



Scottish Borders Council
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Building Standards

Annual Verification Performance
Report 2023 – 2024 V1.3

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Table of Contents

	Page
1. Introduction to Scottish Borders Council	4
2. Building Standards Verification Service Information	8
3. Strategic Objectives	13
4. Key Performance Outcomes and Targets	18
5. Performance Data	19
6. Service Improvement and Partnership Working	21
7. Building Standards – Additional Data	22

1.0 Introduction to Scottish Borders Council

- 1.1 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 The population in the Scottish Borders from the 2022 Census is 116,900 people, which is an increase of 2.6% from the previous 2011 Census figure of 113,870 people.

The projected population for the area by 2026 is 124,300. Alongside the projected increase in population there is also a significant expected change in the population demographics with a significant increase in those aged 65 or older.

There has been general population growth throughout most of the area with more rapid increases being in the Peebles and West Linton areas which fall within the sphere of influence of the wider Edinburgh Housing Market Area.

The population in the Borders is concentrated in the Central Borders hub, centred on the towns of Hawick (13,586), Galashiels (12,302), Kelso (6,861), Selkirk (5,458), Jedburgh (3,832) and Melrose (1904).

28.9% of the population live in rural areas with the remaining 71.1% living in either towns or villages.

- 1.3 The Scottish Borders is 1,827 square miles (4,732 km²) in area which places it the 6th largest region in Scotland by area.

The region extends from the southern fringes of West Lothian, Midlothian and East Lothian in the north to the national boundary with Cumbria and Northumberland in the Southeast and South Lanarkshire and Dumfries & Galloway in the south west.

The principal towns and cities outwith the boundaries which affect the Scottish Borders through work, retail or leisure opportunities are Edinburgh, Berwick-upon-Tweed, Newcastle and Carlisle.

Although there is no Borders 'capital', there are important networks of towns and villages with complementary roles in the Central Borders.

- 1.4 The map below indicates the location of, and the area covered by Scottish Borders Council.

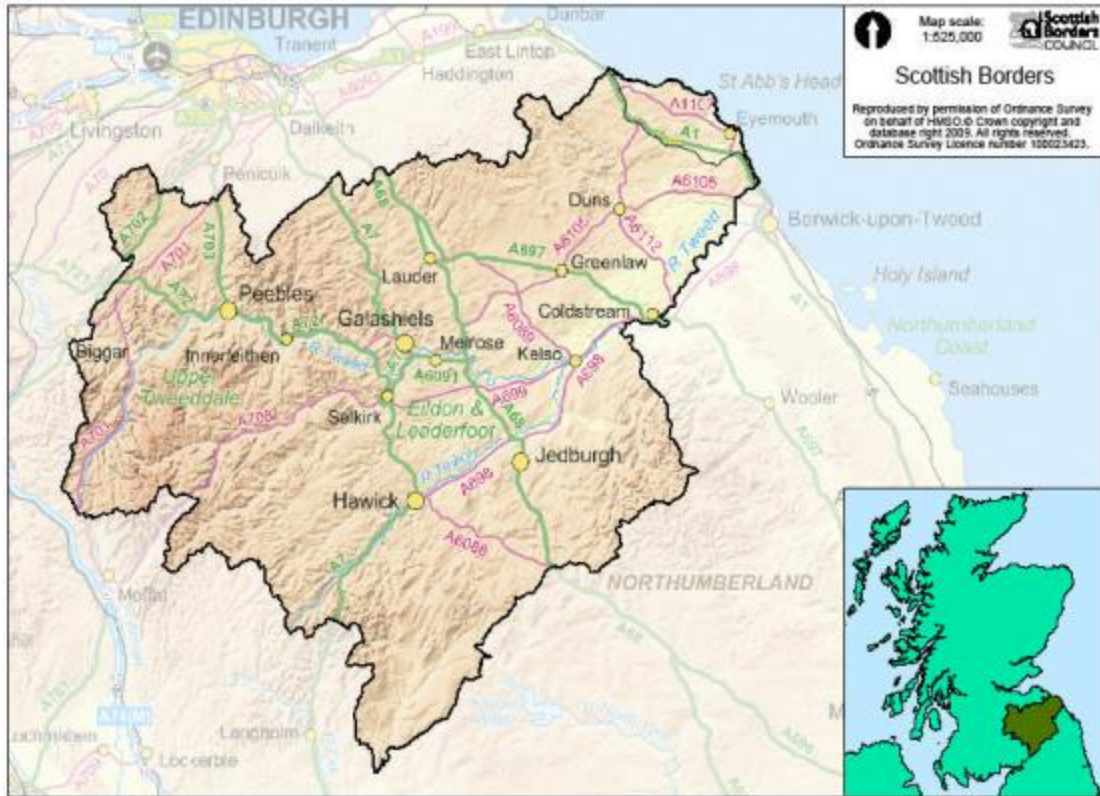


Fig 1: Map of the Scottish Borders.

1.5 The region is largely rural and hilly characterised by folded sedimentary rocks.

The upland areas comprising of the Eastern Southern Uplands form a rim that separates it from the Lothians. These hill ranges include the Moorfoot Hills, The Lammermuir Hills and Tweedsmuir.

The Cheviot Hills form the uplands along the Southern boundaries.

A series of river valleys connect into the River Tweed that runs through the region from West to East flowing into the North Sea at Berwick-upon-Tweed. The Merse or plain of the River Tweed extends from Galashiels in the West down to the coast.

The Scottish Borders Berwickshire coastline includes fine beaches and high cliffs.

St Mary's Loch is the largest natural water body in the region. Some 26% of the area is rough grass or moorland, 18% arable land, and 16% woodland.

The quality of the natural and built environment is one of the Scottish Borders' principal assets. The area is recognised as having many outstanding landscapes. Many elements of the built environment are protected as listed buildings or conservation areas. The listed buildings and conservation areas are important resources as they contribute to the general amenity as well as to

the economy through cultural tourism. The 43 conservation areas in the Borders vary in size, character and appearance. The history of the Borders together with the natural and built environment gives the area its own character and identity.

1.6 The main employment sectors in the Scottish Borders are public administration, education & health along with distribution, hotels & restaurants.

The Borders have a relatively large proportion of its employment in the manufacturing sector compared to Scotland in general.

Employment in agriculture, fishing, energy and water forms the remaining employment sectors.

The structure of employment has changed over the past years and become more focused on the service sector. However, the Borders are still under-represented in the growing services sector in general and most notably in the banking and financial services industries.

To avoid dependence on one sector of employment, the Council and its partners are working towards diversifying the economy. To achieve this, sites are needed for new industry as well as upgrading infrastructure in the area.

At present there are a number of infrastructure projects underway in the Borders, for example upgrading parts of the road network. The Waverley Railway Project to Tweedbank is now complete and is seen as providing a major boost to employment prospects.

Scottish Borders Council and NHS Borders are large public sector employers in the region.

Other large employers are:

- Ahlstrom, Chirnside: Global developer and manufacturer of high performance specialty papers and fibre composites for industry.
- Barrie Knitwear Limited, Hawick: Manufacturer of Premium Cashmere.
- Entelle, Hawick: Manufacturer of fibreflow blown fibre solutions, fibre ready cabling systems and ducting.
- Farne Salmon & Trout, Duns: One of the largest smoked salmon facilities in Europe.
- Johnston's of Elgin, Hawick: Luxury knitwear manufacturer.
- Lochcarron of Scotland, Selkirk: Manufacturer of prestigious tartans, woven fabrics and exclusive knitwear.
- Lyle and Scott, Hawick: Designer knitwear and clothing brand renowned for its distinctive 'Golden Eagle' embroidered logo.
- Mainetti, Jedburgh: World leading manufacturer and designer of garment hangers.
- Plexus, Kelso: Electronic manufacturing services including embedded software.
- Produce Investments Plc, Chirnside: Leading operator in the fresh potato business.
- Prostrakan, Galashiels: One of Europe's fastest growing speciality pharmaceutical companies.

- Robert Noble, Peebles: Acclaimed textiles mill - manufacturing and finishing quality fabrics.
- Stobo Castle Health Spa Limited, Peeblesshire: Renowned luxury health spa and hotel.

1.7 The range of responsibilities delivered by Scottish Borders Council Building Standards team and associated Enforcement Team are covered by The Building (Scotland) Act 2003 and associated Regulations. The main responsibilities being:

Building Warrants:

We assess Building Warrant applications against the Functional Standards and issue Building Warrants where compliance is demonstrated. We also consider applications to extend the duration of Building Warrants where work on site has not been completed within the validity period.

Completion Certificates:

We carry out reasonable enquiry of work on site to assess compliance and allow us to accept Completion Certificates Submitted. We also assess and inspect work on site as covered under a Late Completion Certificate Submission.

Imposition of Continuing Requirements by Verifiers:

Where we consider it necessary to secure the provision of building regulations we will, when granting a warrant or accepting a completion certificate, impose on the building owner a continuing requirement to secure such provision.

Building Standards Register:

We keep and maintain a 'building standards register' for the Scottish Borders region.

Compliance and Enforcement:

We will, under section 25 of the act and by direction of Scottish Ministers, serve a 'building regulations compliance notice' on the owner of a building.

We may, under section 26 of the act serve a 'continuing requirement enforcement notice' on the owner of a building.

We may, under section 27 of the act serve a 'building warrant enforcement notice' on the owner of a building.

Should the building owner fail to comply with a notice served, we may carry out the necessary work.

Defective and Dangerous Buildings:

Although our current policy is not to take action under section 28 of the act (defective buildings), we reserve the right to serve a 'defective building notice' on the owner of a building.

Where it appears to us that a building poses an immediate danger to persons in or about it, or to the general public, we will, under section 29 of the act, carry out such work that is deemed necessary to remove the danger or prevent access to that danger.

Where it appears to us that a building poses a danger to persons in or about it, or to the general public, we will, under section 30 of the act, serve a 'dangerous building notice' on the owner of a building. Should the owner of the building fail to comply with the notice we will carry out such work that is deemed necessary to remove the danger or prevent access to that danger.

- 1.8 Building Standards within Scottish Borders Council sits within the functional area of Development Standards along with Development Management, whose responsibility lies principally with the determination of planning applications and the Roads Planning Service, which provides technical comment on development proposals and issues Road Construction Consent. Development Standards comes under the banner of Planning, Housing and Related Services.

The organisational chart below illustrates where the Building Standards Service sits in relation to the Chief Executive.



Fig 2: Organisational Chart Indicating the Position of Building Standards within the Council Structure.

2.0 Building Standards Verification Service Information

- 2.1 The Building Standards Service is provided centrally from the Council's Headquarters in Newtown St. Boswells. The map below indicates the areas served by each Area Building Standards Surveyor and Assistant Building Standards Surveyor.

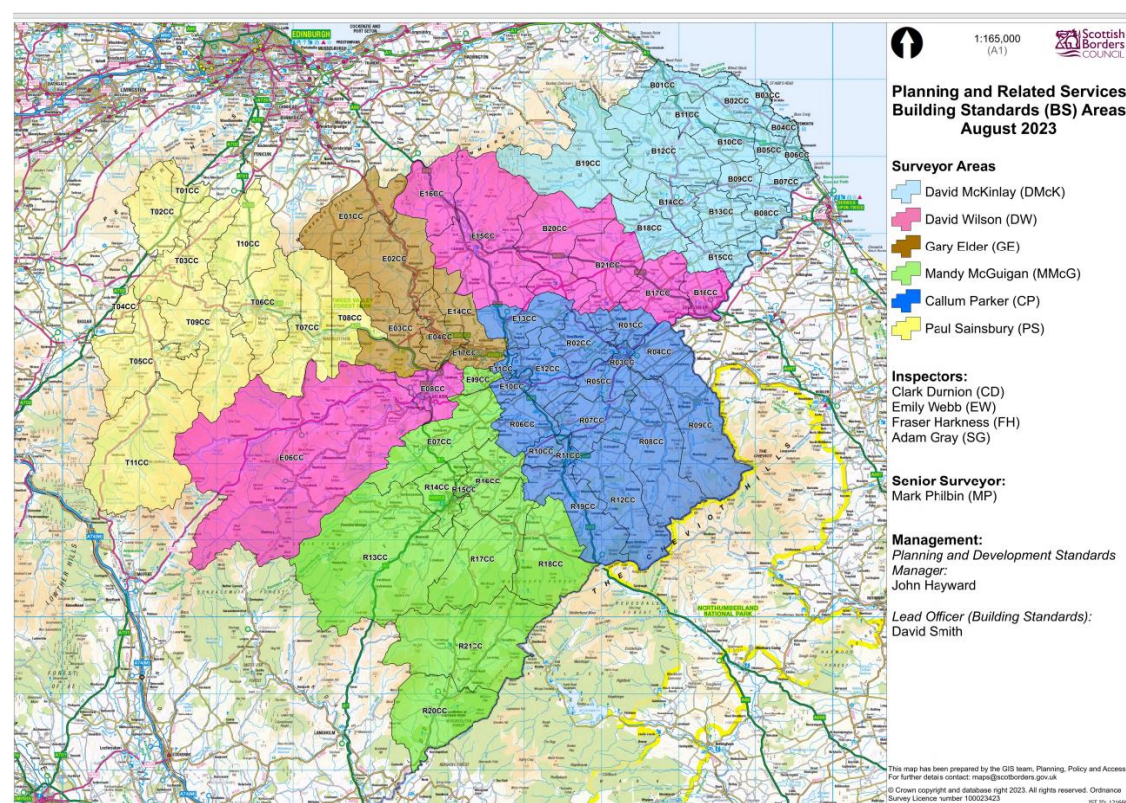


Fig 3: Map indicating Officer Areas

2.2 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 the 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.

2.3 Scottish Ministers have appointed Scottish Borders Council as the sole verifier of building work in its geographical area. This means that the Council is responsible for the independent assessment of applications for building warrants and completion certificate submissions.

2.4 Scottish Borders Council offers a range of services. These services range from core statutory functions as highlighted under 1.7 above to other activities in order to help and assist other council sections and departments as well as

providing assistance to our customers and the public.

Verifiers:

Scottish Borders Council is the sole appointed verifier for the Scottish Borders Region. As such we carry out the verifier function to ensure that the standards set out in The Building (Scotland) Regulations are met.

Building Warrants:

We assess Building Warrant applications and issue Building Warrants.

Inspection and Completion:

We carry out reasonable enquiry of work on site to assess compliance and allow us to accept Completion Certificates Submitted.

Late Completion:

We assess and inspect work on site as covered under a Late Completion Certificate Submission.

Alternative Approaches:

We assess proposals that do not comply with current guidance standards to determine if alternative approaches meet the relevant Functional Mandatory Standards.

Pre-Application Advice:

We offer a pre-application advice service for applicants wishing to receive commentary on compliance of a project in relation to the Guidance Standards or an alternative approach proposed. Applicants seeking advice out with this service are directed to the guidance provided on our website, Local Authority Building Standards Scotland website and the Building Standards Division website.

Enforcement, Dangerous and Defective Buildings:

We are responsible for enforcement duties contained within the Building (Scotland) Act 2003 to ensure that buildings comply with building regulations and associated technical standards. We may take enforcement action where work is carried out without a Building Warrant or is not consistent with Building Warrant requirements. We are required to make sure that public safety is maintained in relation to dangerous buildings.

Licensing:

We are a consultee to the Licensing Section for Houses in Multiple Occupation and licensed premises.

Safety at Sports Grounds and Temporary Raised Structures:

Permanent sports facilities and temporary venues used by the general public require to meet strict safety standards especially relating to means of escape. Legislation associated with this service is varied and includes the Safety of

Sports Grounds Act 1975, The Fire Safety and Safety of Places of Sport Act 1987 and the Civic Government (Scotland) Act 1982. This work frequently requires close liaison with other parties including the Police, Fire Authority, Ambulance Service, Health Board and Environmental Health where necessary.

Property Enquiries, Property Clearances and Inspections:

We provide a property inspection service for those seeking confirmation that work carried out on their property appeared to be either exempt from the regulations or exempt from requiring a warrant as defined under Regulations 3 and 5 respectively. We also offer a letter of confirmation service for those seeking confirmation that specific work appears to be either exempt from the regulations or exempt from requiring a warrant as defined under Regulations 3 and 5 respectively. We are also a consultee in the Council's property clearance service.

Percolation Tests:

We provide a service of inspecting the final percolation test for a foul effluent infiltration field and provide data on the required size for that infiltration field.

- 2.5 Scottish Borders Council directors have areas of service responsibility and cross cutting themes that they manage both within the Council and across the Borders with a wide range of partners. The theme for the Service Director – Infrastructure and Environment is 'Maximising Capital Investment through Collaboration and Partnership' and areas of responsibility, in addition to Planning, Housing and related Services, are: Assets and Infrastructure, Engineering Design, Estates, Architects, Facilities Management, Fleet, Waste Management, Neighbourhood Operations, Property Management, Capital Projects and Monitoring, Homeless Property, Project Management, Passenger Transport, Green Space Team, Engineering, Infrastructure and SB Contracts.
- 2.6 Under the Service Director – Infrastructure and Environment, the service operates a two manager model with the Chief Planning & Housing Officer and Planning & Development Standards Manager. The Chief Planning and Housing Officer has control of the functions of Policy and Implementation which consists of: Strategic and Local Planning and Research, Strategic Transport Planning, Place Making and Design, Built Heritage & Design, Strategic Housing Policy and Development, Natural Heritage, Landscape & Trees, Local Development Plan, Local Housing Strategy, Fuel Poverty & Energy Efficiency and Private Rented Sector Housing.
- 2.7 The Building Standards Service comes under the control of the Planning & Development Standards Manager who also has control of the functions of: Development Management, Planning Appeals and Local Reviews, Developer Contributions, Planning and Building Standards Enforcement, Roads Construction Consent and Roads Development Control.
- 2.8 Building Standards main function is the assessment and approval of Building

Warrants, and verification of work on site. Dangerous buildings (Sections 29 and 30) are also dealt with by the Building Standards team whilst other enforcement (Sections 27 and 28) is undertaken by the Planning and Building Standards Enforcement Team.

- 2.9 The current Building Standards structure was established in October 2018 and is as indicated in figure 4 below.

The structure consists of a Lead Officer (Building Standards) who is supported by a Senior Building Standards Surveyor with a team comprising of Registration Officers, Area and Assistant Building Standards Surveyors.

The Lead Officer (Building Standards) is the operational manager for the service.

- 2.10 The service's structure, differing grades of posts, along with recognition of Professional Membership of a relevant Chartered Organisation allows for succession planning and career progression.

- 2.11 The organisational chart below illustrates the Building Standards Service structure and how it links to other services within Planning and Development Standards.

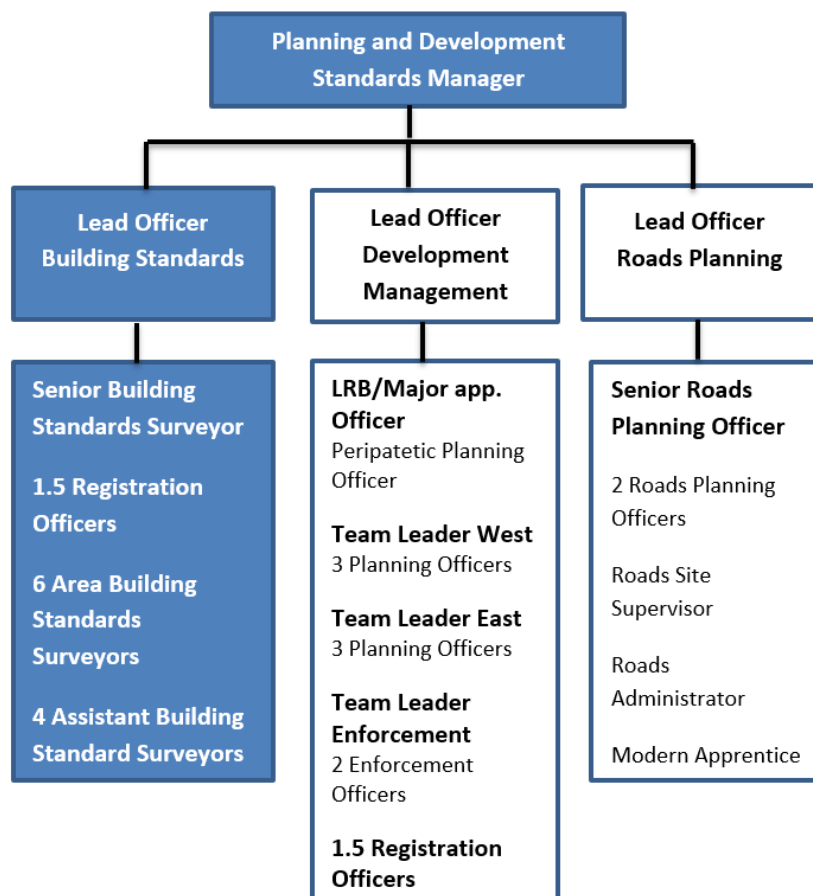


Fig 4: Organisational Chart Indicating the structure of the Building Standards Service

2.12 At present the building standards service is operating with a full complement of staff. We lost one of our Assistant Surveyors in January 2023 with them moving career and this post was filled in April 2023. Various factors have caused a dip in plan assessment performance last year.

2.13 The following diagram provides a snapshot of the staffing position at Scottish Borders Council as of the 25th January 2024

	Tier 1	Tier 2	Tier 3	Tier 4
Head of Building Standards Verification Service			Chief Planning and Housing Officer	

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

		Building Standards Verification Service	Other
Managers	No. of posts	1	-
	Vacant	-	-
Main Grade Posts (Surveyors)	No. of posts	10	-
	Vacant	1	-
Technician (Registration Officer)	No. of posts	1.5	-
	Vacant	-	-
Office Support / Clerical (Business Support)	No. of posts	-	1.5
	Vacant	-	-
Total		14	1.5

Note: Managers are those staff responsible for the operational management of a team/division. They are not necessarily line managers.

Staff age profile (verification service)	Number
Under 30	2
30 - 39	3
40 - 49	3
50 and Over	5

Fig 5: Staffing position as of 26.04.2024

3.0 Strategic Objectives

3.1 Corporate and Business Planning

3.1.1 Scottish Borders Council Corporate Plan 2023 – 2024, titled 'Our Plan and Your Part in it' sets the direction for the next year to:

- Make the most of the new opportunities we now have
- Tackle the challenges we face
- Take account of what our new Administration want to achieve
- Ensure we respond to national policies and other statutory requirements

- 3.1.2 Our last Corporate Plan was very much about what we, as a Council, were going to do. With the current plan we're not just saying what we're going to do, we're asking individuals, families, businesses, partners and communities to also play their part.

With employees and resources right across the Scottish Borders, the council provides a huge range of services and leads a large range of initiatives and capital projects. The impact of our work spreads out into people's lives, businesses and our communities.

- 3.1.3 The Council's commitments in the plan are laid out under four themes:

- Our services for you
- Independent, achieving people
- A thriving economy, with opportunities for everyone
- Empowered, vibrant communities

- 3.1.4 Our approach:

- We want to ensure we can continue to have a positive, if not transformational, effect on lives and communities well into the future despite being faced with various challenges but we can only do this with your help.
- The new plan not only outlines what we are going to do but it asks our residents, communities, businesses and partners to play their part too. For example, our income from Council Tax and from the Scottish Government is not rising sufficiently to meet increasing demands for our services and council tax only accounts for around $\frac{1}{4}$ of our income.
- The plan is being supported by an ongoing campaign called #yourpart reinforcing why we need to work differently, and encourage residents to change their behavior and play their part.

- 3.1.5 These standards, values and priorities run through the ambition for Building Standards Service delivery and are reflected in the actions set out in this Annual Report, which, in turn, should properly contribute to the achievement of the objectives and ultimately, the vision, of the Council.

- 3.1.6 In support of this Corporate Plan sits the 'Scottish Borders Council Plan 1st April 2023 – 2024 Working Together – Improving Lives.'

This plan sets out our ambitions and priorities for the year ahead.

The reasons for this are:

- We want a simple Council Plan that is understood by all.

- We want a Plan that is responsive. To achieve this, the Plan needs to be revisited every year, so we can take account of the biggest issues affecting the Scottish Borders and act on what we need to prioritise.
- We want to ensure a clear link between what we want to achieve and how we intend to do it. This means setting out our aims, the actions we need to take to deliver those aims, and measuring our delivery. If we fail to deliver, we need to change what we are doing.

We recognise that as a Council we have great strengths. We want to build on this, but also focus on the things we know we need to improve upon. These changes won't happen overnight, and this Council Plan will help us shape our direction of travel. There are two things, in particular, that we want to develop:

- We want a Plan that reflects a shared ambition with our communities and citizens across the Scottish Borders. This new Council Plan will, set out 'Our Part' in delivering for the Scottish Borders, but 'Our Part' will be much more meaningful if it is produced with your help, 'Your Part'.
- We want a Plan that speaks to our 'Places' across the Scottish Borders by setting out the priorities for different communities, whether in Berwickshire, Cheviot, Eildon, Teviot & Liddesdale, or Tweeddale.

Our Council Plan for 2023-24 lays a template for the way we will be working in the future. We look forward to developing future iterations of this plan with our communities.

The Council Plan is based on 6 outcomes that we aim to deliver for the Scottish Borders. Five of the outcomes focus on improving the wellbeing of citizens within the Scottish Borders and making our region a more sustainable and better place to live, work in and to visit. The sixth outcome is about developing a Council that is as effective and efficient as it can be – we need to do this in order to deliver on the other five outcomes.

The Plan Outcomes are:

1. Clean, green future
2. Fulfilling our potential
3. Strong inclusive economy, transport and infrastructure
4. Empowered, vibrant communities
5. Good health and wellbeing
6. Working together improving lives

3.2 The Overarching Goals and Vision of the Service

- 3.2.1 Scottish Borders Council Building Standards section has a number of goals that it considers achievable through the Scottish Governments Operating and Performance Frameworks. We also have an aspirational vision to provide focus for improvement.
 - 3.2.2 We wish to educate and train our staff in order to ensure we have suitably skilled and competent people. We value and promote continual professional development. We wish to ensure our section's structure promotes succession planning. Operating systems and working procedures are continually updated for efficient process of work.
 - 3.2.3 We believe that Scottish Borders Council as a Local Authority Verifier is best placed to provide a consistent, professional and continually improving service that is also successful in protecting the public interest.
- 3.3 Departmental Issues to be Addressed for the Coming Year
- 3.3.1 Scottish Borders Council has been re-appointed as Building Standards verifier for the region for a 6 year period from 1st May 2023 to 30th April 2029. Whilst we were pleased to have stabilised service performance in the run up to the appointment, changes in staff caused a dip in service delivery performance in summer 2022. In 2022-23 the Lead Surveyor was seconded to the Hub Pilot, surveyors stepped up into seconded posts and a temporary Assistants post filled, causing a dip in service delivery during 2023.
 - 3.3.2 The implementation of idox Mobile and Enterprise has been an identified action for some time. Enterprise has now been implemented and went live in January 2022. Idox Mobile has had many issues during testing, errors in the functionality of the Building Standards Module had been identified, Idox worked to resolve this and the application is currently being used by surveyors on site.
 - 3.3.3 In the whole, the majority service targets are being practically met apart from KPO1 which has been difficult to meet. Improving IT has always been part of our plan to facilitate performance improvements. Now that idox Enterprise is operational we will now need to monitor time savings across Building Standards, Registration and Business Support to see if the anticipated time and efficiency savings are delivered. Early indications are that workflow is quicker and more efficient. As noted previously, because the service works on such a finite resource, any staff loss is likely to cause an issue with performance in KPO1 in the short to medium term. Outsourcing assistance in warrant processing when this happens is certainly beneficial to the service.

- 3.3.4 Staff training and development also drives service delivery. When Assistant Building Standards Surveyors gain a good knowledge of the Building Standards system and standards, they are able to move to the next phase in their development by starting to assess amendment to Building Warrant and other minor applications. When their workload allows, this frees up time for the Area Surveyors to concentrate on more complex applications. We have enrolled three of our Surveyors on a Building Surveying graduate apprenticeship course at Napier University. One is due to commence complete their Hons year in June 2024, another is to completing their third year, the third is due to compete their first year in June 2024.

3.4 The Key Strategic Objectives for the Coming Year

- 3.4.1 The service's strategic objectives align with that detailed in our corporate plan.
- 3.4.2 Our department's strategic objectives for this year are fully highlighted within our own Improvement Plan and summarised as follows:

Professional Expertise and Technical Processes:

- As identified through Workforce Strategy and detailed in the new Operating Framework, we have commenced CAS (Competency Assessment Scheme) in that each role has received manager assessment. All surveyors have undertaken their self-assessment and report sent to the Building Standards Division.
- Continue in house training, CPD and encourage greater uptake in chartered qualified surveyors.

Quality Customer Experience:

- Assist the BSD in the development of future National Customer Satisfaction Surveys.

Operational and Financial Efficiency:

- Continually review and update in-house policy, procedure and instruction documentation to meet requirements of the Operating Framework for Building Standards Verifiers.
- e-Development - Implement IDOX Mobile to our present suite of IDOX products.
- Commit to objectives outlined in the annual performance report.
- Maintain levels of staff for verification services and put contingencies in place for when resources are not available in-house.

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	
KPO6	Maintain financial governance.
KPO7	Commit to e-Building Standards
KPO8	Commit to objectives outlined in the annual performance report

Fig 6: Summary of Key Performance Outcomes (KPOs)

Summary of Key Performance Targets

KPO1 Targets	
1.1	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).
1.2	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).
KOP2 Targets	
	Targets to be developed as part of future review of KPO2.
KPO3 Targets	
3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).
3.2	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.
KPO4 Targets	

4.1	Minimum overall average satisfaction rating of 8.1 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 e-Building 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
KPO7 Targets	
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly).
7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).

Fig 7: Summary of Key Performance Targets

5.0 Performance Data

5.1 This section of the report provides a summary of our performance against all KPOs and performance targets for the last quarter.

5.2 Professional Expertise and Technical Processes:

KPO1.1: Our performance for this quarter was that 78.02% of first reports were issued within 20 days. (Last quarter's performance was 78.99%)

KPO1.2: Our performance for this quarter was 100% of building warrants and amendments issued within 10 days from receipt of all satisfactory information. (Last quarter's performance was 99.66%)

KPO2: Targets to be developed as part of future review of KPO2.

Processes we have in place to demonstrate achievement of 'Professional Expertise and Technical Processes' include:

- A comprehensive suite of written protocols and policies for dealing with work.
- Performance management systems to monitor performance, report to committee, manage workload, report on KPOs, provide new house information to Scottish Government, monitor fee income, etc.
- Provision of training, development and CPD to staff, including part funding of university courses.
- Benchmarking through Southeast Scotland Consortium Group (SESCG)

and Local Authority Building Standards Scotland (LABSS).

- Systems that allow the recruitment of consultants where required. i.e. Fire engineers and structural engineers, etc.
- A service staff structure that promotes succession planning.

5.3 Quality Customer Experience:

KPO3.1: Our National customer charter is published prominently on our website, is reviewed quarterly and incorporates version control.

[Customer charter](#)

KPO3.2: We have had 1 request for information from the BSD through the 'Verifier Performance Reporting Service for Customers' As such 100% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case were responded to within 5 days. (Last quarter we had no requests)

KPO4: Our overall satisfaction rating for the 2023-24 National Customer Survey was 8.2 out of 10.

Processes we have in place to demonstrate achievement of 'Quality Customer Experience' include:

- Provision of our Customer Charter on-line.
- Accessibility of service.
- Fee paying pre-application advice service.
- Customer agreements are available on request.
- Customer dissatisfaction resolution through the Council complaints system, Scottish Government Verifier Performance Reporting Service for Customers and LABSS Dispute Resolution Process.

5.4 Operational and Financial Efficiency:

KPO5.1: Our verification fee income / service costs this quarter was 155.74%. (Last quarter's performance was 102.37%)

KPO6.1: Details of e-Building Standards are published prominently on our website.

KPO6.2: Key building warrant processes done electronically are as follows:

- 100% of plan checking was done electronically this quarter.
- 100% of building warrants received were issued electronically this quarter where an e-mail address was provided.
- 100% of verification during construction was carried out electronically this quarter. (100% of verification during construction was carried out electronically last quarter.)
- 100% of completion certificates were issued electronically this quarter

where an e-mail address was provided.

KPO7.1: Our Annual Performance Report is published prominently on our website, is reviewed quarterly and incorporates version control.

KPO7.2: Our Annual performance report includes performance data in line with KPOs and associated targets. This is reflected on an annual basis.

[Annual performance report](#)

Processes we have in place to demonstrate achievement of 'Operational and Financial Efficiency' include:

- Building Surveyor team structure that covers the region.
- Time recording system.
- Financial monitoring systems.
- Appropriate IT systems.
- Digital services.
- Finance systems.
- Internal communication strategies.

6.0 Service Improvements and Partnership Working

6.1 This section of the report provides a summary of our service improvements and examples of partnership working performance against all KPOs and performance targets.

6.2 In the previous 12 months (2022/2023) we have done the following:

Number	Continuous Improvement Action	Status
1.	3 Surveyors continue on GA Building Surveying Course.	1 to qualify 2024, another 2025 and another 2026

Fig 8: Summary of service improvements 2023/2024

6.3 In the next 12 months (2023/2024) we will do:

Number	Continuous Improvement Action	Timescales
1.	Implement use of Idox Mobile to enhance our on-site inspection process.	iPads provided to Assistants, mobile app in use
2.	Develop Idox enterprise further to expand the range of	Complete

	automated tasks.	
3.	Uniform to move to Hosted system, improvement on workflow.	Not started
4.	Implement CAS to assess workforce.	Complete
5.	Upgrade hardware to improve network speed	Role out of hardware started by IT

Fig 9: Summary of service improvements 2023/2024

6.4 In the previous 12 months (2023/2024) we worked with:

- Other local authorities.
- South East Scotland Consortium Group (SESCG)
- Local Authority Building Standards Scotland (LABSS)
- Applicants and members of the public.
- Contractors, developers, tradespeople, businesses and companies.
- Development Management, Roads Development Control, Environmental Health, Trading Standards, Licensing and other Council functions.
- External stakeholder organisations and groups such as the Royal Institute of Chartered Surveyors (RICS), Federation of Master Builders (FMB), Local Authority Building Control (LABC), The Building Standards Division, Homes for Scotland (HfS), etc.
- Glasgow Caledonian University and other CPD providers.

6.5 In the next 12 months (2023/2024) we will work with:

- Other local authorities.
- The Hub
- South East Scotland Consortium Group (SESCG)
- Local Authority Building Standards Scotland (LABSS)
- Applicants and members of the public.
- Contractors, developers, tradespeople, businesses and companies.
- Development Management, Roads Development Control, Environmental Health, Trading Standards, Licensing and other Council functions.
- External stakeholder organisations and groups such as the Royal Institute of Chartered Surveyors (RICS), Federation of Master Builders (FMB), Local Authority Building Control (LABC), The Building Standards Division, Homes for Scotland (HfS), etc.
- Napier University and other CPD providers.
- Partnership working with housing association and appointed developers to deliver an extensive number of affordable social housing within the area.

7.0 Building Standards – Additional Data

7.1 Verifiers provide returns to Scottish Government on their verification performance and workload. The performance data relates to the building standards verification performance framework and the workload data relates to the numbers of building warrant applications; completion certificates; fees;

costs; certificates (certification, energy performance; sustainability); enforcement cases.

7.2 The following table provides details of the above data relating to the year 2023/2024:

Building warrants and amendments to building warrant:	• 1074 Applications • 904 Decisions
Completion certificates:	• 1418 Submissions • 1076 Decisions
Certification:	• 435 Certificates of design submitted • 273 Certificates of construction submitted
Energy Performance Certificates (EPCs):	• 231 Copy certificates received (domestic) • 1 Copy certificates received (non-domestic)
Statements of Sustainability:	• 195 Copy certificates received (domestic) • 2 Copy certificates received (non-domestic)
Enforcement:	• 18 Notices served under Sections 25 to 30 • 0 Cases referred to Procurator Fiscal • 9 Cases where LA has undertaken work

Fig10: Summary of additional data 2023/2024