

BUILDING STANDARDS PERFORMANCE FRAMEWORK

1st May 2012 – Reporting from 1st October 2012

Introduction

Local Authorities were re-appointed on 1 May 2011 for a further six-year period. The Scottish Government's re-appointment of local authorities as building standards verifiers is on the condition that a new performance framework is put in place to improve the quality, compliance, consistency and predictability of verification services.

Building Standards services have been operating a balanced scorecard performance framework approach since 2005. This new advanced performance framework for building standards builds on what has already been achieved and aims to drive forward better compliance with building regulations, particularly during construction. This will be supported by introducing a revised balanced scorecard, continuous improvement plans and be underpinned by the introduction of a range of new Key Performance Outcomes (KPOs) (9 in total).

The new building standards performance framework was introduced from the 1 May 2012 and will be **measurable from 1 October 2012**. It seeks to address a wide range of actions and behaviours which, between them, demonstrate a highly achieving customer focused service. It will allow the assessment of building standards performance outcomes over a range of key national objectives, including:

- Time taken in the decision making process;
- Certainty of timescales, process and advice;
- Delivery of good compliant development;
- Management and assessment of building warrants and completion certificates
- Clear communications and open engagement;
- Sharing of best practice;
- An overall 'open for business' attitude.

Three core perspectives for the outcomes have been developed:

- Professional Expertise & Technical Processes
- Quality Customer Experience
- Operational & Financial Efficiency

These perspectives are supplemented by two themes which are cross-cutting and span all three perspectives. They cover all aspects of building standards verification including strategy, operational delivery, internal and external relationships:

- Public Interest

- Continuous Improvement

Continuous improvement is a critical success factor in relation to ‘raising the bar’ for customer service, compliance, and in particular – consistency. KPOs have been developed with a view to embedding a culture of continuous improvement underpinned by a greater focus on peer review, benchmarking and sharing of best practice.

Key Performance Outcomes (KPOs)

Professional Expertise & Technical Processes	
KPO1	Year-on-year reduction in the average time taken to grant a building warrant
KPO2	Increased quality of assessment and compliance during the construction processes
Quality Customer Experience	
KPO3	Commitment to meeting customer expectations
KPO4	Adherence to service commitments of a National Customer Charter
KPO5	Improvement of the customer experience
Operational & Financial Efficiency	
KPO6	Financial governance
KOP7	Improved partnership working underpinned by engagement with a National Forum
KPO8	Development of and adherence to objectives outlined in balanced scorecard
KPO9	Commitment to continuous improvement

KPOs – Important information for our customers

KPO1 Year-on-year reduction in the average time taken to grant a building warrant

- The intention of this KPO is to minimise the time taken for customers to obtain a building warrant whilst importantly, maintaining the appropriate levels of competent plan assessment.

KPO2 Increased quality of assessment and compliance during the construction processes

- The intention of this KPO is to promote quality and consistency of compliance assessment by undertaking timed and proportionate reasonable inquiries using a risk-based approach to inspection and other forms of assessment e.g. photographic evidence.
- The introduction of a Construction Notification Plan which sets out the construction stages that the verifier has targeted for inspection.
- An example Construction Notification Plan is available to view by following the link on the left hand menu

KPO3 Increased commitment to meeting customer expectations

- The purpose of this KPO is to provide an “escape route” for any customers that are dissatisfied with the agreed processing time of building warrant and amendment to building warrant applications.
- Introduction of Customer Agreements for large or complex applications
- Target 1st response issued within 20 working days
- Backstop measure 21-35 days
- Customer notifies Scottish Government Building Standards Division at : building@scotland.gsi.gov.uk or 01506 600400 where dissatisfied with a verifier failing to meet the appropriate level of service for their building warrant 1st response time

KPO4 Adherence to service commitments of a National Customer Charter

- A national customer charter will complement the local charter and will demonstrate the shared commitment to service levels and a consistent standard of quality across all verifiers.
- National and local customer charter to be published on the verifiers website

KPO5 Improvement of the customer experience

- The purpose of this KPO is for verifiers to gain a more detailed understanding of their different customer groups and to be able to respond most appropriately to their needs.
- National customer satisfaction survey undertaken by Building Standards Division
- Continuation of local customer satisfaction surveys by verifier

KPO6 Financial governance

- The purpose of this KPO is to monitor verification fee income compared with the costs of running the service

KPO7 Improved partnership working underpinned by engagement with a National Forum

- To develop a national construction forum within Scotland that will bring together key stakeholders in the construction industry and encourage collaborative partnership working.
- Continuation of local Planning & Building Standards Stakeholder Forum
- Introduction of Building Standards Focus Group

KPO8 Development of and adherence to objectives outlined in balanced scorecard (Business Plan)

- The balanced scorecard template will enable a consistent approach to reporting that has not been delivered in previous years.

KPO9 Increased commitment to continuous improvement

- The introduction of a Continuous Improvement Plan will enable verifiers to demonstrate their commitment to continuous improvement which cuts across all aspects of their balanced scorecards.

For anyone requiring further information or clarification regarding any of the above please do not hesitate in contacting the Building Standards Office building-control@orkney.gov.uk or 01856 873535.