



East Renfrewshire Council

Building Standards & Public Safety Service

Annual Verification Performance Report

2022 – 2023



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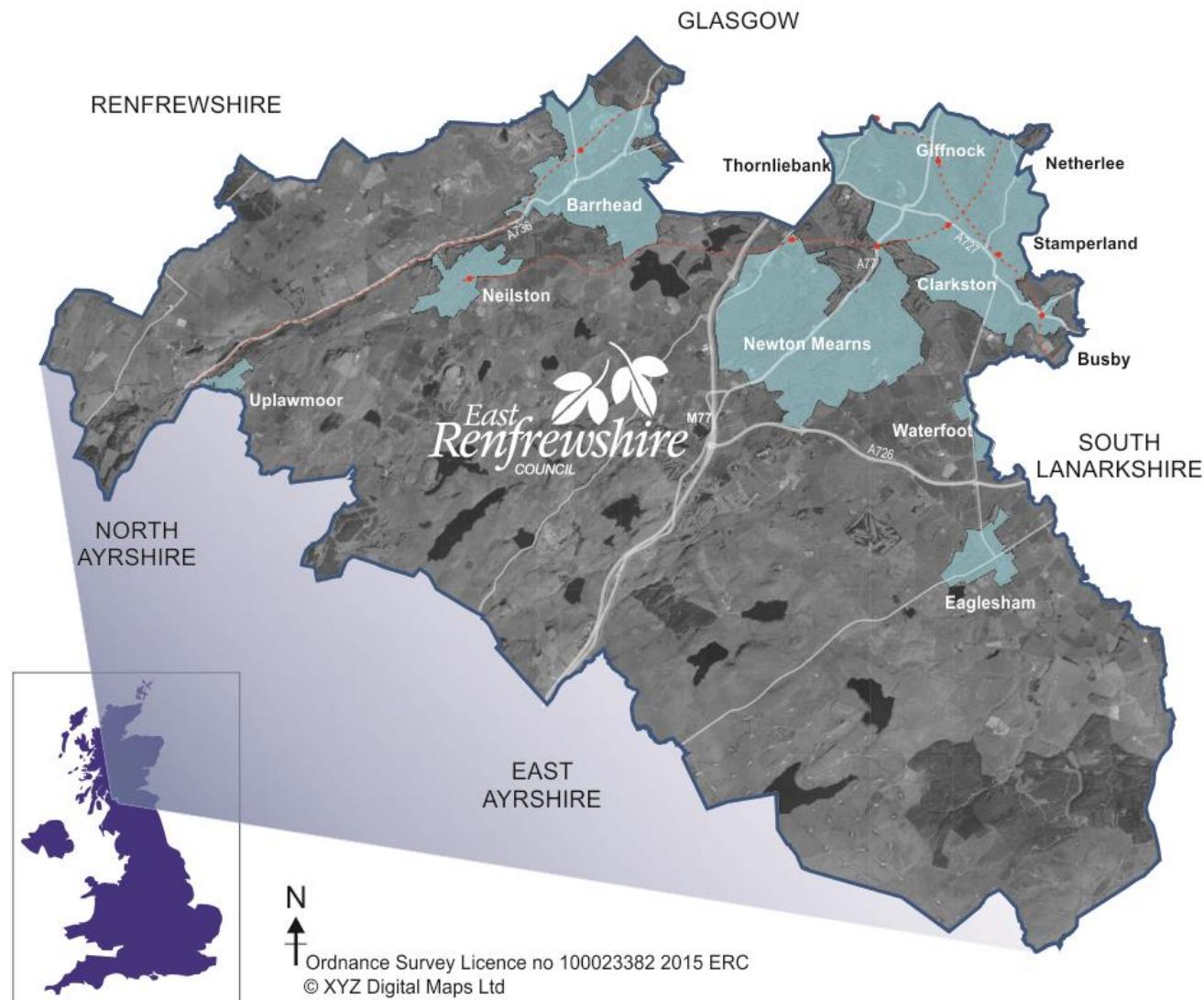
I. Introduction



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 utilize 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 Renfrewshire Main Settlement Areas



East Renfrewshire Overview

East Renfrewshire covers an area of approximately 67 sq miles (174 sq kilometres) and exhibits a diverse range of environments. The north of the area comprises the suburban residential areas of Giffnock, Newton Mearns, Clarkston and Thornliebank and the industrial town of Barrhead. Each of these settlements has a distinctive character.

There is also an extensive rural hinterland to the south, within which the villages of Uplawmoor, Neilston, Waterfoot and Eaglesham are located.

The National Records of Scotland mid-year estimates (2019) shows the population of East Renfrewshire continues to grow. The population has risen to 96,060, its highest level, which is an increase of 530 on the estimates published in 2019. By 2028 the population of East Renfrewshire is projected to be 101,230, an increase of 6.4% compared to the population in 2018. The population of Scotland is projected to increase by 1.8%.

The total housing stock as at April 2020 was estimated at 39,586 dwellings. 72% of all dwellings are concentrated in the Eastwood area. Overall the owner occupied sector dominates the housing sector, accounting for 82% of East Renfrewshire's 39,586 homes. Social Landlord and other Affordable Homes account for 3.9% of the total stock, 1,543 properties. 72% of these are in the Levern Valley. The NRS Household Projections 2018-2028 show a projected increase for East Renfrewshire of over 3,000 households (7.8%). The number of households across Scotland is also projected to increase, by 4.9%

East Renfrewshire is regarded as one of the best places to live in Scotland, however it is also an area of contrasts. While there are areas that are predominantly affluent and have high levels of employment and good health, there are also pockets of disadvantage and deprivation that are amongst the worst found in Scotland.

The built-up area of East Renfrewshire generally offers a good quality urban environment, and whilst it is predominantly residential, there are concentrations of other

uses, such as business and industry. There is also a range of complementary uses in the residential areas, such as schools, shops and community facilities.

There is a network of important, local urban green spaces comprising playing fields, woodlands, formal and informal parks along with amenity open spaces. These contribute positively to local amenity and the quality of life for residents.

The rural area comprises a variety of natural landscapes including inland lochs, rugged upland, farmland, upland river valleys, plateau farmland and plateau moorland. These broad landscape character areas provide an attractive and complementary setting for the suburban area. The landscape has been influenced by the historic evolution of East Renfrewshire and adds interest, diversity and value to the quality of the area.

The White Cart Water and the Levern Water are important environmental features of both the rural and built-up areas.

East Renfrewshire is well placed in respect of the national transport

network, with the M77 (Glasgow to Ayrshire route), passing through the centre of the area. The Glasgow Southern Orbital (GSO), from Newton Mearns (M77) to East Kilbride, has improved circumferential traffic movements and reduced through traffic in Eaglesham and the suburban communities along the A727 (Paisley to East Kilbride route). Local public transport facilities provide good accessibility to Glasgow and to the national rail and bus networks.

Whilst East Renfrewshire is considered to be primarily suburban in character, it does contain a number of locally important businesses as well as international companies. In recent years, when taking into account self-employment, the number of jobs has increased, as has the proportion of jobs filled by local residents.

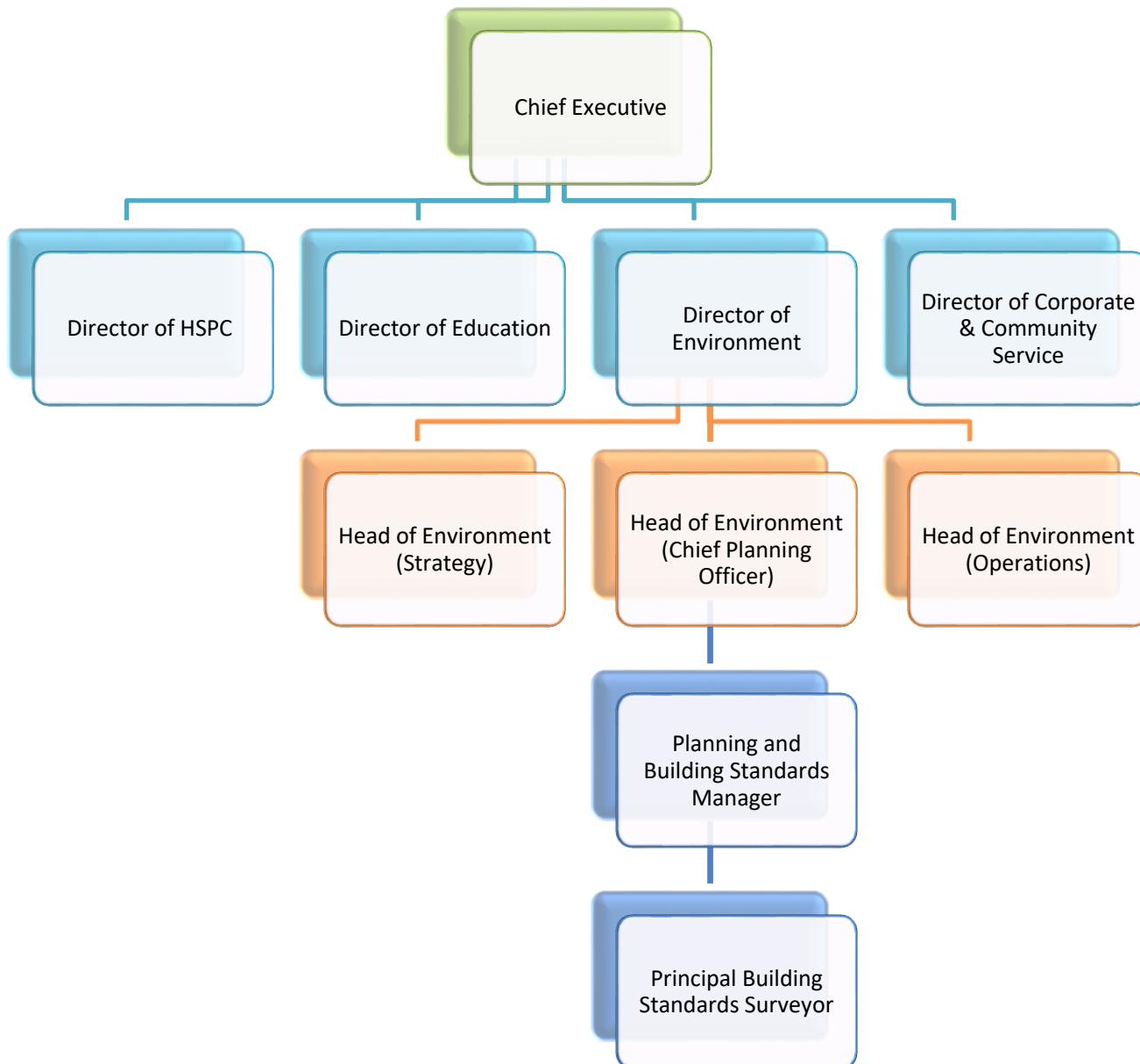
Major employers within the area include East Renfrewshire Council, the NHS, Linn Products and major chain supermarket companies. There are very many smaller businesses operating over a diverse range of sectors including retail, hospitality, construction and I.T.

The Building Standards Service is responsible for the administration and enforcement of statutory functions governing building regulations and dangerous buildings, structures, including open and vacant properties.

The main function concerns are:

- The health, safety and amenity of people in the built environment;
- Conservation of fuel and power;
- Facilities to and within buildings for people with disabilities; and
- To further sustainable development.

This is achieved by promoting compliance with specific legislation relating to buildings. Additionally Building Standards provides discretionary services in response to enquiries about building and conveyancing matters. All our services, both statutory and discretionary, are underpinned with strong customer focus.



- Protecting the public interest in safety of the built environment
- Processing Building Warrant Applications
- Inspecting Construction Work relating to Building Warrants
- Carrying Out Enforcement of Building Standards and Building Warrants
- Processing Late Completion Applications
- Inspecting construction work relating to Late Completion Applications
- Inspecting and Assessing Dangerous Buildings
- Provide 365 days out of hours emergency call out service
- Providing consultation and inspection reports to Licensing Board
- Assessing and inspecting regulated stands, staging and temporary venues
- Providing regulatory guidance on accessibility issues
- Issuing “Letters of Comfort” and Building Standards Property Enquiry information

2. Building Standards Verification Service Information

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.



To provide services for the area, the Council has four departments, one of which is Environment. Building Standards & Public Safety is one of several integral services under the Chief Planning Officer in the Environment Department.

The Building Standards & Public Safety base is located within the Council's offices at Spiersbridge in Thornliebank. However, the Building Standards & Public Safety team is a hybrid team, meaning that the surveyors work large parts of the time remotely from the office. The base address is

East Renfrewshire Council, Building Standards & Public Safety, 2 Spiersbridge Way, Spiersbridge Business Park, Thornliebank, East Renfrewshire , G46 8NG.

Building Standards & Public Safety - Roles and Responsibilities

The main function of the Building Standards & Public Safety team is to protect public safety in the built environment and, to further the conservation of fuel and power. This is achieved through the independent verification of Building Warrant applications, enforcement of the Building (Scotland) Act 2003 and The Building (Scotland) Regulations 2004, and through interventions where unauthorised works are carried out or where dangerous buildings or structures are identified. Additionally the team processes applications and inspects raised structures under Section 89 of The Civic Government (Scotland) Act 1982, and inspects licensed premises under The Licensing (Scotland) Act 2005.

Verifiers are appointed by the Scottish Government. Scottish Local Authorities are sole verifiers for their own geographical areas and are reappointed for fixed terms, subject to their performance. East Renfrewshire Council have been re-appointed for the maximum term of 6 years until May 2023.

Building Standards & Public Safety - Team Profile & Structure Charts

All members of the surveying team, other than the Graduates and Technician, have in excess of 18 years experience. The Graduates and Technician have varying levels of experience ranging from 3 – 15 years.

Surveying staff are all members of:

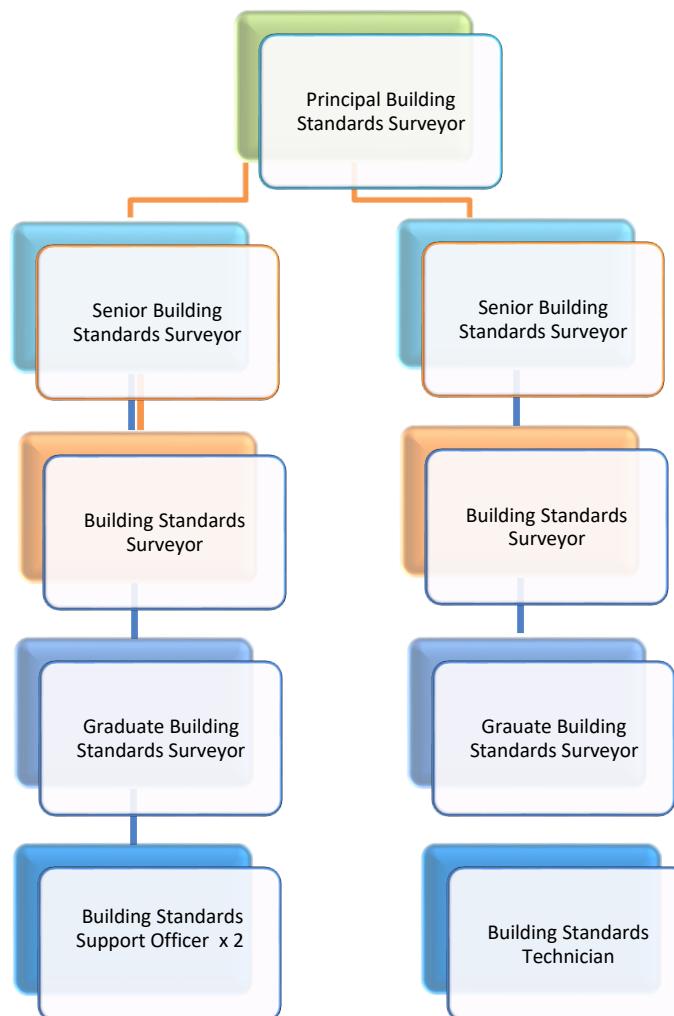
The Chartered Association of Building Engineers (CABE) and our Graduate surveyors are working towards membership of either RICS or CABE.

Although our surveying staff are well qualified, it is necessary to ensure all our surveyors are provided with regular training and continuing professional development. We identify general training needs during bi annual staff appraisals and using the LABSS Competency Assessment Scheme . Staff who are professional members of RICS or CABE require to undertake regular CPD (Continuous Professional Development) throughout the year. A Senior Surveyor is our CPD co-ordinator and seeks out suitable CPD events for all staff to attend.

All staff, through their staff appraisals, are given the opportunity to experience work at the level above their current level and are encouraged to move forward with their careers and progression through the council structure and policy for Succession Planning.

Building Standards Staff Age Profile	Number of Staff
Under 30	0
30 – 39	2
40 – 49	2
50 and over	7

East Renfrewshire Council Building Standards Team Structure



Tier 1	Tier 2	Tier 3	Tier 4
Chief Executive	Director of Environment	Head of Environment	Environment Department Manager

Staff Profile/ Number of Staff	Building Standards Verification Service	Notes
Principal Building Standards Surveyor	No. posts	1
	Vacant	0
Senior Surveyor	No. posts	2
	Vacant	0
Surveyor	No. posts	2
	Vacant	0
Graduate Surveyor	No. posts	2
	Vacant	0
Technician		1
		0
Administrator (Dedicated)		2
		0

3. Strategic Objectives



Corporate Vision

Vision For The Future -

Our vision is to be a modern, ambitious Council creating a fairer future with all and our ultimate aim is to make peoples life better

We are committed to providing a caring, cost effective service, encouraging and ensuring the creation and continued existence of a healthier and safer built environment for the well-being of our community and customers.

We believe that our most important responsibility is to our customers; primarily those of you who design, build, live, work and socialise in buildings within East Renfrewshire. In meeting with your needs, everything we endeavour to do will be of the highest quality at value for money cost. Your problems, requirements and complaints will be dealt with promptly and professionally, with courtesy and consideration at all times.

Building Standards staff are available to provide general information and advice on Building Standards. There is a duty surveyor available 8.45am to 1.00pm - Monday to Friday. After 1pm, a message can be left with the service at buildingstandards@eastrenfrewshire.gov.uk or on 0141 577 3001 where we will call back or send a return email by 1pm the following working day. The advice given will be objective and as helpful as possible without prejudice to the formal

consideration of an Application to the Council.

The Coming Year 2022 – 2023

Following a successful recruitment process, the Building Standards service has a full complement of staff with no vacant posts.

With major developments either in progress, or due to arrive in 2022 – 2023, and as the country recovers from the effects of the Covid-19 pandemic, the demand for services is predicted to increase significantly.

The service was, due to already having the ability to work remotely, largely able to carry out their duties during the Covid-19 pandemic without significant disruption. The service will largely remain operating this way in the future with limited time in the office location. The team has benefited from enhanced I.T. hardware and software, such as up to date laptops, tablets or plan readers for site inspections and better mobile telephony.



Key Objectives 2022 -2023

As well as delivering a full Building Standards and Public Safety service, the key objectives this year are -

- Embed new organisational structure and team structure
- Continue the ongoing transition to hybrid working
- Review IT assets and their suitability for a mobile team
- Modernise service delivery for a better customer experience
- Manage current increasing workload with current staff establishment
- Embed East Renfrewshire Council's 5 Capabilities, developing across five areas – Prevention, Digital, Community Engagement, Data and Modernisation
- Deliver all statutory and non-statutory services for customers

4. Key Performance Outcomes & Targets



East Renfrewshire Council's Building Standards Service has a highly trained surveying staff with all surveyors holding a degree level qualification or better.

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).
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
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 2019 – March 2020).

East Renfrewshire Council Vision and Values

East Renfrewshire Council's vision is to be a modern ambitious council, which works to create a fairer future with all.

In order to deliver on our outcomes and our promise to make people's lives better, we are developing excellence in five key areas.

Prevention

We will choose to prevent problems from happening, not just fix them.

This means we will do all we can to take a preventative approach in our daily work, putting children, early years and the reablement of our elderly at the heart of how we plan services.

If we plan ahead now, thinking carefully about the needs of local communities and where we could face problems in the future, we can save time and money by getting our approach right first time.

This will help us ensure people are living better, healthier lifestyles thanks to the support we offer, while lessening reliance on costly services moving forward.

Community Engagement

We will deliver outcomes with local people and partners, listen to what they need and empower them.

This is an opportunity for us to change the way the council works by encouraging people to get more involved in the future of their area and supporting communities to make improvements themselves.

We will be developing new models of working so employees can involve individuals even more in decisions that will affect them.

In doing so, we won't insist that our professional opinion is always right, but will work closely with residents to get the best solution for them within our budgets.

Data

We will use information to improve, make better decisions and learn from others.

The council is surrounded by data and we have to make sure it is in an easily accessible format that will help us to improve our services.

We will start with the data we already have, making sure staff who need it can access it easily, while helping employees to develop their own skills to understand and use the information gathered.

Data analytics has a big part to play in our approach to identify how we can improve our services, from pinpointing if someone could be vulnerable or at risk to highlighting whose bin needs emptied.

Modernisation

We will improve our processes, look for ways to modernise and focus on improving access to services.

Being more efficient will help us to meet the budget challenges ahead, giving our communities a better service and helping us increase job satisfaction by improving processes.

Our focus is on modernising processes and taking out unnecessary approvals, duplication and manual procedures, in a move to make things automated, digital and paperless where possible.

Offices will become more modern as well how we work within them, and our managers and leaders will do all they can to empower employees to help them do their best.

Digital

We will be able to provide many services digitally and our customers will be able to communicate with us twenty four seven.

We are looking at our services and the processes they involve from start to finish, to see how they could be improved by digital technology to benefit both our communities and our staff. Our aspiration is for our communities and staff to think digital first.

Our digital capability also involves supporting our communities so they can access our online services and resources, and being there for them on social media or live chat if they need further advice.

Focusing on these areas will allow us to provide the infrastructure necessary to make self-service easier, which in turn frees up our resources and staff time for the people who need it most.

5. Performance Data



Staff are all members of The Chartered Association of Building Engineers (CABE)

Our graduate surveyors are working towards membership of RICS or CABE and have completed honours degrees.

Although our surveying staff are well qualified, it is necessary to ensure all our surveyors are provided with regular training and continuing professional development. We identify general training needs during using internal PRD and the LABSS Competency Assessment Scheme. Staff who are professional members of CABE require to undertake regular CPD (Continuous Professional Development) throughout the year. One of our Senior Surveyors is our CPD co-ordinator and seeks out suitable CPD events for all staff to attend.

We believe in investing in staff training and succession planning and have funded several members of staff through university.

All staff, through their staff appraisals, are given the opportunity to experience work at the level above their current level and are

encouraged to move forward with their careers and progression through the council structure and policy for Succession Planning.

To ensure that our way of working is consistent amongst the surveying staff and that our customers receive a quality level of service, we have 11 protocols in place.

The protocols cover everything for dealing with building warrants from the initial application through to completion. They also cover non verification works such as dealing with dangerous buildings.

Performance management is important during the verification process to ensure our customers receive a consistent level of service. Once an application is received its progress through the system is tracked and timescales reported on to ensure our targets are met.

The Principal Surveyor routinely monitors the time it takes to vet building warrant applications. The senior surveyors second check a random selection of vetted applications. This is to ensure that our surveyors are providing a consistent application of the

regulations. All performance information is reported at monthly team meetings.

As part of our commitment to ensure our quality of service, we benchmark with other local authorities and are members of:

- Local Authority Building Standards Scotland (LABSS); and
- The Clyde Valley Building Standards Group.

LABSS is a forum where all local authority building standards managers come together for regular meetings to discuss national issues.

The Clyde Valley group generally discuss the local aspects of building standards which often tie in with the national agenda. All local authorities have given a commitment to try to deliver consistency throughout Scotland. LABSS is the leading forum for meeting this aim where issues are discussed and ways forward agreed. We also work in partnership with other bodies.



Customer Experience

It is essential that we know what our customers think of the service we offer and how well we deliver it. To find out our customers views, we carry out regular customer surveys and have a customer user group which meets bi-annually. We also have a council wide complaints

procedure which customers can use if they are unhappy about any part of our service. We look at all the feedback we get from our customers and act on it if there are any improvements that can be made to our service that benefits our customers.

We are investing and improving the accessibility of our services. We have Service points, where customers can lodge applications, at all main council offices. Alternatively customers can call in directly to the Building Standards office in Thornliebank to lodge an application. If a customer requires to speak to a surveyor a duty surveyor is available between 9am and 1pm Monday to Friday. However we would recommend that customers contact the service and arrange an appointment, providing initial details of the nature of the enquiry, as this will give the surveyor the opportunity to prepare any advice or information in advance. The best way to contact the service is by email at buildingstandars@eastrenfrewshire.gov.uk alternatively the service can be contacted by telephone on 0141 577 3001. To speed up

communications with customers, if our customer has provided an email address we will correspond with them via email cutting out delays such as postal delays.

The national eBuilding Standards portal allows customers to submit warrant applications, plans etc. online. We also have a searchable Building Standards Register which allows the customer to check on the progress of their application or to check details of works being carried out in their local area.

In performance framework, East Renfrewshire Council Building Standards offers customers an 'escape route' if we fail to assess an application within our target time or if we fail to assess an application in a time specified in a customer agreement.

Operational & Financial Efficiency

All surveyors are allocated work suitable to their current knowledge and abilities.

However we believe in developing our surveyor's knowledge base and to this end we aim to allocate applications to surveyors which will challenge them professionally. Such applications are dealt with using close monitoring from the Principal Surveyor or Senior Surveyors.

Routine applications are allocated accordingly. All warrant applications which have been assessed are put forward for random second checking by the Principal or Senior Surveyors.

Approximately 1 in 4 of all applications are second checked to ensure consistency.

We have in place a time recording system where surveyors log the amount of time they spend on specific tasks, both verification and non-verification. The system ties in with our other back office systems with time recording information logged on a daily basis by staff.

Financial reports are prepared by our Business Intelligence team monthly, quarterly and yearly using the various back office systems which

control the information within the department. Our finances are regularly audited by our internal audit department. Departmental and service budgets are programmed on a 3 yearly basis to ensure effective long term planning. Budgets are planned to co-ordinate with our Outcome Delivery Plan priorities.

The Building Standards service uses various IT systems to carry out its functions. All surveyors use the electronic diaries to record their activities daily which allows resources to be managed on site.

Our main system is the IDOX Uniform database where all information relating our verification service is stored, such as building warrant applications details, late completion application details and enforcement notices. This system also stores records of times taken to deal with applications, records of site visits and inspections, records of correspondence with applicants, consultations with other bodies, surveyors time recording and allows

Access to scanned copies of approved building warrant files stored in our Document Management System. The system is administered by the departments Business Intelligence Team.

Financial information is also recorded in the Uniform system in conjunction with other Council wide financial systems. Risk management procedures are in place at strategic and service levels. Corporate arrangements are in place regarding procurement using online financial procurement systems.

Internal communication strategies are in place, ranging from:

- Corporate Management Team meetings;
- Departmental management meetings;
- Service Manager/Team Principal meetings; and
- Building Standards Section meetings.

All of these meetings are scheduled and take place regularly, either weekly or monthly and are recorded in minutes of meetings.



6. Service Improvements and Partnership Working

In the previous 12 months (2021/2022) we did –

Number	Continuous improvement main actions	Timescale
1	Monitor workload, staff performance, time taken to process BW applications, maintain records etc.	Complete
2	Implement the National Building Standards Competency Assessment System for all Technical Staff	Complete
3	Provide CPD and training to all staff	Complete
4	Contribute where possible to ongoing national inquiries into the Building Standards system in Scotland	Ongoing
5	Meet key performance targets for 1st reports to building warrant applications and amendment to warrant (20 working days or as detailed in the customer agreement)	Ongoing
6	Seek to provide better information and more self-service options on our web pages to help with verification workload	Complete
7	Hold a customer user group forum	Ongoing
8	Develop IDOX Enterprise to monitor and manage the service workload	Ongoing
9	Develop and improve current agile working practices for the benefit of staff and service users	Ongoing

In the next 12 months (2022/2023) we will do –

Number	Continuous improvement main actions	Status
1	Monitor workload, staff performance, time taken to process BW applications, maintain records etc.	March 2023
2	Continue to develop the National Building Standards Competency Assessment System for all Technical Staff	March 2023
3	Provide CPD and training to all staff	March 2023
4	Contribute where possible to ongoing national inquiries into the Building Standards system in Scotland	March 2023
5	Meet key performance targets for 1st reports to building warrant applications and amendment to warrant (20 working days or as detailed in the customer agreement)	March 2023
6	Seek to provide better information and more self-service options on our web pages to help with verification workload	March 2023
7	Host a customer focus group meeting with regular service users	March 2023
8	Develop IDOX Enterprise to monitor and manage the service workload	March 2023
9	Develop and improve current hybrid working practices for the benefit of staff and service users	March 2023

Partnership Working

Below is a summary of the organisations we work with on a regular basis

Development Management (Planning) – We work in collaboration with our colleagues in Development Management to deliver a one stop approach to the Building Standards and Planning services for developers and residents.

Environmental Health – Our Environmental Health colleagues lead on defective building issues which often overlap into our remit for dangerous buildings. Our Environmental Health colleagues are also a key consultee on issues around ground contamination issues which may affect construction sites.

Economic Development and City Deal – We fast track Building Warrant applications which have significant inward investment or employment elements which will directly benefit the local area.

Property & Technical Services (PATS) – We advise our architects and technical staff in PATS on matters relating to regulation on projects. We also share various CPD events which both Building Standards and PATS arrange for colleagues in each service.

Legal Services – We assist the Legal Services team with their remit under licensing legislation by inspecting properties where required and providing advice on the status of any ongoing building works associated with new licensed premises.

LABSS (Local Authority Building Standards Scotland) – LABSS membership includes all 32 Scottish local authorities. We participate in all LABSS consultations and attend regular meetings where matters with national implications are discussed along with CPD events hosted by LABSS. Information from the Scottish Government is also routinely delivered at LABSS meetings.

The Clyde Valley Building Standards Consortium – Matters affecting the local area covering the Clyde Valley authorities are discussed as well as being a body where disputes between authorities and customers over matters of regulatory interpretation require clarification.

The Scottish Government – We attend all Building Standards Division events covering multiple topics. We also attend all partner events relating to eDevelopment.

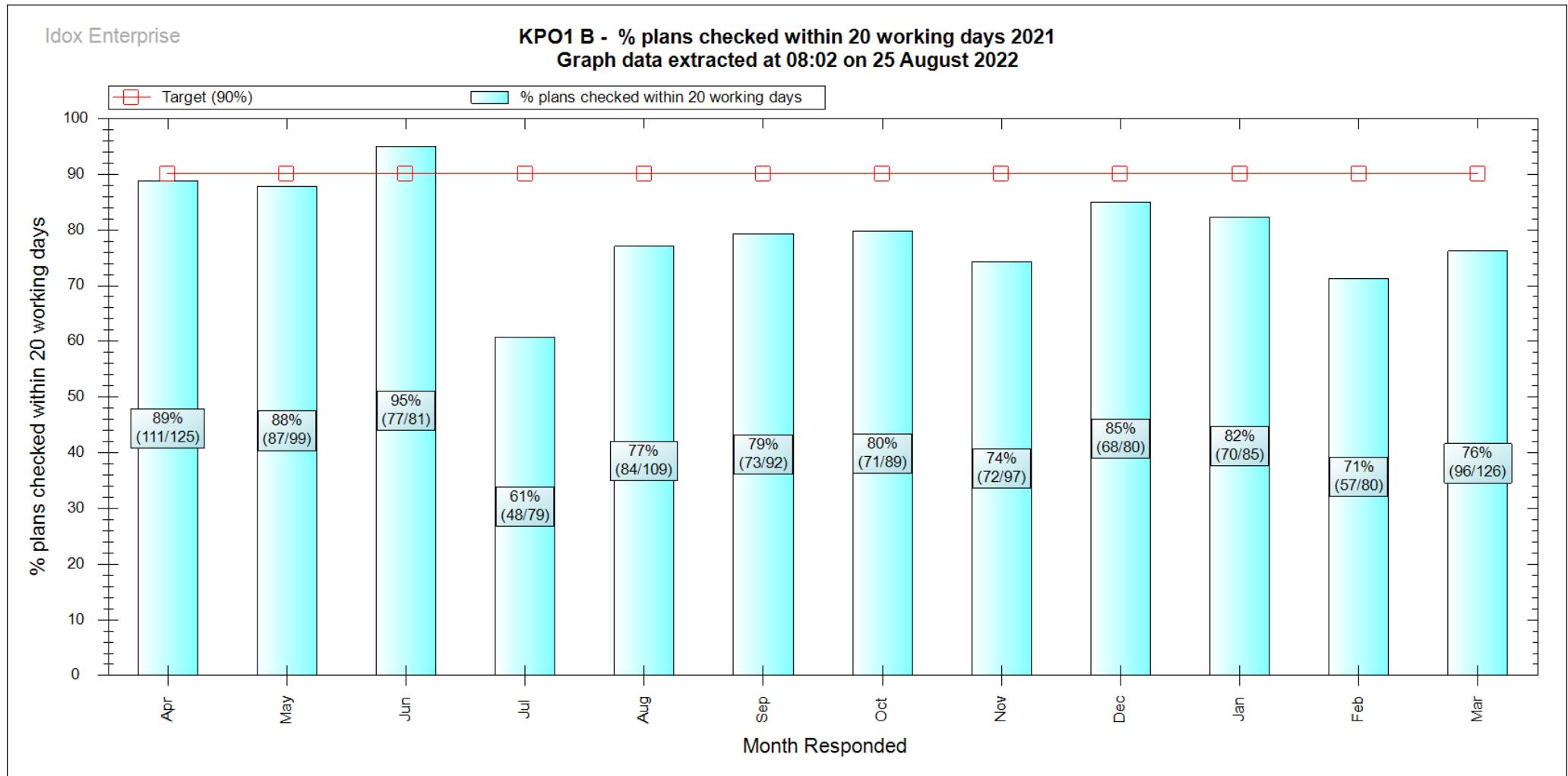
IDOX – IDOX are our key software supplier and are the main supplier to most Scottish local authority Building Standards and Planning departments. Our systems officer regularly attends user group meetings and carries out user testing where updates to the system are being tested.

Scottish Fire & Rescue (SF&R) – Scottish Fire & Rescue are a key consultee for the service on matters relating to passive and active fire proposals, and fire strategies contained in Building Warrant applications. We also provide a 24 hour call out service for use by SF&R where they require Building Standards input while attending incidents, generally around buildings which have become dangerous through fire or vehicle impact damage.

Police Scotland – Similarly to Scottish Fire & Rescue, we provide a 24 hour call out service for use by Police Scotland where they require assistance on Building Standards issues such as dangerous buildings or buildings which may become dangerous if not secured.

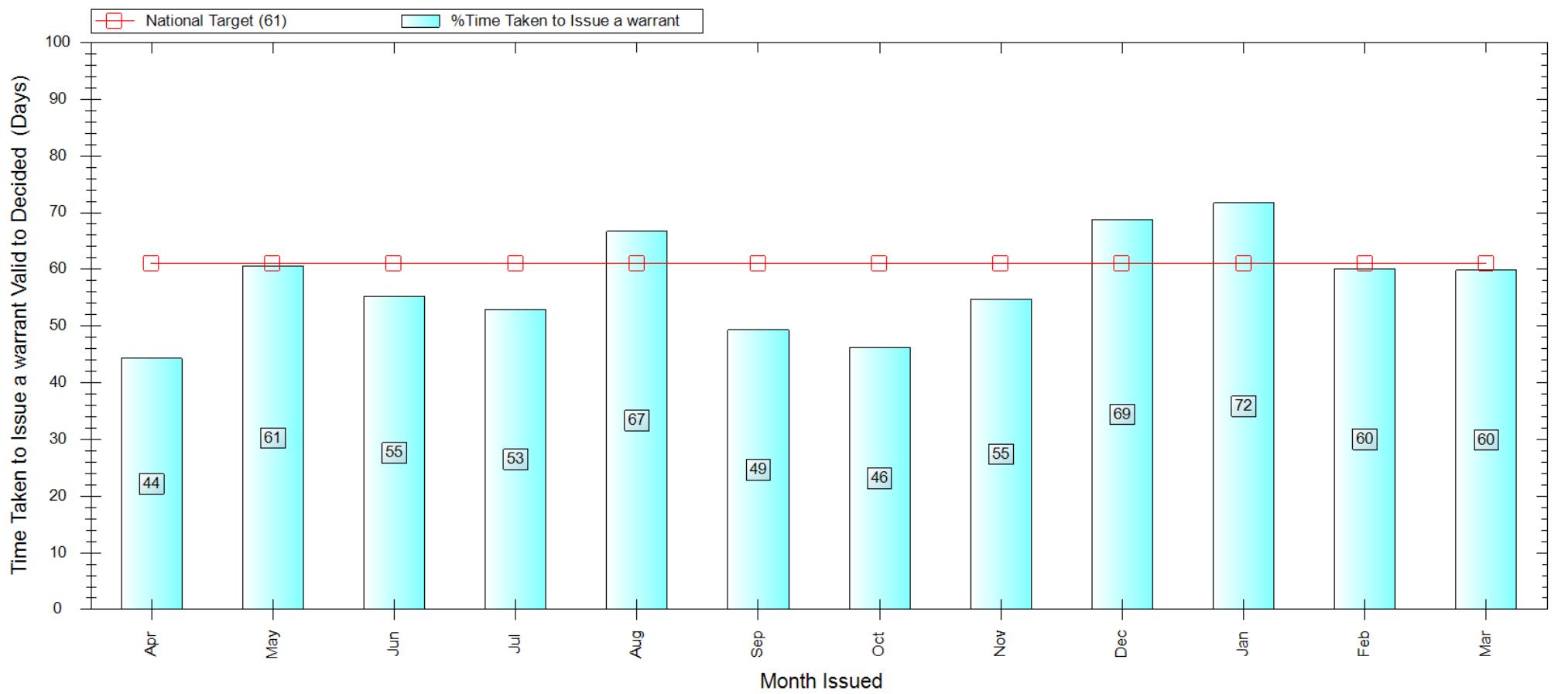
East Renfrewshire Council have worked regularly with all of the above over many years and will continue to do so. Beyond our regular benchmarking and partnership working we work with other partners where our input is required or where we require to carry out work to improve our services.

7. Building Standards – Additional Data



Idox Enterprise

KPO1 A - Time Taken to Issue a warrant 2021
Graph data extracted at 08:02 on 25 August 2022



Building Warrants Received - %online 2020

Graph data extracted at 08:01 on 09 June 2021

