounded to the nearest 100. Therefore, individual figures do not sum to total.

* These figures are suppressed to avoid disclosure.

Services Provided By Building Standards

As a sole verifier recently re-appointed by Scottish Ministers for a period of 6 years the Building Standards Team is responsible for discharging the local authority's statutory duties in respect of the Building Scotland Act and associated legislation.

Building Standards (formerly Building Control) in Dundee is part of the City Development Department and has over 50 years' experience in dealing with the interpretation and implementation of Building Regulations and associated matters.

Verification of Building Warrant Applications and Completion Certificate Submissions

Our Building Standards Surveyors ensure compliance with the Building Regulations through plan assessment - including a 'fast track' service for low risk applications. We carry out reasonable inquiry to aid the process of the Acceptance of a Completion Certificate.

Following a risk-based approach to site inspections based on a nationally approved model. Our customers receive a tailor-made inspection plan, where we endeavor to inspect and verify key elements of the build.

Supplementary Verification Services

Pre-Submission Consultation

We offer our customers a comprehensive pre - warrant consultation service and help to identify and avoid Building Regulations problems - saving time and money from the start. At DCC Building Standards we pride ourselves in working with our customers and assisting them in finding solutions to design challenges.

By involving us at an early stage, we are often able to contribute with technical solutions to innovative design, such as the optional alternative approach to the guidance allowing the designer flexibility to be creative to meet their development objectives, yet still help achieve regulatory compliance.

Duty Surveyor

Qualified Building Standards Surveyors are available to advise our customers on technical matters and Building Regulation interpretation throughout the working day. Customer satisfaction on our Duty Surveyor service is now measured by the Govmetric system which is located in the main reception of Dundee House.

Scottish Type Approval Scheme

We promote and encourage the use of the Scottish Type Approval scheme (STAS) providing our customers with a quick and easy route through the Building Regulation plan approval procedure. Details are available upon request.

Wider Role Services

- Inspect and report on relevant Houses in Multiple Occupation;
- Enforcement relating to unauthorised work;
- Issuing Section 89 Temporary Raised Structure consent;
- Administer the certification of Sports Ground Safety;
- Inspect and report on applications for licensed premises, concerts and events;
- Inspect and provide Letters of Comfort/Building Standard Assessments;
- Administer the Council's responsibility for Public Safety Dangerous and Defective Buildings;
- Maintain a 24 hour emergency call out service on reported dangerous buildings and matters of public safety.

Organisational Chart of the Local Authority (CEO to Team Leader Level)



2. Building Standards Verification Service Information

Where the Department sits in relation to the Local Authority as a whole

The verification function in Dundee is administered for the Council by the Building Standards Section within the Planning Division of the City Development Department. The Building Standards Section is located within the Council Offices, floor 6, Dundee House, 50 North Lindsay St, Dundee.

The Department has a broad range of responsibilities and associated professional disciplines and occupies a key position within Dundee City Council's provision of services and leadership to the citizens of Dundee and is ideally placed to assist in the delivery of the Council's objectives as set out in the Council plan 2012-2017.

Public Interest Statement:

The purpose of the building standards system is to protect the public interest. 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 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.

Verification services and functions delivered

Officers assess compliance with the Building Standards where the regulations apply and will make reasonable enquiry prior to accepting or rejecting completion certificates.

This requires the verification of:

- Compliance of applications for Building Warrants.
- Compliance of Completion Certificates where there has been no Warrant issued.
- Completed works prior to accepting or rejecting completion certificates.

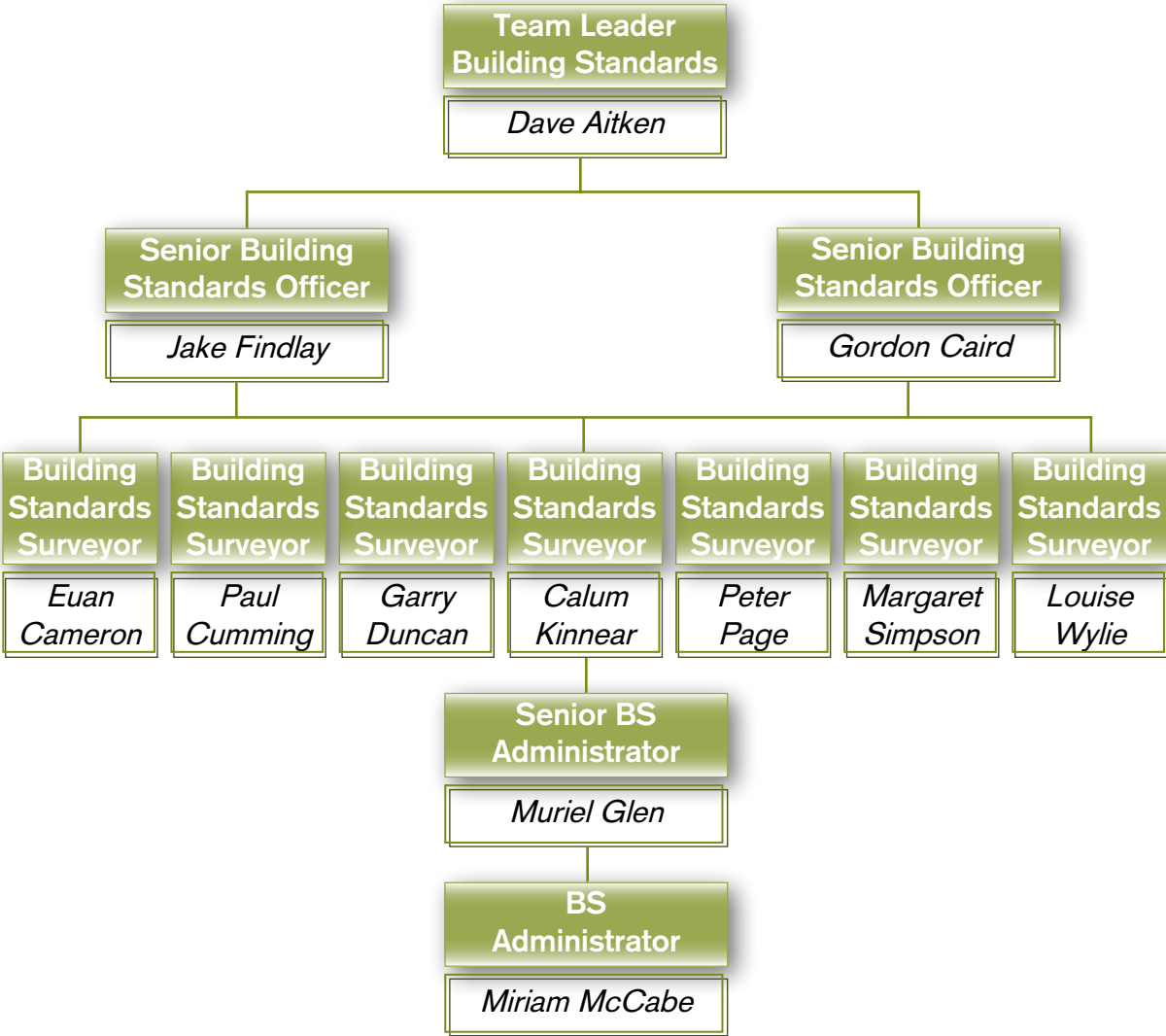
Other duties undertaken by the Building Standards team include ensuring safety in and around buildings where they are identified as structurally dangerous or defective and, where necessary, taking enforcement action. This covers action under sections 25-30 of the Building (Scotland) Act 2003 in respect of:

- Unauthorised works
- Defective buildings
- Dangerous buildings
- Building regulation compliance
- Continuing requirement enforcement

In protecting the public interest, the Building Standard function also provides an advisory role and customer service in respect of:

- The Licensing (Scotland) Acts 1976 and 2005
- The Civic Government (Scotland) Act 1982
- The Safety at Sports Ground Act 1976
- The Building (Scotland) Act 2003 – maintenance of the Building Standards Register.
- The issuing of letters of intent for works pre-dating the Building (Scotland) Act 2003.

The team also undertakes inter-function liaison with the range of Council Services, but in particular Environmental Health, Planning and Legal.



	Tier 1	Tier 2	Tier 3	Tier 4
Head of Building Standards Verification Service	X	X	X	X

Note: Tier 1 = Chief Executive; Tier 2 = Directors; Tier 3 = Heads of Service; Tier 4 = Managers

		Building Standards Verification Service	Other
Managers (Team Leader)	No. posts	1	
	Vacant		
Main grade posts (Senior Surveyors)	No. posts	2	
	Vacant		
Surveyors	No. posts	7	
	Vacant		
Senior BS Administrator	No. posts	1	
	Vacant		
BS Administrator	No. posts		1
	Vacant		
Total: 11.75			

Staff age profile	Number
Under 30	2
30-39	1
40-49	5
50 and over	4

3. Strategic Objectives

The overarching goal/vision of the service;

Corporate Goals

The Single Outcome Agreement for the Dundee Partnership sets out key priorities for the council and its partners.

The delivery of these outcomes is laid out in the Council Plan, the City Development Department Service Plan and the Planning and Economic Development Service Plan. The Annual Verification Performance Report (AVPR) will contain the main strategic Building Standards objectives and priorities which will help to support and feed into these plans.

The AVPR is used as a key document to ensure that the work undertaken by the Building Standards Service supports the main corporate objectives of the Council, thereby ensuring consistency and retaining a 'golden thread' approach.

The general goals of the Council include commitments to:

- Education;
- Health, care and safety;
- Communities;
- Low carbon environments;
- Sustainability;
- Economic growth;
- The Central Waterfront project;
- Continuous improvement;
- Ensure services are customer focused;
- Social inclusion;
- The delivery of effective and efficient service.



Departmental issues to be addressed in the coming year

The majority of these goals centre around specific quality standards being met in the built environment.

The Building Standards service occupies a key position within Dundee City Councils provision of services and is ideally placed to support many of these goals such as economic growth as well as tackling climate change and promoting sustainability.

The best place for the Building Standards function to deliver the overarching goals and visions of the Council is through the continuing appointment of Dundee City Council as the sole Building Standards verifier for Dundee. The Council appreciates the reappointment of the Council for a period of 6 years from 1 May 2017, which is subject to satisfying the Scottish Ministers that it is meeting the verification Operating Framework 2017 and the verification Performance Framework 2017. The key issue for Dundee City Council Building Standards Service is to ensure that it is fit-for-purpose in meeting both the operating and performance framework requirements.

The key strategic objectives for the coming year

Continuous improvement in the service will be driven by the suite of new KPO's. These outcomes have been designed to assist economic development. It is hoped this will be achieved by ensuring the Building Warrant process does not stifle the development process by causing unnecessary delays.

The key strategic objective of the Building Standards Service in 2017-18 is aligning performance to the verification Operating Framework 2017 and the verification Performance Framework 2017. This Annual Performance Report aims to evaluate performance in 2016 -17 against the new requirements and identify the actions and continuous improvements in 2017-18 which are necessary to satisfy the terms of appointment for the period 2017-2023.

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.

Summary of 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 processes
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

Summary of Key Performance Targets

KPO1 Targets	
1.1	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).
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).
KOP2 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

Reappointment as the Building Standards verifier for Dundee City until 2023 is subject to satisfying the Scottish Ministers that the Council is meeting the verification Operating Framework 2017 and the verification Performance Framework 2017. To guide service delivery, analysis of performance is measured against the requirements and targets set out below.

Professional Expertise and Technical Processes

KPO 1	Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant.	
	Targets	Actual
1.1	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).	87%
Narrative: Our performance for the financial year 17/18, show that 87% of first reports were issued within 20 days.		
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).	86%
Narrative: Our performance for the financial year 17/18, show that 86% of building warrants and amendments have been issued within 10 days from receipt of all satisfactory information.		
KPO 2	Increase quality of compliance assessment during the construction processes	
	Targets	Actual
2.1		
Narrative: Targets to be developed as part of future review of KPO2.		

Protocols for dealing with work

- The Building Standards Team have five professionally qualified members of staff, two have full membership of the RICS and three have full membership of the ABE (see appendix 2 staff profiles).
- Dundee City Council Building Standards Service has formally adopted ISO9001 for managing work on building warrants and completion certificates.
- Work load is risk assessed and is allocated by the Senior Surveyor, so as to ensure a balanced workload.
- Case Officers are supported by Senior Surveyors and where necessary with applications allocated for development.
- We regularly review workload and performance and ensure specialist services can be sourced through our procurement framework.
- We carry-out more formal support & supervision meetings. This informs any training needs and provides a platform to discuss performance standards.
- Workloads are reviewed on a weekly and monthly basis by the Senior Surveyors, this enables verification and enforcement work to be distributed evenly and fairly within the existing workforce.

- The surveyor is generally responsible for all work associated with the building warrant application - from plan assessment through to completion of the project.
- Special Project Teams are formed to deal with complex projects as required;
- All departures from technical guidance are recorded on formal documents and are agreed with the Senior Surveyor - staff have access to these by electronic means (see 4.3.2).
- The Senior Surveyor carry's out procedural quality checks on 5% of all applications, any deviations are reported back to the staff and also raised generally at Team meetings.

Performance management systems

- Our Idox Enterprise system allows for workloads to be redistributed amongst the Team to ensure the Service can support the KPO target timescales.
- The Corporate Online Plan Monitoring database keeps track of progress on all the objectives, projects and reviews contained in the Community Plan, Council Plan, Departmental Service Plans and other Key Strategic Documents agreed by Dundee City Council and the Dundee Partnership.
- Key Performance Outcomes for the Building Standards Service are included in the database and allow for a performance assessment of progress on Building Standards performance.
- This provides a platform for the service to show how it directly and indirectly supports a number of Council plans.
- Quarterly updates on BS performance are reported to Scottish Government.

Training and development/CPD

Individual training and development needs for each staff member are established through an annual staff Development and Appraisal process (EPDR). At this Annual Review, individual staff competencies are reviewed and individual training plans are developed.

An interim review is used to evaluate the effectiveness of the training undertaken and to ensure that all staff are aware of their contribution to quality performance.

As a Verifier we need to be able to respond to changes in technology and legislation. The competence of individuals is also considered when allocating workload and if necessary specific training or development will be undertaken to ensure we remain up to date and are able to provide our customers with a first class Building Standards Service.

All hours spent on training are recorded on a corporate data base where reports can be produced to see if CPD targets have been met. Training needs are also identified through:

- Staff one to one's;
- Health & Safety needs;
- Statutory changes;
- Changes in business processes & procedures;
- Listening to our Customers;
- 5% checks;
- Support & Supervision meetings;
- Succession planning; and
- General Performance.

Benchmarking/shared services

Building Standards Division The Scottish Government (BSD)

The BSD are seen as the Technical authors of the Building Regulations and Local Authority Building Standards are seen as the verifiers of the Regulations. Working together towards a common goal to deliver a quality verification Service - Local Authority Verifiers in partnership with BSD have developed a Performance Framework. This framework will assist in the drive to promote quality of service.

The performance of a Verifier is critically appraised by the BSD with valuable feedback and guidance offered to assist Verifiers continually improve the level of service.

Local Authority Building Standards Scotland (LABSS)

Dundee City Council is member of LABSS a National Body which enables a co-ordinated approach to the Building Standards Service.

We meet regularly to share and discuss issues affecting Building Standards and work in partnership with the BSD - assisting and sharing innovative approaches to service provision and the development of the Building Regulations.

Through coming together our primary aim is to promote a culture of continuous improvement and the achievement of best value principles in the delivery of a Local Authority Building Standards service.

Tayside Building Standards Consortium - Perth & Kinross, Dundee, Angus

The aims and objectives of the Consortium are to promote partnership working and to provide a means whereby a forum for the discussion and promotion of Local Authority Building Standards. A Consortia approach helps to promote uniformity of interpretation and application of the Building Regulations.

Fire Scotland

We have a long established working relationship with the Scottish Fire Service and other statutory authorities, thus keeping the required consultation period to a minimum.

Working in partnership to ensure a good safe affordable solution to fire safety issues in the City.

Other Agencies

When considering Sports Ground Safety we recognise and utilise the strengths and areas of expertise of all the partner agencies, we liaise very closely with the local clubs and promote best practice in Building Standards.

We are members of the Tayside Sports Ground Safety Team which comprises of representatives from the three Tayside Local Authorities, Police, Fire and Rescue Service, St Andrew's Ambulance Association and Scottish Ambulance Service.

Other Council Departments

We work closely with our colleagues in both Housing and Licensing Departments and assist in the delivery of a variety of licensing consents.

Succession planning

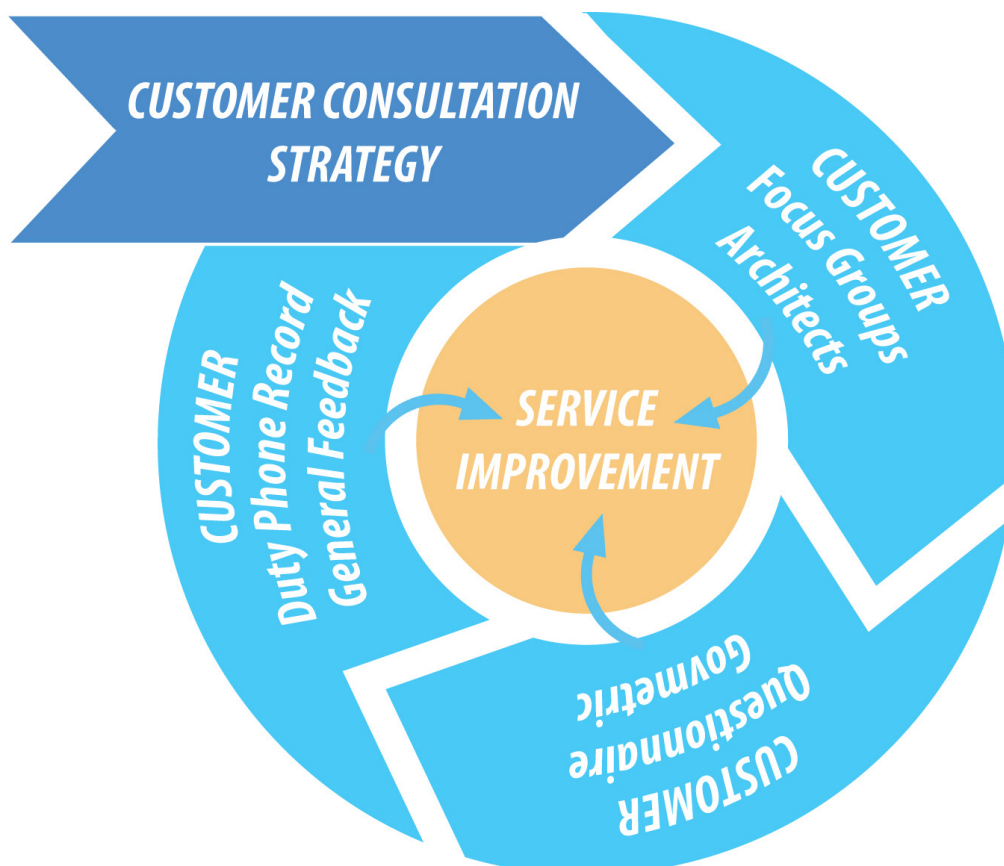
The Building Standards Service staffing structure consists of a Building Standards Team Leader, aided by two Senior Building Standards Surveyors, seven Building Standards Surveyors, and two Building Quality Assistants. The Public Safety Officers post is currently vacant.

Quality Customer Experience

KPO 3	Commit to the building standards customer charter	
	Targets	Actual
3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).	
Narrative: Our National Customer survey is published prominently on the DCC website		
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.	N/A
Narrative: No cases have been reported within last 12months.		
KPO 4	Understand and respond to the customer experience	
	Target	Actual
4.1	Minimum overall average satisfaction rating of 7.5 out of 10	8.6
Narrative: Our overall customer satisfaction rating for the 2017 National Customer Survey was 8.6 out of 10 being an improvement on our 2016 result of 7.1.		

Customer Communication Strategies

We have a dynamic approach to ensure our policies are driven by our customer needs. Customer feedback assists us to develop Service improvements.



Internal Communication Strategy

Executive Director

All Managers within the City Development Department meet the Executive Director every week to discuss corporate business, health and safety, service performance, management priorities and budgetary control etc. All relevant matters are then cascaded down through the following meetings:

Head of Service

Monthly meetings are held between the Head of Service and the Divisions Team Leaders to discuss all relevant matters relating to the Teams. Any relevant matters are taken forward to Team Meetings.

Building Standards Team Leader

A Building Standards Management meeting, is carried out on an identified need basis with both Senior Building Standards Surveyors to discuss: - staff workloads, the progress and development of policies and procedures, the personal development program, management decisions and proposed action plans, priorities during the forthcoming weeks and feedback from management and staff. Any relevant matters are taken forward to Team Meetings.

Building Standards Team

A Building Standards Team meeting is carried out on the last Tuesday of every month. Senior Building Standards Surveyors, Building Standards Surveyors and the Building Quality admin staff meet to discuss Building Standards issues. Agenda items are set and all staff are given the opportunity to raise topics for discussion prior to the meeting. A rota for chairing and minute taking has been introduced to assist in staff development.

Support & Supervision Meetings

Recently we have introduced formal Support & Supervision Meetings - staff and management meet to discuss workload and performance targets.

External Communication Strategy

Customer Focus Groups/meetings

We frequently meet with regular service users such as local Architects etc. These meetings allow us to listen to users of our services and develop our standards accordingly. Any relevant matters are taken forward to Team Meetings.

Local Authority Building Standards in Scotland (LABSS)

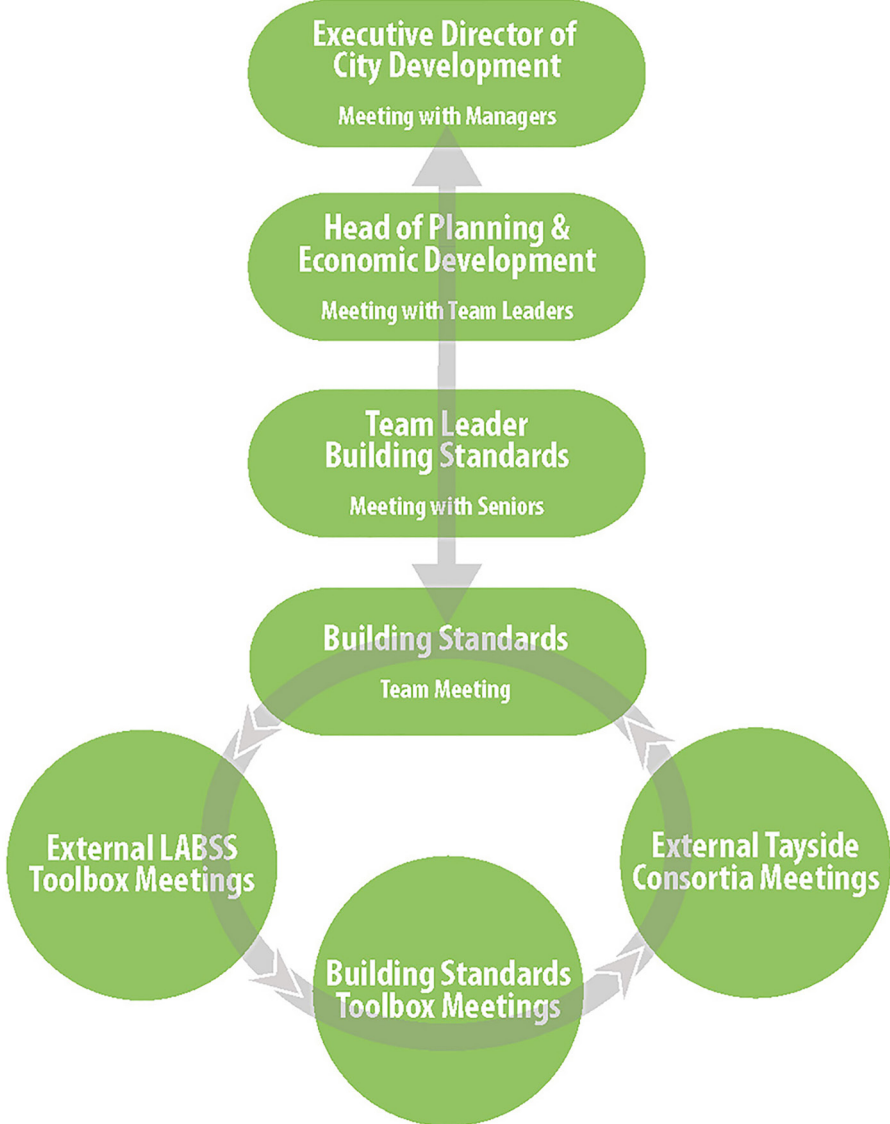
As a member of Local Authority Building Standards in Scotland (LABSS) we meet regularly to share and discuss issues affecting Building Standards. Minutes of LABSS general meetings and discussions are cascaded down to all members of the Team via email. All major issues are taken forward and discussed at Team meetings when necessary. Staff are given the opportunity to attend LABSS meetings - this keeps staff informed and kept up to date with more strategic issues surrounding Building Standards.

Tayside Building Standards Consortium

The LABSS Management Board is primarily made up of Consortia Leads, the Tayside Consortium endeavour to meet after each LABSS Management Board meeting and discuss relevant items as necessary.

The Lead Authority also provides a Technical Lead whose task is to liaise with other Consortia Technical reps, this approach attempts to apply consistency throughout Scotland through the creation of technical guidance notes.

At most Consortia meetings, staff at all levels are invited along to take part. This assists with succession planning and promotes a more inclusive approach. Any relevant matters are taken forward and discussed Team Meetings.



Dundee City Council Customer Charter:

Our Charter underpins the aims of the National Customer Charter, it clearly sets out the standard of service customers can expect when using Dundee City Council as a Verifier and for other Building Standards Services. Dundee City Council Customer Charter.

Customer feedback (local and national)

Since 2005 the Building Standards service have conducted customer surveys - year on year these surveys have shown a good level of customer satisfaction. The surveys have gone from annual to continuous - paper copy questionnaires are sent out at both the Building Warrant application stage and completion certificate stage. The results of these surveys are then transferred into Excel and results presented on our website. Like most surveys of this type the % return rate could be better.

In 2012 the Council introduced Govmetric - a corporate approach to gaining customer feedback where customers are given the opportunity to comment on the level of service they have received when using our duty surveyor service and the Council's website. The Govmetric feedback received provides justification to drive improvement to the Building Standards service.
(Building Standards Performance (Customer Survey))

Paper copy feedback questionnaires have been provided at our workshops and feedback suggests that the workshops have been well received. In line with our improvements to the web site it is intention that all future results will be posted on our website.
(Building Standards Performance (Customer Survey))

Through the introduction of the new performance framework (KPO - 5 improvement of the customer experience) and through staff suggestions. The Team felt that a sunset has been reached with the style of this questionnaire and the way the survey is conducted.

We have begun the process segmenting our customers into groups. The different ways we can receive feedback is being considered through staff and customer suggestions. An electronic version of our questionnaire has already been created and this has been sent out to our regular agents.

We have also considered our customers who don't have/use electronic means therefore a paper copy will continue to be send out to a sample of our applicants and agents where no email address is available.

Accessibility of service

The Council offers a Customer Contact Centre to the public during normal working hours - 8.30 to 17.00hrs. Customers can discuss issues regarding the building warrant process by:-

- Visiting us at our office and a Building Standards Surveyor is on duty to offer technical and administrative advice;
- Making appointments for specific matters can be arranged to suit;
- Telephone 01382 433102 or
- Email bs@dundeecity.gov.uk

In addition, by visiting the Building Standards web page our customers can:-

- Track the progress of their Building Warrant application on the Building Standards Register;
- Access model forms pertaining to the service;
- Access general guidance about Building Standards;
- Find out how our service is performing;
- Understand the standards to expect from our service.

We hold annual customer focus group meetings with the Dundee Institute of Architects (dia) and Sole Practitioners groups.

Customer Charter published and available on-line.
(Building Standards Customer Charter)
CIP published quarterly and available on-line

National and local customer surveys (the results of) published on-line.(Building Standards Performance (Customer Survey)

Pre-Application Discussion Information/Advice

- Pre-application and advice is encouraged to enable good quality submissions. However any advice given is provided without prejudice to the final assessment of your application;
- A duty surveyor is available during office hours at our customer contact centre and is able to advise and guide customers and stakeholders through the process of submitting a Building Warrant, the procedures in place and the factors which decide the determination of a Building Warrant and the acceptance of a Completion Certificate. It is recommended that an appointment is made with the Building Standards Surveyor responsible for the area to which your building is located.

Dissatisfaction with response times performance

Other than those applications covered by a customer agreement, if you have not received a technical response, or a building warrant, as applicable, within 35 working days from receipt of your valid application you have the right to request resolution to the matter. This may be done, in the first instance, by contacting our Building Standards Team Leader on 01382 433001.

You may also contact the Building Standards Division at buildingstandards@scotland.gsi.gov.uk or Tel: SG Central Enquiry Unit 08457 741 741 or 0131 556 8400.

Complaints Procedure

Should the service we provide fall short of the standards set out in this charter and you wish to complain you can make your complaint by telephone, by letter, or in person. You may also register your complaint online using the Council's web site.

Visit: www.dundee.gov.uk/cservices/compform.htm

If you have a complaint about how we are delivering the Building Standards Service we will:

- Explain the complaint procedures to be followed;
- Acknowledge in writing written complaints within 5 working days advising how the complaint will be dealt with;
- Fully investigate all complaints and give written response advising what action the Council proposes to take.

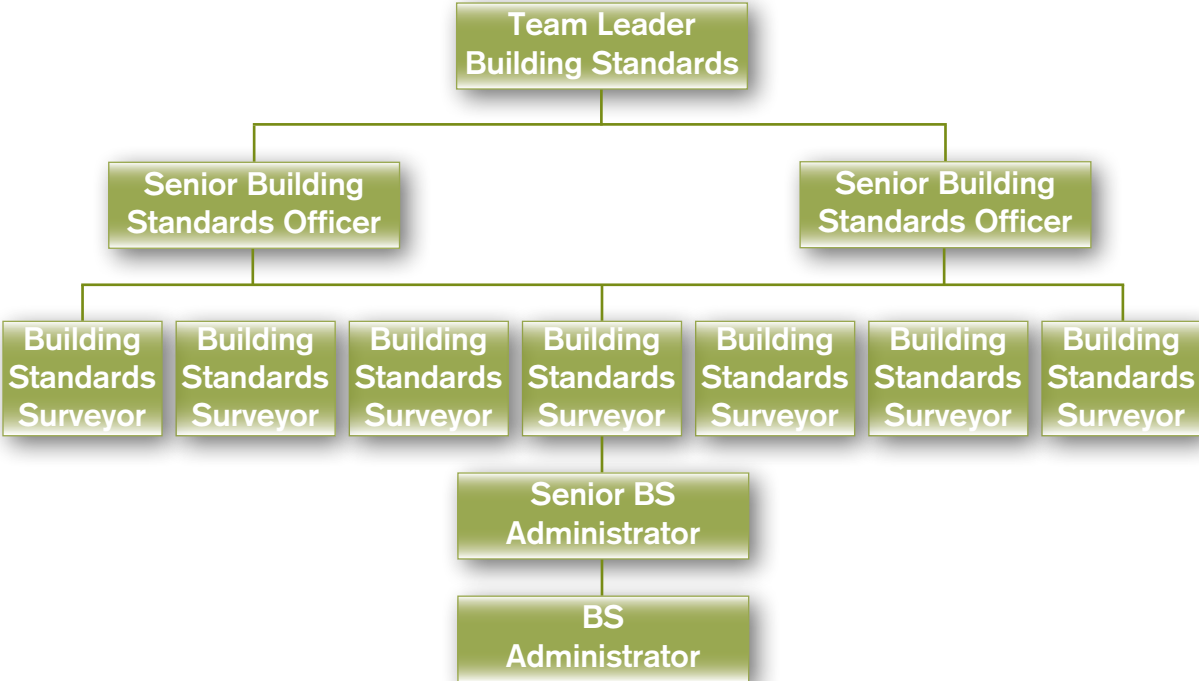
Operational and Financial Efficiency

KPO 5	Maintain financial governance	
	Target	Actual
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).	137%
Narrative: Our percentage verification fee income/service costs over 2017/18 was 137%.		
KPO 6	Commit to e Building Standards	
	Target	Actual
6.1	Details of e Building Standards to be published prominently on the verifier's website.	Yes
Narrative: Details of e Building Standards is published prominently on the DCC website.		
6.2	75% of each key building warrant related process being done electronically.	70%
6.2.1	Plan checking	70%
6.2.2	Building warrant or amendments (and plans) being issued	70%
6.2.3	Verification during construction	0
6.2.4	Completion certificates being accepted	14%
Narrative: The electronic processing of building warrants and completion certificates is heading in a very positive direction. We are currently trialing a mobile solution to ensure the device is efficient and effective.		
KPO 7	Commit to objectives outlined in the annual performance report	
	Target	Actual
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly).	Yes
7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year).	Yes
Narrative: Annual performance report published prominently on the DCC website with version control and is reviewed at least quarterly.		

Operational and Financial Efficiency

Team Structures

In order to cover the city area as effectively as possible, the administration of the Building Standards function for the city has been divided into two areas, East and West. The Building Standards Section is led by a Team Leader, responsible to the Head of Planning, assisted by two Senior Building Standards Surveyors, seven Building Standards Surveyors and two associated administration staff (see staff profiles Appendix 2).



IT Systems

Uniform/iDOX

Building standards are well advanced in the implementation of e-government through the corporate e-planning initiative.

Over the course of the last few years the Planning Division has invested considerable resources in developing information technology systems for business delivery.

In June 2018 the Division will upgrade to Version 10.3 of Uniform and Version 4.2.12 of IDOX DMS software for delivery of the administration system in relation to Building Standards.

In addition a document scanning system provided by IDOX allows all paperwork in relation to Building Warrant applications to be scanned.

The Council is committed to maximising the benefits of the e-Building Standards initiative introduced in August 2016.

The Planning Division has recently purchased both the IDOX Enterprise system and the Retention and Destruction module (RDM). The Enterprise system will aid the control of electronic workflow and workforce performance management but most importantly it will provide greater opportunities for mobile and home working which is now seen as a corporate priority. The RDM also forms an integral part of the e-Development initiative as it ensures the retention of Planning and Building Standards files meet statutory requirements.

Standard text paragraphs with clear reference to technical guidance documents have been developed to assist surveyors to ensure a consistent approach to customer communication. This has enabled the department to significantly reduce administrative processing time and improve performance.

As part of the e-planning initiative Building Standards have further developed the plan and document scanning process. In building standards the document scanning system has been adapted to better meet internal business processes.

The process has been taken forward as a STEP Project - attempting to make efficiency savings. The Council is committed to the e-Building Standards initiative 2016.

Corporate iNotes

The Building Standards Team use Lotus iNotes 9.0.1. The system is used as a communication tool for both staff and customers - it allows staff to use a web browser to send and receive mail, create calendar entries, note books, manage contact lists for DCC and schedule meetings and room bookings.

CERDM'S

The Council is in the process of implementing a new Corporate Electronic Records and Data Management System which will see a move towards holding and managing records and data in electronic format rather than the current paper based system.

CERDMS is now used to store and manage the Building Standards documents which assist in the delivery of the verification service.

This approach brings the following benefits:

- All electronic files held together in one place;
- Electronic records easily accessible to all those who need to refer to them;
- Electronic records backed up and recoverable in the event of system failure;
- Promotes a culture of sharing information as an organisational resource, rather than individual ownership;
- Reduces the proliferation of duplicate copies of documents in the personal folders of numerous individuals;
- Users can send an email link to view a draft of a document in its single shared network location, rather than attaching multiple copies.

Time Recording

The Uniform system is used to accurately track and attribute time. Building Standards Surveyors record the hours worked against three specific project ID's which have been created for the following, Verification, Wider role and General. Within these projects - time is then recorded against an activity.

For Verification purposes surveyors can choose from pre-warrant applications, warrant process/plan assessment/completions and site visit/inspections.

This allows the service to accurately record time against the associated activity. The cost of providing the verification service is then split from wider role activities - with costs submitted as part of the annual and quarterly returns.

Financial Monitoring/Governance

During the past 12 months the workloads within the service have increased. Efficiency measures remain in place to enable the Departmental Budget to be met.

Along with the development of Dundee Waterfront a significant number of large scale domestic applications have been submitted over the past year.

Revenue monitoring - Building Standards

Annually

The budgets are agreed at a Council meeting by politicians, at the time of the setting of Council Tax for the City. Once set, Finance Officers and Departmental Accountants work on allocating the budgets to Divisions, Sections and Projects to balance to the agreed figure.

The budgets for each line of expenditure is then fed into the Civica Financials General Ledger system, and the actual spend/income monitored against annual budget. All creditor and debtor transactions are fed from Civica creditors and debtors systems, journals and virements processed by the Finance Department, after suitable authorisation from Support Services Manager, Departmental Accountant or Team Leader, Finance.

Monthly

The actual spend is downloaded or copied onto an Excel Spreadsheet, and a projected outturn calculated by Finance Officers, along with variances per line and total variance per Cost Centre.

The Finance Officers/Accountants are each allocated Divisions to monitor and meet the Managers and Team Leaders (as applicable) of the Divisions to discuss outturns and any potential over or under spend, and/or income surplus or deficit. Any adjustments requested by the Managers will be fed into the sheets.

Following these meetings the Support Services Manager invites all Finance Officers/Accountants to a meeting where each Section discussed, then an overall projected outturn proposed for the City Development Department.

The Departmental projection is reported monthly as part of the Council's Revenue Monitoring.

The requirement for quarterly returns (KPO6 - Financial Governance) has been discussed with the City Development Support Service Manager. The template and example provided by the BSD have been used to establish an agreed process. This will ensure accurate figures are provided within the required timescale.

Best Value

We have recently introduced a proactive protocol for extending the life period of a Building Warrant in the hope this will maximise income and help to meet costs of the verification service.

In the near future it is our intention to issue acknowledgement letters and plan assessment reports by e-mail. Hopefully this will improve the level of service we are providing to our customers and at the same time reduce expenditure.

6. Service Improvements and Partnership Working

Summary of improvements & Partnership Working

Over the past 12 months we have –

No	Action	Status
1	Embedded operating and new performance framework	Ongoing
2	Secured additional funding for an IDOX managed service, covering maintenance, upgrades and consultancy.	Complete
3	Progressed with ISO 9001 Quality Management System, service is now preparing for planned internal and external audits.	Ongoing
4	Upgraded IDOS/DMS to accommodate changes to e Building Standards portal and conducted field trials of mobile solution for site inspections.	Ongoing
5	Introduced formal support and supervision meetings to improve service delivery and maximise the potential of all staff.	Ongoing
6	Worked with Corporate Procurement Team and developed a framework for appointing consultant fire engineers.	Ongoing
7	Worked with LABSS to develop strategic initiatives which will benefit verifiers Nationally.	Ongoing
8	Completed another successful round of customer engagement meetings.	Ongoing

In the next 12 months we will -

No	Action	Status
1	Continue to embed the operating and new performance frameworks and focus on outcomes from Ministerial Working Groups.	December 2018
2	Develop IDOX Enterprise System and improve the efficiency and effectiveness of the service.	November 2018
3	We will endeavour to obtain full ISO 9001 accreditation.	October 2018
4	Continue to find ways to maximise the benefits of e building standards.	April 2019
5	Conduct further field trials of mobile solution and the chosen devices are fit for purpose.	April 2019
6	Continue to work with LABSS and progress strategic initiatives which will benefit verifiers Nationally.	April 2019
7	Continue to engage with customers and look for way to enhance the delivery of the service.	April 2019

7. Building Standards – Additional Data

Building warrants and amendments to building warrant	Applications = 949 Decisions = 894
Completion certificates	Submissions = 1845 Decisions = 1827
Certification	Certificates of design submitted = 220 Certificates of construction submitted = 120
Energy Performance Certificates (EPCs)	Copy certificates received (domestic) = 118 Copy certificates received (non-domestic) = 4
Statements of Sustainability	Copy certificates received (domestic) = 105 Copy certificates received (non-domestic) = 3
Enforcement	Notices served under sections 25 to 30 = 1 Cases referred to procurator fiscal = 0 Cases where LA has undertaken work = 2