# BUILDING STANDARDS
# CUSTOMER ANALYSIS
# 1st April 2025 – 31st March 2026

East Ayrshire Council
Comhairle Siorrachd Àir an Ear

## Introduction

The Building Standards Service has a wide range of customers using the Building Warrant process. These customers extend from members of the public to the developers. Irrespective of the type of customer using the system, the main objective of all parties is to secure an approved Building Warrant and Acceptance of Completion Certificate as soon as possible and to ensure that the proposed works can be implemented and the building occupied.

In projects requiring planning permission, the application for Building Warrant is often submitted by the applicant's appointed agent after the planning decision has been finalised. This process is common in most projects, irrespective of size and complexity, or whether the application is for domestic or non-domestic applications. Consequently, the time from commissioning the original design to the granting of the planning approval and then finally the Building Warrant approval can be several months. In larger projects this time can be considerably longer, all of which can be frustrating to the applicant irrespective of the size or complexity of the project if not suitably planned.

Often the delay in determining a Building Warrant application is attributed to the quality of the submission, including architectural and engineering information and the intermittent submission of revised information to allow Building Standards to determine the application. The process can also impact and can affect the local economy. It is therefore important that the service delivery targets, detailed within the customer charter are reviewed with stakeholders, and any service improvements introduced enhance the overall service delivery.

## Application Process

On receipt of a valid application both the applicant and agent will receive an acknowledgement letter detailing the expected deadline for assessing the application. During periods of high volume of work this deadline will be amended to reflect the high workloads received. Similarly, target deadlines will be reduced as necessary, taking cognisance of the resources applicable at the time of the submission. During each stage of the verification process both the applicant and agent will receive correspondence on the progress of the application.

Consequently, it is important that the Building Warrant process is streamlined to deliver an efficient and effective service delivery which is quality assured and that utilises customer feedback to progress the service response to all types of projects. Continuous feedback from customers provides invaluable information on areas where the system is either achieving or not achieving its aim, and establishes specific customer needs, therefore enabling improvements to be introduced to improve overall service delivery.

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 of a Completion Certificate or online at any time. All customers can provide feedback via an online form relating to the service provided at each decision stage along with the ability to provide comments where the service did or did not meet their expectations. 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. The Building Standards customer charter details the prescribed standards to be delivered and performance targets for assessing and determining Building Warrants and Completion Certificates. During the financial year 2025/2026 there has been a 12% increase in new building warrant applications with the income generated from these applications has increased by 24%.

The table below details the performance target response and actual figures for the period 1st April 2025 to 31st March 2026 along with the comparison of performance from previous year.

| Customer Charter Target | 2025/ 2026 | 2024/ 2025 | 2023/ 2024 | 2022/ 2023 | Comments |
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| **No of Building Warrant Applications received** | 750 | 670 | 754 | 825 | The number of applications submitted has increased by 80 compared with the previous year's figures. |
| **No of Building Warrants responded to within 20 WD's** | 99.6% | 99.7% | 100% | 100% | The service continues to perform well at a national level which was acknowledged as part of the re-appointment process. In conclusion the Service has maintained a strong performance over the last year. |
| **No of Decisions reached** | 646 | 648 | 701 | 737 | 646 building warrants were determined during the period which is decrease from the previous year's figure. |
| **% of Decisions reached within 6 Days** | 96% | 98.5% | 94% | 93% | There has been a decrease in performance compared to last year. The service continues to perform efficiently and exceed both local and national targets. |
| **No of Completion Certificates applied for** | 868 | 985 | 1280 | 1174 | 117 less completion certificates were applied for during this period compared with the previous year's figure. |
| **Average time taken to respond to a request for a Completion Certificates** | 2 days | 2 days | 1.5 days | 1.6 days | The service has maintained a strong performance over the last year in relation to average time taken to respond to a request for a completion inspection. |
| **No of Completion Certificates Determined within 3 days** | 94.3% | 91.5% | 92.1% | 89% | Performance increased from the previous year's figure. |

**Summary of Customer Feedback Results**

13 customer feedback questionnaires were returned during 25/26 between Building Warrant and Completion Certificate questionnaires. It is noted that since the move to an electronic customer feedback process and the introduction of the Scottish Government's National Satisfaction Survey that response number have reduced from previous years figures. The specific results noted are as follows: -

**Feedback on Building Warrants**

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| Customers were asked to identify their involvement in process: - | 29% of responses from Agents<br>3% of responses from Contractors<br>68% of responses from Applicants |
| Customers were asked whether they had visited an office: - | 34% visited an office<br>66% did not visit an office |
| Customers were asked whether there was adequate reception facilities encountered when attending the office: - | 46% Strongly agreed<br>27% Agreed<br>26% No opinion<br>1% Disagreed<br>0% Strongly disagreed |
| Customers were asked whether they had received a letter following their Building warrant submission: - | 33% did not receive a letter<br>67% did receive a letter |
| From the correspondence received customers were asked whether they understood the letter contents: - | 64% Strongly agreed<br>20% Agreed<br>11% No opinion<br>4% Disagreed<br>1% Strongly disagreed |
| Customers were asked whether they had been dealt with by courteous staff: - | 67% Strongly agreed<br>33% Agreed<br>0% No opinion<br>0% Disagreed<br>0% Strongly disagreed |
| Customers were asked whether there was sufficient guidance and site advice: - | 50% Strongly agreed<br>50% Agreed<br>0% No opinion<br>0% Disagreed<br>0% Strongly disagreed |

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| Customers were asked whether they had been dealt with by knowledgeable staff: - | 67% Strongly agreed<br>33% Agreed<br>0% No opinion<br>0% Disagreed<br>0% Strongly disagreed |
| Customers were asked if they had received mail within 2-3 working days. | 80% Said they did.<br>20% said they did not. |

**Feedback on Completion Certificates**

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| Customers were asked to identify their involvement in process: - | 78% of responses from Applicant<br>18% of responses from Agents<br>4% of responses from Contractors |
| Customers were asked whether they had been dealt with by courteous staff: - | 71% Strongly agreed<br>28% Agreed<br>1% No opinion<br>0% Disagreed<br>0% Strongly disagreed |
| Customers were asked whether there was sufficient guidance and site advice: - | 61% Strongly agreed<br>32% agreed<br>6% No opinion<br>1% Disagreed<br>0% Strongly disagreed |
| Customers were asked whether they had been dealt with by knowledgeable staff: - | 66% Strongly agreed<br>30% Agreed<br>4% No opinion<br>0% Disagreed<br>0% Strongly disagreed |
| Customers were asked whether they had considered that there had been sufficient site visits. | 54% Strongly agreed<br>32% Agreed<br>12% No opinion<br>1% Disagreed<br>1% Strongly disagreed |
| Customers were asked whether there had been appropriate responses to site visit requests. | 57% Strongly agreed<br>28% Agreed<br>13% No opinion<br>1% Disagreed<br>1% Strongly disagreed |

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| Customers were asked how they rated Building Standards during the entire Building Standard Process | 63% Excellent<br>28% Very Good<br>7% Good<br>2% Adequate<br>0% Poor |
| Customers were asked if they had received mail within 2-3 working days. | 100% Said they did.<br>0% said they did not. |

Comparison against 2024/25 results demonstrated a strong performance during a very difficult period where we continued to deliver a high standard of service.

On 1 April 2022, Scottish Government 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 annual Customer Satisfaction rating will be reported under to ensure consistency and ability to analyse annual trends nationally.

The 25/26 result of this survey gave our service an overall satisfaction rating of 9.5 out of 10, which is above the national average of 8.2. Customer feedback is monitored, via the National Customer Survey Dashboard.

The service was successfully re-appointed by Scottish Government to undertake the verification function for a period of six years until 30th April 2029. As part of the re-appointment, the service must show it can meet the Operating and Performance Frameworks and be resourced to retain staff with appropriate building standards related qualifications and experience. Out with the verification function the service must resource an enforcement function to administer building regulations compliance, continuing requirement enforcement, building warrant enforcement, defective or dangerous buildings.

During 2009, the Building Standards Service secured ISO 9001 Accreditation in relation to the "Provision of the Building Standards Verification and Enforcement Process". We have continued to develop the service using this framework. The accreditation is subject to an annual assessment from BM TRADA. On the 29th of July 2025, BM TRADA carried out a Surveillance 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 2025 audit established the continued conformity with ISO 9001:2

The Service was also awarded the Building Standards Performance Excellence award from Scottish Government BSD at the LABSS Conference during November 2025. The service continues to deliver a high-quality service to all customers and has consistently maintained excellent performance across all KP0's reported quarterly to Scottish government.

Customer feedback provides a range of responses, focusing on where the customer considered the service could be improved, to feedback congratulating the service and case Surveyor(s) on the service delivered. On receipt of negative customer feedback, the Operations Manager shall review the comments along with the relevant application, consult the Surveyor, then contact the customer to hear of the issues raised prior to identifying any service enhancements applicable. All service enhancements shall be considered in the decision-making process by the Building Standards Management Team who shall identify how and when to progress the improvements. In cases when positive feedback is provided relating to an area of service or to a member or members of staff the Operations Manager shall discuss the comments with the appropriate Surveyor(s) and acknowledge the good service delivered. Service improvements can relate to the strategy, internal processes and development of staff.

During the last year, in instances where feedback was provided by the applicant or agent on areas where they felt that the service could be improved the comments along with the relevant applications were reviewed and conclusions fed back, where applicable. In the instances where reviews were undertaken no service improvements were thought necessary.

A sample of the positive feedback received from customers over this period is noted below: -

- “Prompt service, helpful members of staff.”
- “I felt that it was far easier than I expected, any time I contacted staff they were very helpful.”

**Conclusion**

In the development of any service, it is essential to understand the needs of the customer and to develop the service to meet those needs. Therefore, customer feedback is essential in the continuous improvement of the business processes and development of staff to deliver the service. As a result of customer feedback, the balanced scorecard service plan has been developed to take cognisance of the issues raised and challenges Building Standards to meet these goals.

**Should you wish to provide comment on this analysis or provide feedback on the Building Standards Service please contact Pamela.Clifford@east-ayrshire.gov.uk**

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