**Building Standards Verification
Annual Performance Report**

**Governance Service
East Ayrshire Council
The Opera House,
8 John Finnie Street,
Kilmarnock
KA1 1DD**

Version: May 2025

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1.0 Introduction to the Local Authority

1.1 Verification Performance Report

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.


1.2 East Ayrshire

East Ayrshire covers an area of 1,268km2 and has a population of approximately 120,000, stretching some 70km from north to south with a concentration of urban areas within a rural landscape. Located within the northern part of the district is Kilmarnock with a population of some 46,056. Cumnock is the second largest town in the area with a population of some 8,707 and is an important settlement in strategic terms as regards both its size and location. There are nine other main centres of population in the area and the Council has Service Hubs supporting the communities within Stewarton, Galston, Dalmellington and as noted above Cumnock.

The economy of East Ayrshire historically was textile, heavy engineering, food and drink and coal industries. The decline in these traditional industries has been significant. Notwithstanding, there has been a change of economic development priorities leading to business opportunities for the small to medium business sector. Now the economic base of the area is retail, engineering, leisure and tourism. Development within East Ayrshire over the last few years has included a significant development opportunity throughout the district including major projects in the private and public sectors through Local Authority and NHS projects, educational buildings, social housing projects.
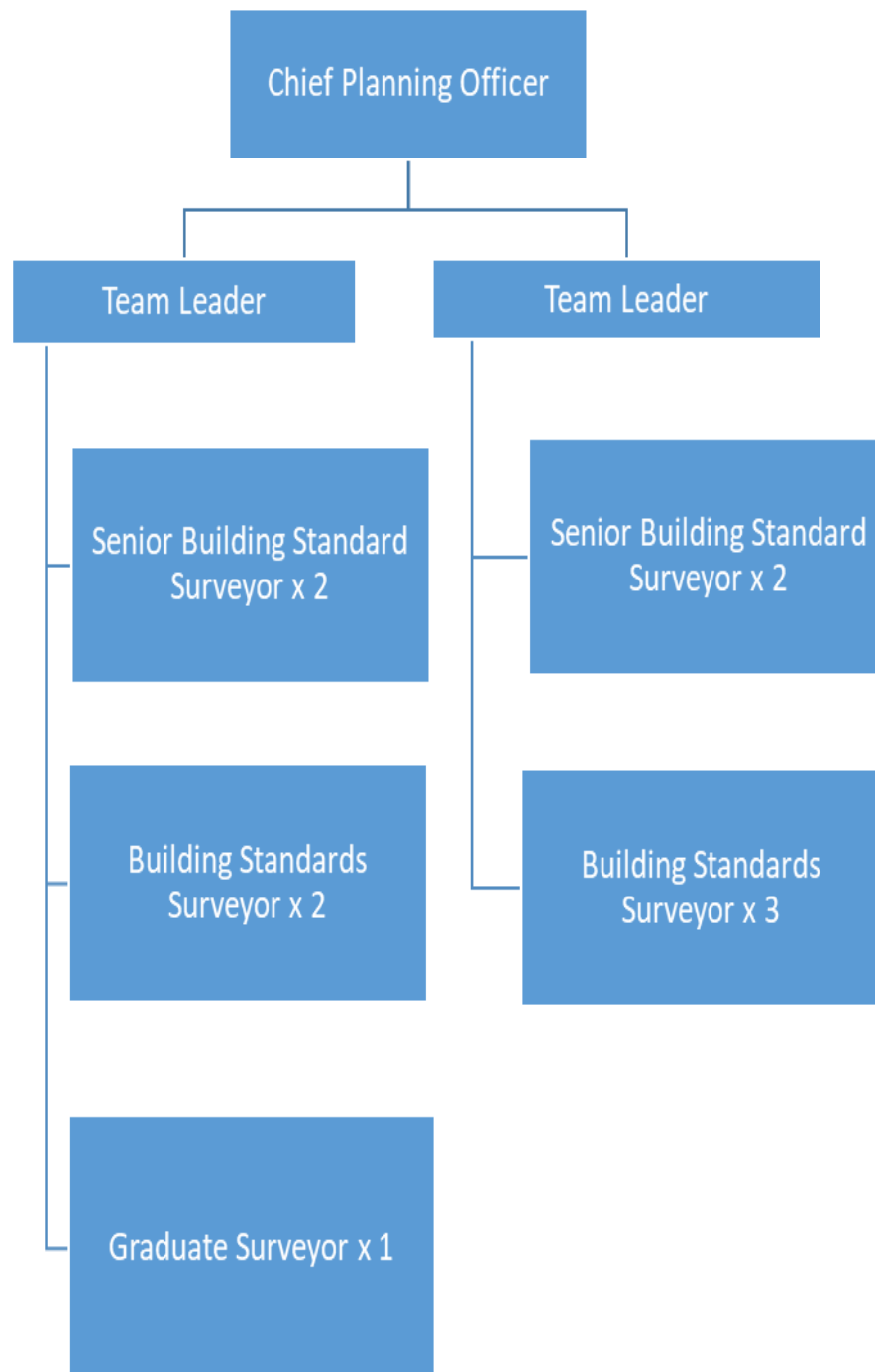
1.3 East Ayrshire Verification Area Map and Organizational Structure

East Ayrshire Verification Area Map
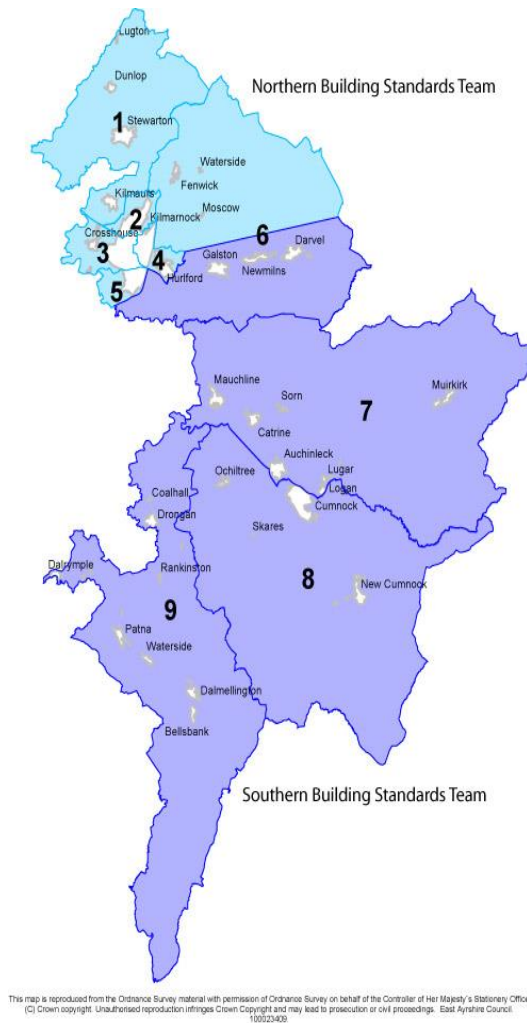
The Building Standards service is split into two geographical areas which are responsible for the operational service delivery of the verification and enforcement duties within their specific area.

Organisational Structure

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                    ┌─────────────────────────┐
                    │ Chief Planning Officer  │
                    └─────────────────────────┘
               ┌──────────────┴──────────────┐
     ┌──────────────────┐         ┌──────────────────┐
     │   Team Leader    │         │   Team Leader    │
     └──────────────────┘         └──────────────────┘
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Team Leader	Team Leader
Senior Building Standard Surveyor x 2	Senior Building Standard Surveyor x 2
Building Standards Surveyor x 2	Building Standards Surveyor x 3
Graduate Surveyor x 1	

5

2.0 Building Standards Verification Service Information

The Council Management Structure is detailed below and clearly details the line of responsibility from the Chief Executive and links to other services. The Chief Governance Officer has responsibility for regulatory functions, including Building Standards, Environmental Health, Trading Standards and Development Management. The new structure came into effect on the 6th of September 2021. The revised structure is detailed below.
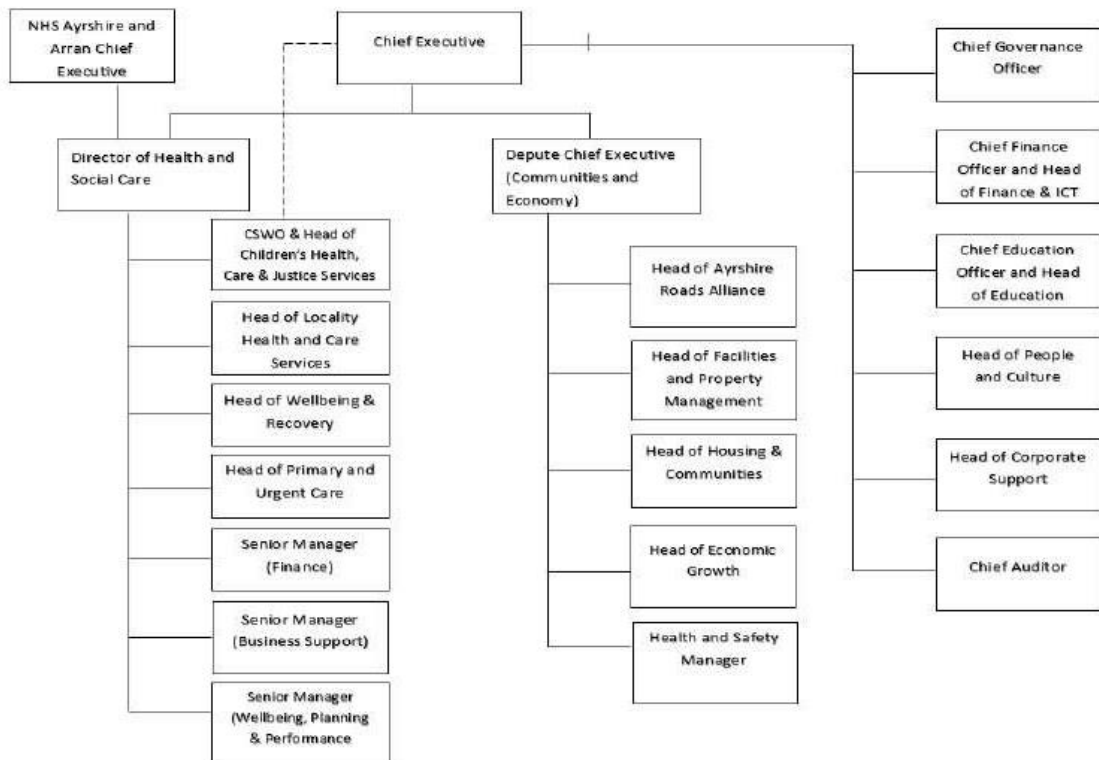
The purpose of the building standards system is to protect the public interest. The system sets out the essential standards that are required when building work or a conversion takes place to meet building regulations. The building standards system checks that proposed building work or conversion of a building meets standards; inspections are limited undertaken as necessary to ensure that legislation is not circumvented. 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.

The Scottish Government re-appointed East Ayrshire Council Building Standards Service, under section 7(1) of the Building (Scotland) Act 2003 to undertake the verification function. The period of appointment commenced on 1st May 2023 for a period of six years to 30th April 2029.

The Building Standards Service within East Ayrshire Council operates from The Opera House, a Grade B Listed Building within the Kilmarnock town centre which was a redevelopment project incorporating the restoration of a Victorian sandstone

2.0   Building Standards Verification Service Information

facade. The staffing resource is within one building along with colleagues in Planning and Roads and with the Environmental Health Service in the Council Headquarters at London Road, Kilmarnock, which greatly assists in delivering a combined service for applicants and developers.

The service is split into two geographical sections which are responsible for the delivery of the operational service of the verification and enforcement duties within their specific area. The organizational structure is detailed within section 1.3 of this document. The Surveying staff are trained to multi-task accordingly between the two functions. All other work is allocated to staff according to their qualifications and experience in accordance with the Risk Management Protocol.

As the verification role primarily deals with the construction work from design to completion it is also necessary to have an independent body to enforce building legislation, with local knowledge and resources. The Act therefore places the responsibility for enforcement with the local authority for the area in which the building work is taking place or has taken place. Therefore, the service also fulfils a vital public safety role within all sectors of the community on behalf of the Council in controlling, coordinating and above all ensuring Public Safety, in and around buildings, when identified as being defective or structurally dangerous. Furthermore, where unauthorized works are identified, measures are undertaken to regularize the illegal work. This is carried out by both formal and informal measures in accordance with the Act and the enforcement concordat.

The non-statutory process of using Letters of Comfort in areas of minor unauthorized work carried out prior to 1st April 1991 has been adopted. This process works in conjunction with the Act aims to streamline historic unauthorized works where minimal associated risk is identified. However, all work carried out since this deadline is subject to the current requirements for retrospective building warrants or late completion certificates. Following the various revisions to the Building Regulations certain works in residential and non-residential buildings are now deemed as exempt and/or not warrantable and to deal with this an Exemption Survey was introduced to service applications and streamline property transactions.

The Service also delivers a professional assessment and surveying role on Licensing matters in relation to the safe use of buildings and events, Licensed under the Licensing (Scotland) Act 1976 and 2005, The Civic Government (Scotland) Act 1982, The Cinema Act 1984, the Theatres Act 1968, the Safety at Sports Ground Act 1976 and allied licensing legislation.

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 when building work or conversion of a building takes place 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 complied with not. The control of work on site is not down

2.0 Building Standards Verification Service Information

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Staffing Position of East Ayrshire Council Building Standards (Posts are full time equivalents unless stated)

	Tier 1	Tier 2	Tier 3	Tier 4
Chief Planning Officer				√

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

The Chief Planning Officer's position has joint responsibility for Building Standards, Development Management, Administration and Technical Support.

		Building Standards Verification Service	Other
Team Leaders	N° Post	2	
	Vacant	0	
Senior Surveyors	N° Post	4	
	Vacant	0	
Surveyors	N° Post	5	Of the total number of surveyors one of our surveyors is currently on maternity leave and will return to work in December 2025. No funding has been made available for a temporary replacement.
	Vacant	0	
Graduate Surveyors	N° Post	0	Cross-departmental funding for the Graduate position was withdrawn at the end of 2024. The position currently remains on our staff structure but will be removed at the next round of budget cuts if no other funding can be obtained.
	Vacant	1	

2.0 Building Standards Verification Service Information

Systems Administrator	N° Post		The Chief Planning Officer's position has responsibility for Administration and Technical Support and has a Systems Administrator who covers both Building Standards & Development Management.
	Vacant		
Office Support	N° Post		The Chief Planning Officer's position has responsibility for Administration and Technical Support. Building Standards have access to the centralized Admin Section.
	Vacant		
TOTAL		11	

Staff Age Profile	Number
61 and over	2
56-60	4
50-55	2
40-49	1
30-39	0
25-29	2
16-24	0

Strategic Objectives

The Community Plan is the sovereign planning document for the East Ayrshire area, providing the overarching strategic policy framework for the delivery of services by all Partners. The Community Plan, underpinned by our Single Outcome Agreement, sets out the Community Planning Partnership's ambition for East Ayrshire. As a partnership, we continue to take collective ownership for delivering our Community Plan and achieving improved outcomes.

The new Community Plan covers the period from 2015 to 2030.The plan comes at a time when there are many challenges, not least reducing funding for the public sector. The Plan provides a renewed focus and commitment to work even more closely and effectively together to drive forward our ambitions for East Ayrshire; deliver positive change and secure the best possible future for our communities; and make a real and lasting difference for those who live, work and visit East Ayrshire.

The stated vision is that "East Ayrshire is a place with strong, safe and vibrant communities where everyone has a good quality of life and access to opportunities, choices and high-quality services which are sustainable, accessible and meet people's needs."

Within this Community Plan, we set out how we will continue to work to realise our shared Vision over the period 2015 to 2030, based on our understanding of East Ayrshire, our communities, the challenges we face, our strengths and the opportunities available to us.

The Community Plan, underpinned by the Single Outcome Agreement provides a robust performance management framework that demonstrates a sound understanding of place and local circumstances. This understanding underpins the local outcomes, which have identified by communities, Partners and a wide range of key stakeholders; and that we are committed to resourcing jointly the delivery of outcomes to realise our Vision.

Comprehensive engagement with communities, Partners and other stakeholders in the development of our new Community Plan has confirmed the following as the key priority areas on which we will focus the delivery of services over the life of the Plan.

Economy and Skills
- Promote East Ayrshire as a great place to live work and visit.
- Attract and retain business.
- Develop a confident successful highly skilled and qualified workforce which is aligned to key local sectors.
- Deliver the Ayrshire Growth Deal.

Strategic Objectives

__Safer Communities__

- Make East Ayrshire a safe, secure and attractive place to live and visit.
- Improve Community safety in neighbourhood and homes to protect and support our most vulnerable individuals and families.
- Promote our vibrant communities by encouraging active and responsible citizenship.

__Wellbeing__

- Children and young people including those in early years and their carers are supported to be active healthy and reach their potential at all life stages.
- All residents are given, the opportunity to improve their wellbeing to lead an active healthy life and make positive lifestyle choices.
- Older people and adults who require support and their carer are included and empowered to live the healthiest life possible.
- Communities are supported to address the impact that inequalities have on the health and wellbeing of our residents.

Elected Members approved The Council's Revenue Budget package for 2025/26 on 27th February 2025. Volatility and uncertainty in the economy, coupled with increasing demand and expectation for council services make it more challenging to set a balanced budget. These pressures are over and above those which have already presented significant threats to public sector finances in recent times, including contract inflation, energy inflation, availability and cost of construction supplies, and reduced funding allocations from central government.

Members also approved the recommendations in the Capital Investment Programme Update. The Council's Capital Programme Strategic Oversight Group meets every six weeks to provide strategic oversight and direction for our Capital Investment Programme covering the four strategic workstreams, including Learning Estate, Wellbeing, Leisure and Culture, Economic Growth and Infrastructure.

The capital programme has been reviewed, and projects have been re-prioritised and realigned to keep them within budget. Legacy issues from Brexit and Covid 19 have impacted on our ability to deliver some of these projects, alongside rising inflation and construction costs.

This group has an important role to play in determining what capital projects can proceed and in terms of monitoring progress of projects. At these meetings a line-by-line review of the programme with a focus on the recommendations agreed by Cabinet and Council. Despite having to rein in some ambitions, the capital programme will continue to deliver some notable projects.

Strategic Objectives

The Council's Transformation Strategy has developed several proposals including recommendations for savings targets by theme, project and service, building a programme to deliver a sustainable financial position over the period to and setting the direction of travel to 2030.

The council approved the General Services Revenue Budget for 2024/25 at its meeting of 28th February 2024. The East Ayrshire Performs report presented to Cabinet on 6th March 2025 highlighted that Council services continue to experience in-year financial strain and challenge as they respond to inflationary and demand pressures as well as the ongoing challenges from the pandemic. Our Services will continue to experience significant challenges with these made worse by the immediate and projected population demographic and the impact that these changes will have on future grant funding levels and the Council's ability to continue to deliver those services.

The Chief Governance Officer will continue to monitor and identify demand pressures, including factors such as cost increases and increasing demand from service users and identify where cost saving can be made. The on-going review of the service will ensure that it can meet the requirements of the Recovery Plan.

Forecasts for 2025/26 suggest that the growth in the local economy is uncertain given the effects of the economic climate. During 2024/25 there was decrease of 22% in building warrant application numbers from the 2023/24 numbers. During the financial year 2024/25 the income from building warrant applications also decreased from the previous year.

The Building Standards Service has continued to develop and has a sound structural base, which remains intact for service delivery. While finance continues to be stretched the service has restructured with the intention of improving the age profile and continued efficiency of the Service. The Cross-departmental funding for the Graduate position was withdrawn at the end of 2024. The position currently remains on our staff structure but may be removed at the next round of budget cuts if no other funding can be obtained. Previously the graduates undertook a programme of structured training over two years. The focus was to attract people into our service to create a balanced and more effective service; succession planning, workforce planning and ensure the service can continue delivering a first-class service. It is our intention continue with our graduate program. The Service also continues to develop electronic process in a move towards electronic service delivery.

The service has continued to show a strong performance during the last year despite major disruption caused by the effects of the economic downturn. The forgoing has influenced our service although the provision made and clear lines of communication with all stakeholders has minimized potential disruption and lessened the effect on the customer. The Service continues to deliver a high-quality service to all our customers while through our inspection regime we aim to maintain and where necessary raise Building Standards for the benefit of the building user.

Strategic Objectives

Digital solutions were a key driver in the redesign of our services to facilitate remote working previously and saw further consolidation of mobile and agile working patterns across our service. Work is also underway to understand how we can better use digital technology to utilise the offices we retain more efficiently and effectively. Our service plays an important role in the development of the East Ayrshire economy.

Departmental Issues to be addressed in the coming year:

- Continued departmental Service Review to ensure the building Standards Service remains fit purpose and able to meet both its verification and enforcement functions given the adoption of the new Performance and Operating Frameworks.
- Review charging matrix in relation to building standards services and charges for both verification and non-verification roles and publish on website.
- Audit preparation for ISO 9001 re-certification.
- Undertake ISO Management review meeting to ensure all areas of the management system, are reviewed as required and to promote continuous improvement for development of the system.
- Review Enterprise tasks which support management performance of workloads. Explore potential of additional tasks, to enhance, service performance in forthcoming quarters.
- Collate and publish online customer satisfaction reports for 2024/25.
- Continue to engage with customers and provide information relevant to verification and non-verification role. Produce building standards newsletter e-mail to stakeholders and publish on the web site.
- Ensure employee reviews (FACE Time), are undertaken within the required timeframes to ensure that development and training needs are met.
- Upgrade of IDOX Document Management System
- Continued development and Implementation of the structured training program for Graduate Building Standards Surveyors.
- Further development and alignment of procedures to marry in with electronic working processes.

The Key Strategic Objectives for the coming year

- Continued implementation of East Ayrshire Council's Transformation Strategy.
- Further development of East Ayrshire Councils Smarter Working principles to shape future service design.
- Continued benchmarking and Consortium engagement.
- Continued engagement and attendance at LABSS meetings
- Continued Implementation and development of the Verification Performance Framework and development of reporting for the web-platform data collection.
- Maintenance of the ISO 9001 Accreditation.

Strategic Objectives
- Maintenance of high-performance standards and consistent service delivery
- Further development of tasks for Idox Enterprise, applied to the Uniform Building Standards Data base, to enable workload reporting and live monitoring.
- Assist in the delivery of The Ayrshire Growth Deal and the new Ayrshire Regional Economic Strategy.

4.0 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 digital services
KPO7	Commit to objectives outlined in the annual performance report

4.0 Key Performance Outcomes and Targets
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	
2.1	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 (annually).
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 • Plan checking • Building warrant or amendments (and plans) being issued • Verification during construction • Completion certificates being accepted

4.0 Key Performance Outcomes and Targets

KPO7 Targets	
7.1	Annual performance report published prominently on website with version control (annually).
7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2024 – March 2025).

5.0 Performance Data

Professional Expertise and Technical Processes

Professional Expertise and Technical Processes						
Performance Indicator	Target	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4	24/25 Average
% of first reports issued within 20 working days	95%	100%	100%	100%	100%	100%
% of building warrants and amendments issued within 10 days from receipt of all satisfactory information	90%	100%	100%	100%	100%	100%

Protocols for dealing with work.

All building warrant and completion certificate applications are allocated to a member of staff via the approved Risk Management Protocol (RMP). The RMP sets the type and complexity of work, which can be allocated, to a member of staff. This is based on the experience and competency of the individual Surveyor. The RMP therefore ensures that work is allocated a member of staff who is competent to fulfil the work with limited supervision or in the case of training and development work may be allocated to a member of staff with a greater level of supervision to ensure that the individuals competency levels are increased accordingly to fulfil the wide range of work

5.0 Performance Data

To ensure that the entire Building Warrant, Site Inspection and Completion Certificate process is consistently applied by all Building Standards staff the entire process is documented and published through the ISO Management System. Building Standards Procedure (BSP) 1-5 details the verification processes all of which are subject to review with the processes audited internally annually by BM TRADA as part of the maintenance of our ISO accreditation.

Performance Management Systems.
The Building Standards Service has an internal Performance Management System which supports the Corporate Electronic Performance Management System (EPMS) through the PENTANA software.   The Service Performance Standards are set down in the Customer Charter and to supplement these backstop standards internal performance measures have been introduced to proactively ensure that the Customer Charter Standards are continually met

Internally, the Building Standards Management procedures requires that Surveyors workload is reviewed on a weekly basis to consider peaks and troughs in the workload and to cater for any planned and unplanned staff absences.   The monitoring procedure continues to assist with the delivery of a high-performance response to the customer. This is supported using IDOX Enterprise workflow management software to ensure that the performance targets are met.

The performance response to each of the Building Standards performance measures are reported monthly to the Depute Chief Executives and Heads of Service in a Performance Scorecard and ultimately to the Council in an annual performance variance review.   The Building Standards performance measures are also published on the Service's web page and can be viewed via the following link:-

[Building standards performance figures · East Ayrshire Council](#)

Training and Development/CPD.
The Council's Occupational Development Strategy requires each member of staff to be provided with an annual review of their performance and development for the preceding and forthcoming year. The East Ayrshire Review (FACE time) allows the staff member to reflect on their competencies and meet their line manager to establish areas of strength and any area where the staff member would benefit from additional training and development to deliver results within the workplace. The process is based the council's core principals; Flexible, Approachable, Caring and Empowered and is primarily a coaching conversation. All FACE time reviews are complete and up to date.

5.0 Performance Data

The FACE Time review is an online process with a database, which hosts all the training and development information and provides comprehensive information on both training requirements and completed training.

The development of staff remains a priority, which has seen continued high performance coupled to these internal processes provide high performance which meets customer expectations. A structured training plan was established, monitored and reviewed to assist with the development of the Graduate Building Standards Surveyors. The service will continue to provide training and continued professional development over the forthcoming year predominantly from internal events, free external events and through The South-West Building Standards Consortium (SWSBSC) Peer Group training.

Benchmarking, Shared Services and Partnership Work.
The SWSBSC consisting of Dumfries and Galloway and East, North and South Ayrshire Councils continues to undertake a range of common Building Standards work, training and benchmarking to review processes and establish best practice which can be utilized by other Services. Through Local Authority Building Standards in Scotland (LABSS) there is also significant benchmarking carried out on strategy, policy and processes.

Succession Planning.
A succession planning process was introduced during 2006, linked to the risk management protocol assisted in developing staff competencies to undertake the Building Standards Surveyors role. This has been successful and was commended by the Scottish Government's Building Standards Division when they audited the Service during 2009 and during their surveillance visit in February 2020. The Cross-departmental funding for the Graduate position was withdrawn at the end of 2024. The position currently remains on our staff structure, and it is hoped to reinstate this position once funding can be made available. Previously the graduates undertook a programme of structured training over two years. The focus was to attract people into our service to create a balanced and more effective service; succession planning, workforce planning and ensure the service can continue delivering a first-class service. It is our intention continue with our graduate program. The Chief Planning Officer along with the Head of Service continue to monitor staff numbers and workloads to assist in maximizing operational efficiencies going forward. East Ayrshire Building Standards continue to provide a training development plan for each staff member.

Quality of Customer Experience

Customer Communication Strategies.
The Service has BSP20 Customer Consultation Strategy which details the services commitment to engage with its customers, stakeholders and partners and the following principles underpin this Consultation Strategy

5.0 Performance Data

The strategy defines: -
- Who our customers are.
- Why we need to consult.
- How we consult and receive feedback.
- Provision of clear about the purpose and scope of each consultation exercise we undertake.
- We will give clear information.
- We will consult customers in different ways taking account of their different service requirements.
- We will provided sufficient time will be allowed for consultees to respond.
- We will monitor and develop our capacity to conduct consultation activities in accordance with this Strategy; and
- How customer feedback is monitored

Building Standards Customer Charter.
Our Customer Charter details the prescribed standards and performance targets for assessing and determining Building Warrants and Completion Certificates and is reviewed quarterly. As part of the national key performance outcomes the Charter has been updated to reflect the local and national position, and the service will work towards maintaining the high standards previously achieved. On review of the standards of performance set within our Customer Charter, for period 2024/25 we have met these requirements where possible and will endeavour to maintain this level of performance. Our Customer Charter is published prominently on the website and incorporates version control detailing reviews.

Building standards customer charter · East Ayrshire Council

Customer feedback
As part of Building Standards commitment to continuous improvement in the overall Building Warrant process, customers are actively encouraged to provide feedback to the Chief Planning Officer following the issue of a Building Warrant and Acceptance or Issue of a Completion Certificate. All customers can provide feedback relating to the service indicating where the service did or did not meet their expectations at each stage of the decision process. Customers can complete our in-house questionnaire. A link is also provided for the Scottish Government National Customer Satisfaction Survey, which will determine our rating under KPO4.

In addition, feedback, is also integrated into the service review process directly from customers' comments and observations; via the stakeholders' focus group meetings and through the Council's complaints procedure. Where customer complaints and feedback are used to analyse the information to establish trends and any service improvements.

5.0 Performance Data

Accessibility of Service

The Service has been developed over the preceding years to provide a high level of accessibility to all service users whether professional or to the general public. The office accommodation provides meeting facilities at a central point to cater for the demands of the service. To facilitate enquiries, a duty Surveyor will provide daily advice to any applicants/agents via phone calls.   In respect of specialist enquiries, a site meeting can be progressed to establish all the relevant facts before finalising an enquiry response. Online enquires are encouraged to our Building Standards electronic mailbox buildingstandards@east-ayrshire.gov.uk .

The Service also provides an online Building Standards Register, which offers service users detailed information on the progress on an application. In addition, meetings can be progressed at another Council office or by electronic means to cater for service users who cannot or find it difficult to attend an office.

Pre-application advice

It is our aim to deliver a one-stop shop for development and facilitate the development through the Building Standards system to encourage economic development within the area. Therefore, pre application meetings are encouraged to discuss the key issues of the application prior to any formal submission. The purpose of this is to ensure that all applications can be progressed quickly and smoothly through the Building Warrant system.

Customer Agreements

Customer agreements have not been required in the past year due to high performance levels achieved by the service. Customer Agreements will continue to be promoted as an option.

Customer feedback and Service Improvements

As part of Building Standards commitment to continuous improvement in the overall Building Warrant process, customers are actively encouraged to provide feedback to the Chief Planning Officer following the issue of a Building Warrant and Acceptance or Issue of a Completion Certificate. All customers can provide feedback relating to the service indicating where the service did or did not meet their expectations. In addition, feedback is integrated into the service review process directly from customers' comments and observations; via the stakeholders' focus group meetings and through the Council's complaints procedure. Where customer complaints, customer feedback are provided the service has a structured process for analysis of this information to establish trends and any service improvements. Customers are given the option of completing the questionnaire online.

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5.0 Performance Data

National Customer Satisfaction Survey.
On 1 April 2022, BSD went live with the National Customer Satisfaction Survey platform hosted by the Improvement Service for collecting and reporting Customer feedback to evidence performance against 'KPO4 - Understand and respond to the customer experience'. Thereafter the Council's overall annual Customer Satisfaction rating will be reported under KPO4 to ensure consistency and ability to analyse annual trends.

The 2024/25 result of this survey gave our service an overall satisfaction rating of 9.8 out of 10, which is above the national average of 8.5. Customer feedback is monitored, via the National Customer Survey Dashboard.

Recognised External Accreditations.
During 2009, the Building Standards Service secured ISO 9001 Accreditation in relation to the "Provision of the Building Standards Verification and Enforcement Process" and have continued to develop the service using this framework. The accreditation is subject to an annual assessment from BM TRADA.

On the 4th July 2024, BM TRADA carried out a Surveillance Certification Audit of the Building Standards Service. The purpose of the audit was to monitor the services level of compliance with the ISO 9001:2015 Accreditation standard Quality Management System (QMS). The 2024 audit established the continued conformity with ISO 9001:2015. As a result, of the Audit, BM TRADA continued the accreditation.

Operational and Financial Efficiency

Team Structures.
The Building Standards Service has two teams consisting of 11 professional staff to service the geographical areas. The teams are multi-disciplined covering all Building Standards functions. The admin function is centralised to service both Building Standards and Development Management and managed by the Technical Support Manager.

Time Recording System.
To provide detailed financial information on the continued deployment of staff resources an activity-based costing database was developed. The database is updated by Surveying and Admin staff daily to maintain accurate data on the building standards activities carried out. This will include all verification and enforcement activities and allows clear data on the time taken by surveying staff on plan assessment and site inspection.

The reporting module allows detailed reports to be provided on the activities of the overall service, which can also focus on individual staff activities over the designated periods requested. This enables the verification and enforcement periods to be quantified monthly thus providing information on all activities to support the financial information.

5.0 Performance Data

Financial Monitoring and Governance

Financial monitoring and sound governance are at the heart of the management of the Service. The financial budget is monitored by the Chief Planning Officer who works closely with a senior accountant on the income and expenditure trends for the Operations service. Therefore, income is monitored on both a weekly and monthly basis and from these figures, comparison with previous financial years are reviewed to establish trends with application submissions. Additionally, all major development Planning Application determinations are monitored and included within the budget forecasts. This assists to establish timescales for Building Warrant applications, income peaks and resource deployment to assess the applications.

The budget is set over thirteen, four-week periods and income and expenditure is also considered by the Service Manager and Head of Service at the monthly management team meetings. There is also a monthly review of all departmental financial issues by the Depute Chief Executive and Heads of Service which precedes the report to Cabinet of revenue and expenditure.

The monitoring regimes in place have allowed us to demonstrate a strong performance in relation to this target.

IT Systems

The back-office IT system used to assist the operation of the Building Standards function is Uniform operated by Idox. The IT system is split into modules which cover all aspects of software delivery for Local Authorities in areas such as Planning, Environmental Health, Contaminated Land Electoral Administration, Trading Standards, Housing, Licensing, Estate Management as well as Building Standards. The Building Standards system is networked within the Service and supported from Oracle with the latest version being used. The software adopted corporately for the Gazetteer is GGP which integrates the address data into a Scottish Gazetteer which is co-ordinated by the Scottish Executive under the Definitive National Addressing (DNA) scheme. The Service is now fully electronic, and we will continue to improve our electronic processes and encourage stake holders to utilise the online service. We aim to further develop use of the Enterprise Module to expand our performance management tasks to assist and streamline workloads. MS Outlook is utilized throughout the service for staff and various access databases are set up for the Activity Based Costing Module, Stakeholder and Customer Feedback database.

On 24th August 2016 the Scottish Government introduced the national eBuilding Standards portal for the submission of building warrant applications and related documents required under building standards legislation. The eBuilding Standards portal will sit alongside the ePlanning portal under the new overarching eDevelopment.scot website. The aim of the eBuilding Standards project is to drive efficiencies in building standards across the whole of Scotland whilst significantly improving customer service levels.

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Digital Services

To promote the use of ebuilding standards we publish links to ebuildingstandards.scot and edevelopment.scot on our website. We receive 100% of building warrant applications via e-building standards portal. These applications are vetted and inspections recorded electronically.

We continue to further develop our work procedures in relation to the ebuilding standards targets set by the Scottish Government and have shown improvement quarter by quarter in relation to these targets.

Finance Systems

The Service links to the corporate financial software supporting the Council both in terms of income and expenditure. For income the radius systems is the software for registering all income which interfaces with the IDOX Uniform Building Standards Module.

In terms of financial requisitions and invoices, the Council utilises the PECOS Internet Procurement Manager ("PECOS") which is an Internet-based application available from your desktop through your browser. It is particularly convenient for ordering maintenance, repair, and operations (MRO) items, that is, goods and services that the Service requires to run its day-to-day business. Through this process all expenditure is attained at the most competitive price through national procurement.

Internal Communication Strategies

The internal communication within the service is crucial to ensure that all deadlines are met and the service continually meets achieves the Service Objectives. The strategy for communication within the service is summarised below: -

Head of Service
- All Managers within the Governance Service meet the Head of Service to discuss corporate business, health and safety, service performance, management priorities and budgetary control.
- Weekly meetings are held, between the Head of Service and the Chief Planning Officer to discuss the progress of the development and implementation of the Building Standards and Development Management's strategic issues, policies and procedures as well as operational issues.

Chief Planning Officer
- A Management meeting, carried out on a monthly basis with Planning & Building Standards Team Leaders to discuss: - staff workloads, the progress and development of policies and procedures, the personal development programme, management decisions and proposed action plans, priorities during the forthcoming months and feedback from management and staff.
- A Building Standards staff meeting will be initiated on a regular cycle with the Building Standards Team Leaders and all Surveying staff to discuss

5.0 Performance Data

Building Standards interpretation and technical issues, which can feed into the development of Building Standards Policy.

- An annual meeting will be carried out with the focus group, which consists of service users such as local Architects etc.
- The Chief Planning Officer will review the weekly exception reports to establish with the Building Standards Team Leaders which outstanding applications require to be prioritised.
- Supplementary meetings will be arranged as necessary with all staff to discuss progress and feedback from issues affecting the Service.
- The Licensing Committee and the Licensing Board will be attended by the Building Standards Manager to provide formal guidance on the suitability of premises, events and sports stadia for public safety matters.
- Maintain an open-door policy and frequently meet the staff in their workplace and assess the effectiveness of the service changes first hand.
- Counselling of individual members of staff will be carried out as necessary.
- Under the Personnel Development Review (FACE Time) an annual assessment will be carried out of the training needs and requirements for the Building Standards Team Leaders and all Surveying staff which is linked to the Service Training Plan.
- Regular ISO 9001 meetings will be held.
- A quarterly meeting between BS Admin and the Management Team.

Building Standards Team Leaders

- Building Standards Team Briefings between each Building Standards Team Leaders and their respective teams will be initiated on a regular basis to discuss staff performance, work allocation, technical and administrative difficulties, management decisions, new Council policy and planning forthcoming operations etc.
- Under the Personnel Development Review (FACE Time) the Building Standards Team Leaders will carry out an annual assessment of the training needs and requirements for Surveyors. However, this will be supplemented by RICS, APC supervisor meetings as necessary.
- Regular ISO 9001 meeting is held between the Building Standards Team Leaders and document controller responsible for inputs to the management system.

Information Technology and Communications

- In order that office information can be circulated to all staff with specific in the most cost-effective manner each member of staff should have direct access to the Council's e-mail, Intranet Service including the ISO 9001 Management hub and Internet.
- Each member of staff is provided with an electronic tablet/laptop device
- Each member of staff should have direct access to the Building Standards Uniform computer system to review the applications, input site notes, update CC&NP information and provide detailed information relative to public enquiries and status of applications. As part of our electronic work

5.0 Performance Data

processes staff utilise IDOXs document management system which is linked to Uniform.

- Each Surveyor is provided with a smart phone to enable staff to have direct contact with the office during site visits as part of the Lone working requirements

6.0 Service Improvements and Partnership Working

In the previous 12 months (2024/25), we achieved.

Number	Continuous Improvement Action	Status
1	Review charging matrix in relation to building standards services and charges for both verification and non-verification roles and publish on website.	Complete
2	Continuation of back scanning for historic applications.	Complete
3	Consortium engagement.	Complete
4	Undertaking staff reviews (FACE time).	Complete
5	Explore potential of additional Enterprise tasks, which will further enhance service performance in forthcoming quarters.	Ongoing
6	Management of the business and technical requirements for ebuilding Standards and consideration for further process change.	Ongoing
7	Undertake ISO Management review meeting to ensure all areas of the management system have been reviewed, as required and to promote continuous improvement for development of the system.	Complete
8	The service has provided training in relation to Procedural and Regulatory changes.	Complete
9	Continued engagement with customers and provide information relevant to verification and non-verification role. Produce building standards newsletter e-mail to stakeholders and publish on the web site.	Complete

6.0 Service Improvements and Partnership Working

10	Collate and publish online customer satisfaction reports for 2024/25	Complete
11	Analyse results from National and Local Customer Surveys.	Complete
12	Review of workloads and staff structure in relation to staff vacancies in relation to succession planning.	Complete
13	Continue to engage with customers and provide information relevant to verification and non-verification role. Produce building standards newsletter e-mail to stakeholders and publish on the web site	Complete
14	Applied updates to the Idox Uniform Building Standards Data base in relation to fees, KPO Data recording and collection.	Complete
15	Annual surveillance ISO Audit	Complete
16	The service is currently in the process of re-appointment by Scottish Government. The service will have to meet the revised Operating and Performance Frameworks.	Complete

In the next 12 months we will.

Number	Continuous Improvement Action	Timescale
1	Assist the Chief Planning Officer in the review of the service to ensure that building Standards remains fit purpose and able to meet both its verification and enforcement functions.	12 months
2	The service will have to meet the revised Operating and Performance Frameworks.	12 months
3	Further development of tasks for Idox Enterprise to be applied to the Uniform Building Standards Data base, to enable further workload reporting and live monitoring.	6 months
4	Continued benchmarking and Consortium engagement.	12 months

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6.0 Service Improvements and Partnership Working

5	Continued Implementation and development of Verification Performance Framework and development of reporting for the web-platform data collection.	12 months
6	Continued engagement and attendance at LABSS meetings	12 months
7	Maintenance of the ISO 9001 Accreditation.	12 months
8	Maintenance of high-performance standards and consistent service delivery	12 months
9	Monitor staff numbers against workloads to maximize operational efficiencies.	12 months
10	Assist the Technical Support Manager where required in relation to the Uniform User Group.	12 months
11	Review and update our customer charter	1 Month
12	Collate and publish online customer satisfaction reports for 2024/25	1 Months
13	The Cross-departmental funding for the Graduate position was withdrawn at the end of 2024. The position currently remains on our staff structure, and it is hoped to investigate other means of funding for the Graduate Program.	12 Months
14	Continued Implementation of East Ayrshire Councils Transformation Strategy	12 Months
15	Further review of Building Standards works procedures in relation to electronic working.	6 Months
16	Continue to develop service via peer reviews and benchmarking exercises	3 Months
17	Continued engagement with customers and provide information relevant to verification and non-verification role. Produce building standards newsletter e-mail to stakeholders and publish on the web site.	3 Months
18	Assist with the implementation of the Ayrshire Growth Deal projects.	12 Months

6.0 Service Improvements and Partnership Working

19	Contribute and assist to the implementation of the Scottish Government's Building Standards Workforce Strategy. Report where required by Scottish Government on workforce data, investment in training.	12 Months

The following areas have been identified as areas for improvement during the next year.

In Previous 12 months we (2024/25) we worked with.

	Partners
1	SWSBSC
2	Scottish Fire & Rescue
3	South Ayrshire Council Structural Engineers
4	Idox
5	LABSS
6	BSD
7	Olsson Fire & Risk
8	Scottish Building Standards Hub

In the next 12 months (2025/26) we will work with.

	Partners
1	Continue to engage with LABSS
2	Engagement with external stakeholder organisations/groups
3	External support for local training and development/CPD
4	Continue to engage with SWSBSC and other benchmarking groups
5	Continue to engage with BSD
6	Continue to engage with East Ayrshire Council internal services
7	Scottish Building Standards Hub

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7.0 Building Standards – additional data
2024/25 – Qtr. 4 Data

Building Standards – Additional Data		
Building Warrants and Amendments	Applications	176
	Decisions	193
Completion certificates	Submissions	195
	Decisions	197
Certification	Certificates of design submitted	55
	Certificates of construction submitted	27
Energy Performance Certificates (EPCs)	Copy certificates received (domestic)	75
	Copy certificates received (non-domestic)	1
Statements of Sustainability	Copy certificates received (domestic)	77
	Copy certificates received (non-domestic)	0
Enforcement	Notices served under sections 25 to 30	10
	Cases referred to procurator fiscal	0
	Cases where LA has undertaken work	4

Building Standards performance measures are reported monthly to the Chief Executives and Heads of Service in a Performance Scorecard and ultimately to the Council in an annual performance variance review. The Building Standards performance measures are also published on the Service's web page and can be viewed via the following link: -

[Building standards performance figures · East Ayrshire Council](#)

Key Performance Outcomes
During the reporting period 2024/25 East Ayrshire Council Building Standards maintained strong performance in relation to the national framework. The following table is a summary of our performance during that period.

7.0 Building Standards – additional data

KEY PERFORMANCE OUTCOMES 2024-25 Q4
East Ayrshire   Contact Details: BARRY ROY, e-mail: barry.roy@east-ayrshire.gov.uk, tel. 07825174864

TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
Local Authority	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 prominenently 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).
East Ayrshire	100.00%	100.00%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.5	76.29%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data

KEY PERFORMANCE OUTCOMES 2024-25 Q3
East Ayrshire   Contact Details: Barry Roy, e-mail: barry.roy@east-ayrshire.gov.uk, tel. 07825174864

TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
Local Authority	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).
East Ayrshire	100.00%	100.00%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.5	83.81%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data

KEY PERFORMANCE OUTCOMES 2024-25 Q2
East Ayrshire   Contact Details: Hazel Whitelaw, e-mail: hazel.whitelaw@east-ayrshire.gov.uk, tel. 07825174874

TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
Local Authority	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).
East Ayrshire	100.00%	100.00%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.5	74.64%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data

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7.0 Building Standards – additional data

KEY PERFORMANCE OUTCOMES 2024-25 Q1

East Ayrshire Contact Details: Barry Roy, e-mail: barry.roy@east-ayrshire.gov.uk, tel. 07825174864

TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
Local Authority	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).
East Ayrshire	100.00%	100.00%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.5	70.80%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data

Version: May 2025