Comhairle Nan Eilean Siar

Building Standards Verification Service

Annual Verification Performance Report
1April 2024 – 31 March 2025

Ver 0.3 (Last updated July 2025)

1. Introduction

1.1. <u>The Annual Performance Report</u>

The annual performance report is a strategic planning and management tool that provides information about the local authority building standards service, communicates the vision and strategy of the organisation and sets out performance against strategic goals and targets.

Building standards verifiers in Scotland are required to utilise the performance report as a means 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. <u>Comhairle Nan Eilean Siar geographic area by population & geographical size</u>

Geography

The Outer Hebrides chain runs roughly north to south and has an area of approximately 306,916 ha (289,798 ha excluding freshwater and inter-tidal areas) and an extensive coastline of approximately 2,700 km at the high-water mark (the result of numerous sea lochs, bays and inlets). The islands extend 210 km in length and are 60 km at the widest point. There are over 70 named islands spread throughout the chain, most of which have been temporarily or permanently inhabited in the past. 11 islands are now inhabited: Vatersay (953 ha); Barra (6,173 ha); Eriskay (754 ha); South Uist (32,094 ha); Benbecula (8,498 ha); Grimsay (1,146 ha); North Uist (35,479 ha); Berneray (1,056 ha); Scalpay (702 ha); Lewis and Harris (217,820 ha); and Great Bernera (2,240 ha).

The largest island in the Outer Hebrides is 'Lewis and Harris'. Although considered separate, as if they were two distinct islands, they are in fact connected. Northern Lewis and the southern Island chain (comprising the Uists, Benbecula and Barra) are relatively flat, covered by lochs, peat bog and machair. However, the central landmass of North Harris and South Lewis provides relief in the landscape with the majority of the higher land. The Clisham in the North Harris hills is the highest peak at 799 metres.

See map on next page.

Population

The 2022 Census recorded a decrease in the Outer Hebrides population. Whereas the 2011 Census estimated the population of the Outer Hebrides to be 27,684, a recent estimate shows that this has decreased to 26,030. Lewis, the largest of the Islands was the most populous with around 19,658 residents, while the other five main island areas (Harris, North Uist, Benbecula, South Uist and Barra) each had populations ranging from 1,264 to 1,916. The only large 'town' in the Outer Hebrides which can be described as having 'urban' characteristics is Stornoway, with approximately 6,273 residents. Almost 29% of the total population, nearly 8,000 people, live within the Greater Stornoway area encompassing Laxdale, Sandwick and Newmarket. The remaining population is scattered over 280 small townships spread throughout 14 inhabited islands.

Employment

Census information shows that of the males aged 16 to 74 in employment 34% are employed in the 'skilled trades occupations', while 3% are employed in 'caring, leisure and other services occupations' and 3% are employed in 'administrative and secretarial occupations.

Of the females aged 16 to 74 in employment 22% are employed in 'Caring, leisure and other service occupations' while 1% are employed in' Process, plant and machine operatives. The majority of women, 32%, the highest percentage in Scotland, are employed in the 'human health and social work activities industries',
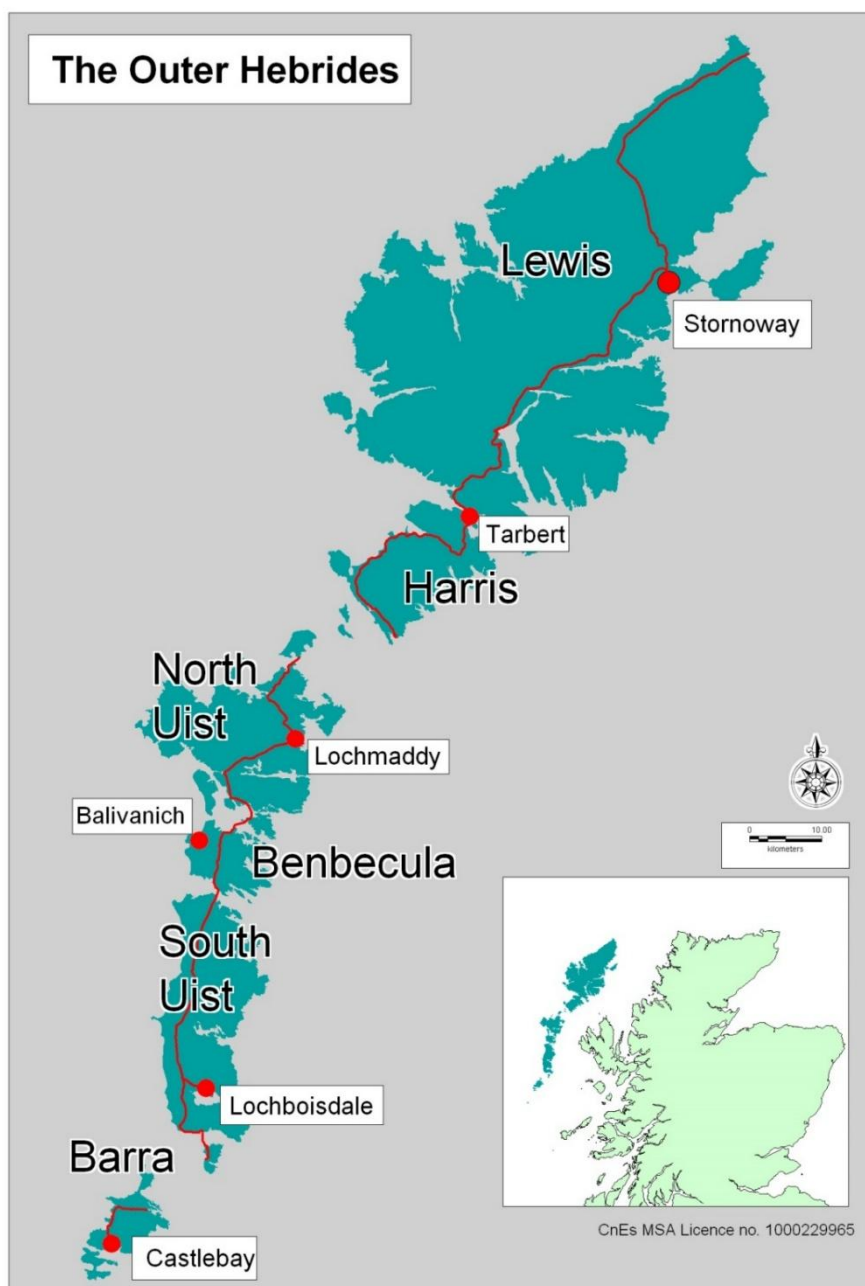
2. Building Standards Verification Service Information

The Building Standards team is responsible for determining Building Warrants and Certificates of Completion; ensuring the making safe or removal of dangerous buildings; providing a Building Standards advisory service to customers; supporting the Comhairle's Private Sector Housing Scheme of Assistance and, promoting improvements to sustainable building techniques and access for the disabled.

The Building standards service is also consulted on the suitability of premises and venues before licenses are granted under the Licensing (Scotland) Act 2005.

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 to be met when building work or conversion of a building takes place in order to meet building regulations.

The building standards system checks that proposed building work or conversion of a building meets standards; inspections are limited to a minimal necessary to ensure that legislation is not avoided. The control of work on site is not down to the system but is a matter for contracts and arrangements in place between a builder and client.

Verifiers, appointed by Scottish Ministers are responsible for the independent checking of applications for building warrants to construct or demolish buildings, to provide services, fittings or equipment in buildings, or for conversions.

Verification Services Delivered

Building Standards Officers scrutinise building warrant applications plans for proposed development to ensure compliance with current Building Regulations. Site inspections may be carried out during the construction process and at completion, when, if the building complies with the regulations, the Completion Certificate is accepted by the Verifier.

Location of Offices

Most of the Building Standards Staff are located in the main Council Offices in Stornoway. One Building Standards Officer and one Building Standards Assistant are located in the Council Offices in Balivanich in the Southern Isles.

Snapshot of Staffing Position – April 2024

	Tier 1	Tier 2	Tier 3	Tier 4
Head of Building Standards Verification Service				1 FTE

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

Number of Posts - Breakdown			Staff age profile	Number
Managers	No. posts (Vacant)	1 (0)	Under 30	1
Main grade posts	No. posts (Vacant)	5 (1)	30-39	1
Technicians	No. posts (Vacant)	1 (0)	40-49	0
Graduate Apprentice	No. posts (Vacant)	1 (0)	Over 50	9
Office Support	No. posts (Vacant)	3 (0)		

COMHAIRLE NAN EILEAN SIAR
Organisational Structure

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                            Chief Executive
    ┌──────────────┬──────────────┼──────────────┬──────────────┐
    │              │              │              │              │
Chief Officer,  Community    Chief Officer,   Chief Officer,  Chief Officer,
Education and   Engagement   Economic and     Finance         Assets and
Children's                   Community                         Infrastructure
Services                     Regeneration
                 │              │
    ┌────────────┼──────────────┼──────────────┐
    │            │              │              │
Business     Economic and   John Cunninham   Gaelic, Heritage
Gateway      Community       Chief Planning    and Culture
             Development      Officer
                               │
         ┌─────────────────────┼──────────────────┬──────────────────┐
         │                     │                  │                  │
    Morag Ferguson        Mairi Maciver       John Gillies       Iain Watson
    Planning Manager      Planning Manager    Building Standards Housing Manager
    (Development          (Development        Manager
    Management)           Planning)
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Economic & Community Regeneration Organisational Chart

An organisational chart of the Economic & Community Regeneration section is shown on the next page. This includes the Building Standards team.

ECONOMIC & COMMUNITY REGENERATION – OCTOBER 2024

Business and Regeneration Support

Sectoral and Project Support

Heritage

Planning Service

Building Standards

Development Plan & Marine Planning

Development Management

Business and Regeneration Support

Business Support Officer (P/T) (Benbecula) Alastair Macleod

Business Support Officer (P/T) (Barra) Theresa Irving

Business Support Officer Fiona Chisholm

Business Development Officer Derek Maclean

Business Support Officer/ Administrative Assistant Catherine Macdonald

CLLD Project Support (P/T) Vacant

CLLD Co-ordinator Myra Byrne

Economic Development Officer Iain Kennedy

Senior Business Development Officer Norman Maclean

Economic Development Manager Domhnall Macdonald

Sectoral and Project Support

Settlement Officer Vacant

Economic Development Officer Kathlene Morrison

Development Officer (Environment) Kareen MacRury

Project Manager (Spaceport) Alison MacCorquodale

Strategy Assistant Malina Maclean

Strategy Assistant Vacant

Economic Development Manager Murdo Mackay

Heritage

Collections Assistant Dawn MacDonald P/T

Collections Assistant (P/T) (Temp) Shona MacLellan

Sonraichte Project Collections Officer Samantha Ferrer

Archaeologist Kevin Murphy

Archivist Seonaid McDonald

Museum Development Officer (Benbecula) Catriona MacCuish

Relief Visitor Assistant X 7

Visitor Assistant (P/T) (April – Sept) X 9

Visitor Services Officer (P/T) Isabel MacLachlan

Project Support Assistant Caroline Brick

Collections Officer Ashley Ferrier

Team Leader, Heritage and Culture Colin G. Morrison

Planning Service – Development Plan & Marine Planning

Planning Officer Isla MacArthur

Planning Officer Susan Rabe

Planning Officer (Benbecula) Hannah Morrison

Planning Technician Finlay Martin

Research Officer Kathleen Shirkie

Planning Manager (Development Plan & Marine Planning) Mairi Maciver

Development Management

Enforcement and Planning Systems Support Officer Anne Mackenzie

Planning Support Officer Christine Murray

Clerical Assistant Kathleen Ferguson

Planning Officer (Benbecula) Lee Harkness

Planning Officer (Benbecula) Anne Napier

Planning Officer Iain Macleod

Planning Officer Naomi Morgan

Planning Officer Helen MacDonald

Planning Manager (Development Management) Morag Ferguson (Benbecula)

Building Standards

Building Standards Officer (Benbecula) John Macmillan

Building Standards Officer Ian MacRitchie

Building Standards Assistant (Benbecula) Lauren Mackay

Technical Support Officer (PT) Caitrina MacFarlane

Electronic Services Delivery Officer Iain Morrison

Building Standards Apprentice Mark Webster

Building Standards Officer Alasdair Maclean

Building Standards Officer George Stewart

Technical Support Officer (PT) Kaitrina Maciver

Building Standards Manager John Gillies

Service Managers

Service Managers

Chief Officer, Economic and Community Regeneration Anne M Murray

Chief Planning Officer John Cunningham

Housing Manager Iain Watson

3. Strategic Objectives

1.1. <u>Strategic Objectives at Corporate level</u>

The Comhairle's strategic objectives are focused on supporting the local communities to thrive and prosper and to ensure that we provide quality services to enable delivery of top priorities. The five-year plan sets out the approach the Comhairle is taking to ensure all services and activities work together to deliver on the Comhairle's ambitions to ensure this is the best place to live, work and learn.

These priorities are to:

• Strengthen the local economy

• Support children, families and young people

• Support resilient communities and quality of life

• Be a sustainable and inclusive Council

1.2. <u>The Overarching goal/vision of the service</u>

The service areas from the former Department for Communities have recently been integrated into the Chief Executive's Department, following a recent restructuring of the Comhairle. At the beginning of Quarter 2 some key appointments in the management team were awaited. These appointments have now been made and the new structure of the Chief Executive's department is as shown on page 4.

With a focus on the regeneration and on-going development of the economy and communities of the Outer Hebrides, these Business Units, headed up by the new Chief Officer for Economic and Community Regeneration, Anne M Murray, will work alongside the existing sections of the Chief Executive's department to support business, community organisations and the wider community. The department has an important role in leading on key priorities and initiatives on behalf of the Comhairle.

<u>Departmental issues to be addressed in the coming year</u>

The reformed and enlarged Chief Executive's department teams will be focused on delivery of their own services, with a focus of integration of their separate units into the new structure.

Building Standards will particularly be focused on assisting stakeholders and customers to pursue their development objectives in a safe, sustainable, and energy efficient manner.

<u>Key strategic objectives for Building Standards over the coming year</u>

Following the Cyber-attack of November 2023, the building standards service, in common with many sections of the organisation, will seek to pursue a strategy for recovery of the aspects of the service that were severely disrupted. For the building standards team this will be aimed mainly at the restoration of the case management and document management software installations, along with the restoration of as much as possible of historic records.

As we look forward into the coming financial year the building standards team will seek to set clear objectives as part of the process of supporting the local community, both for the local construction industry and the individuals and businesses forming the broader economy.

Over the coming year, the Building Standards section will also continue to pursue the following objectives and targets, in line with the national agreed KPOs 1-7 as set out in the table in Section 4 of this document: "Key Performance Outcomes and Targets".

4. 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 eBuilding Standards

KPO7 - Commit to objectives outlined in the annual verification performance report.

Summary of Key Performance Targets

KPO1 Targets
1.1 95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).
1.2 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).
KPO2 Targets
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 (reviewed at least anually).
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
KPO7 Targets
7.1 Annual performance report published prominently on website with version control (reviewed at least annually).
7.2 Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year – see Appendix for 2024-25).

5. Performance Data

Professional Expertise and Technical Processes

Protocols for dealing with work

The Staff Handbook which is available to staff in a hard copy and online through the Comhairle internal network, contains the following protocols for dealing with different aspects of the verification role:

Receipt and processing of Warrants – Protocol

Warrant application fast track procedure

Protocol for extension of period of validity

Late submission of completion protocol

Risk Protocol for plan Assessment

Risk Protocol for site inspection

Procedure for non-certified electrical work

Procedure for dealing with non-certified structural work.

Performance Management Systems

To enable the Comhairle to monitor and report its performance it has adopted 'Interplan' by CAM management solutions, as its electronic performance management system.

An electronic performance management software application, Interplan, has been used to track the progress of the Comhairle service business plans and to report on progress made.

Because it provides a real time integrated business planning and performance monitoring system within the Comhairle it facilitates more frequent and flexible reporting and a commitment has been made to provide quarterly reporting of business plans and performance.

Training and development / CPD

As part of the Performance Appraisal Process training and development needs are identified. These needs are then recorded and fed into the training programme for the department. The financial resources needed to meet these training needs are then identified and included in the departmental budget for the year.

In regard to CPD requirements the section seeks to ensure that CPD events are organised periodically and that staff have opportunities to gain the CPD that they require.

Through the performance appraisal process performance is monitored on a regular basis to highlight where staff may need further support, coaching or training.

Benchmarking / Shared services / Partnership work

The Comhairle Building Standards Service engages in benchmarking with it's Consortium Partners in the Highlands and Islands Consortium. There are also opportunities from time to time to benchmark with other authorities outside this grouping. This occurs most commonly when situations arise where the manager and team feel that it would be wise to ensure a consistency of approach with other verifiers when tackling a specific issue or problem for example, when a non-standard solution is proposed by an applicant.

Benchmarking with other verifiers, when developing protocols and procedures, helps to develop a more standardised approach and ensures that customers who engage with different verifiers from time to time, receive a more consistent experience in the service that they receive.

Commitment to work together on technical issues

A commitment to work together on technical issues is vital for all verifiers in Scotland. This will ensure consistency and a more standardised approach. Comhairle nan Eilean Siar's Building Standard service is committed to working with the other 31 members of LABSS and also through the local consortium group to ensure a common approach is promoted.

Succession Planning

In total there are six Building Standards Officer posts. At present one of these posts is vacant but a building standards modern apprentice post was created in 2022. This has been on the back of the Building Standards Futures Group initiative to increase training opportunities and encourage new entrants into the profession. The postholder has successfully completed his initial 2 year contract and has now began a 3 year contract as a Building Standards Graduate Apprentice. This should help in future years to facilitate succession planning.

At present, in addition to the Building Standards Manager, there are two Buildings Standards Officers who are fully qualified members of relevant professional bodies and who have demonstrated sufficient advanced knowledge and experience to progress to the top of the career grade path.

Quality Customer Experience

Customer Communication Strategies

An effective communications strategy that reflects the needs of the customer is important to ensure that customer service is of high quality and highly rated by the customer.

The Comhairle's 'Customer Service Strategy' sets out all aspects of Customer Service including communication with customers.

The Building Standards service aims to communicate with its customers in a number of ways. The Building Standards webpage provides useful advice and guidance on Building Standards and is regularly updated. A quarterly stakeholder newsletter is produced jointly with Development Management and keeps stakeholders abreast with any developments or changes in Building Standards related issues or when local events or meetings are taking place.

Customer Charter

A Customer Charter is available to stakeholders and sets out the minimum standards that we seek to meet in delivering our service. This Charter includes aims, values and commitments which are common to all Building Standards verifiers throughout Scotland and, in addition, the Charter sets out the Comhairle's own local standards in terms of the performance to be expected of its services.

The Customer Charter is available at this link:

[Comhairle nan Eilean Siar - Customer Charter](#)

Customer Engagement and Feedback and Analysis

Ensuring customer satisfaction is an essential part of Building Standards.

Customers are able to provide feedback online through the Building Standards webpages where a link to an online national survey is available. A link to this survey is also being made available through e-mailed communication with customers.

On an annual basis, utilising external consultants, the Scottish Government Building Standards Division contacts building standards customers on a national basis in order to obtain customer data for research purposes.

We will use any information that arises from this process and is passed on to us to identify and make improvements to the service we offer to our customers and enhance the 'customer experience' for them.

Accessibility of Services

Building Standards Officers are available to speak to customers during working hours between 9.00am and 5.00pm each weekday. Where a customer wishes to speak to a particular officer they should telephone the dedicated Building Standards number, 01851 822692 or the Comhairle's customer service team at 01851 600502 to make an appointment.

Officers are available to discuss any aspects of an application or potential application with customers.

Customer Agreements

Building Standards verifiers in Scotland are committed to meeting customer expectations and predictability of performance. One area where it is very important to customer expectations is in the time taken to achieve a first technical plan check and provide the associated report to the customer.

Because of the importance of this, a nationally agreed target of 20 days has been set for the majority of building warrant applications. Large and complex developments may need to be individually assessed and a project target agreed with the applicant. This is formally known as a 'customer agreement'.

Customer Dissatisfaction

Where targets for a first report are not met and customers are not happy with the service that is being provided there is an option of reporting the verifier to Building Standards Division (BSD). This is known as 'Verifier Performance Reporting' and each verifier must report on how many cases have been referred to BSD on a quarterly basis in addition to reporting at the year end.

Dispute Resolution

There are situations where applicants may have concerns about decisions taken by the Building Standards section on a technical or procedural matter, but it would not be appropriate to register these concerns as a complaint. In these circumstances, in the first instance, the matter can be discussed with and reviewed by the Building Standards Manager who could, if necessary, contact the Building Standards Division to clarify the intent of the guidance and thereby seek to find agreement on a satisfactory way to resolve the issues raised.

If matters cannot be resolved by this means the LABSS Dispute Resolution Process could be invoked, details of which can be found on the LABSS website.

Recognised External Accreditations

The Development Department promotes an ethos of openness and continuous improvement. During 2011, Investor in People 'bronze' status was retained through a highly satisfactory mid -term review. At present, the Development Department has no participation in any external accreditation scheme.

Operational and Financial Efficiency

Team Structures (e.g. Area splits/specialist teams)

The geographical area covered by Comhairle nan Eilean Siar is covered (supported) by two area offices, in addition to the headquarters in Stornoway. One officer and a Building Standards Assistant cover the Southern Isles and are based at Balivanich and another officer who covers the north of Lewis is based in Ness. Five officers and administrative and IT support are based at the headquarters in Stornoway.

Time Recording System

A time recording system was previously developed based on a Microsoft Access database table. This was adopted to enable staff to log their time spent on activities and to show a breakdown between verification and non-verification time. However, this system was not used since the Covid lockdown due to problems that occurred when staff were unable to occupy the Comhairle premises.

It is anticipated that a similar time recording system will be developed and put in place during the current recovery period from the cyber-attack as IT systems are reviewed and rebuilt.

Financial Monitoring/Government

The Comhairle operates a financial management system, produced by Civica, a well-known provider of corporate software applications to the public sector. The building standards manager has access to this system and uses it to facilitate management and monitoring of the service budgets. The system also facilitates quarterly reporting on the financial position for the purpose of verification performance reporting.

Building Warrant fee income is recorded on the IDOX Uniform case management system. The service manager is able to query the database via a standard set of reports to enable an ongoing monitoring of income. Where it appears that income or expenditure is deviating significantly from the budgeted amount this is reported to the Head of Service and also to the finance department. The Finance Department officers assist the department and seek to ensure that all departmental expenditure comes in within budget at the year end.

IT Systems

The Development Department makes extensive use of IDOX 'Uniform' system software for Building Standards case management. The 'Building Control' module is utilised to register and process applications and to track income from fees.

In addition to the IDOX Building Control case management module, which stores the main case information, other IDOX products are used to provide a document management solution, and a mapping product utilises spatial property information to create a visual approach to locations.

Digital Services

The vast majority of data and information submitted to the building standards team is transferred electronically, either via the e-Development portal or via direct e-mail. Building Standards Officers have adapted well to electronic service delivery and an investment in MS Surface tablet devices for each officer proved to be very valuable during the Covid 'lock-down' period in 2021. The building standards customers have responded positively and are pleased that facilities exist to enable them to interact with Building Standards staff from remote locations.

Internal Communication Strategy

Team Meetings are held regularly and give the opportunity for the team to raise any issues that have arisen either from a procedural or technical point of view. This helps to ensure a consistent approach to work throughout the team. The team meetings also allow the service Manager and the Head of Service to address the team on corporate or departmental matters.

6. Service Improvements and Partnership Working

In the previous 12 months (2024-2025) we did:

Number	Continuous improvement action	Status
1	Facilitated participation in CPD events to assist staff in meeting professional CPD requirements.	Complete
2	Ensured staff had an awareness of LABSS workgroups on technical and procedural issues.	Complete
3	Supported the achievement of professional membership and relevant qualifications of staff through training support and mentoring as required.	Ongoing
4	Encouraged staff development through adoption of CAS workforce assessment and review.	Ongoing
5	Supported staff in transitioning over to new flexible working patterns including provision of IT equipment and support as necessary.	Complete
6.	Participated in the aims of the workforce strategy, including participation via the new Building Standards Modern Apprentice training route.	Ongoing
7	Continued to develop our Building Standards Modern Apprentice post and training route with a view to achieving a Building Standards Graduate Post.	Ongoing
8	Encouraged adoption of e-Development Portal for submission of applications and further supporting documentation.	Ongoing
9	Continued to assess Surface Pro tablets and develop use of tablets for site inspections.	Ongoing
10	Participated in the new National Customer Survey to obtain feedback on service.	Complete
11	Following the cyber attack in November 2023: 1) maintained building warrant case records using the existing temporary storage measures, including MS Access database and Excel spreadsheets stored on Sharepoint. 2) worked towards recovery and restoration of IT systems in line with corporate policies. 3) with the help of corporate IT services, engaged with software providers, such as IDOX, to reinstate back office systems, such as Uniform.	Ongoing
12	Worked on restoration of all procedural processes to restore operational efficiency.	Ongoing
13	Carried out analyses of any customer feedback carried out to address any issues raised.	Complete
14	Continued to use Interplan (Performance management and Business Planning software) to monitor CIP actions.	Complete
15	Provided a revised Service Improvement Plan with future actions and completed actions.	Complete
16	Prepared and submitted quarterly return and KPO information to Scottish Government on a quarterly basis	Ongoing
17	Continued to have in place systems to monitor all income and expenditure relating to building standards verification services.	Ongoing

In the coming 12 months (2025-2026) we will:

Number	Continuous improvement action	Timescale
1	Continue to organise training and CPD events to ensure continuing knowledge and expertise of staff.	Q1-Q4
2	Promote staff awareness of LABSS workgroups on technical and procedural issues.	Q1-Q4
3	Support achievement of professional membership and relevant qualifications of staff through training support and mentoring as required.	Q1-Q4
4	Assess and develop staff through adoption of CAS assessment and review.	Q1-Q4
5	Support staff members in transitioning over to a flexible home/office working pattern, where appropriate, including provision of relevant IT equipment and support to facilitate flexible working as necessary.	Q1-Q4
6	Participate in the aims of the workforce strategy, including continued participation via the new Building Standards Apprentice training route.	Q1-Q4
7	Continue to develop Building Standards Graduate Apprentice post and training route, in conjunction with the national workforce agenda with a view to transitioning candidate to a full-time qualified building standards officer post.	Q1-Q4
8	Encourage adoption of e-Development Portal for submission of applications and further supporting documentation.	Q1-Q4
9	Continue to assess and review use of Surface Pro tablets for site inspections. Assess whether Surface Pro is still the best option for this purpose.	Q1-Q4
10	Participate in the new National Customer Survey and publicise results to raise awareness of ongoing performance	Q1-Q4
11	In the light of the cyber attack in November 2023: 4) continue to maintain building warrant case records using temporary storage measures including MS Access database and Excel spreadsheets stored on Sharepoint. 5) work towards recovery and restoration of IT systems in line with corporate policies.	Q1-Q4
12	Post Cyber attack – recover and re-establish all procedural processes as necessary to restore operational efficiency.	Q1-Q4
11	Carry out analyses of any customer feedback with a view to address any issues raised.	Q1-Q4
12	Continued to use Interplan (Performance management and Business Planning software) to monitor CIP actions.	Q1-Q4
13	Provide a revised 'Service Improvement Plan' with future actions and completed actions.	Q1-Q4
14	Prepare and submit quarterly return and KPO information on a quarterly basis	Q1-Q4
15	Continue to have in place systems to monitor all income and expenditure relating to building standards verification services.	Q1-Q4

In the previous 12 months we participated in partnership working with the following:

- Engagement with BSD in regard to adherence to the Verification Performance and Operating Frameworks in addition to various technical and procedural issues discussed over the course of the year;

- Engagement with LABSS in regard to research, gathering of views on various procedural and technical issues and representation at LABSS events and meetings;

- A commitment to work together with other Consortium members to develop consistent approaches to procedural and technical issues.

In the next 12 months we will participate in partnership working as follows:

- Engagement with BSD in regard to adherence to the Verification Performance and Operating Frameworks;

- Engagement with BSD in regard to recovery from November 2023 cyber attack.

- Engagement with LABSS in regard to research, gathering of views on various procedural and technical issues, providing views and input to the Consortia Technical Working Group and ensuring representation as Verifier at LABSS events and meetings;

- Engagement with LABSS in regard to taking forward the work of the Future's Group, particularly as it relates to Workforce Strategy and the proposed Building Standards Hub.

- A commitment to work together with other Consortium members to develop consistent approaches to procedural and technical issues.

7. Building Standards – Additional Data

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.

Additional Data – 2024-25

Description	Measure	2024-25 Total
Building warrants and amendments to building warrant	Applications	309
Building warrants and amendments to building warrant	Decisions	289
Completion certificates	Submissions	159
Completion certificates	Decisions	122
Certification	Certificates of design submitted	70
Certification	Certificates of construction submitted	0
Energy Performance Certificates (EPCs)	Copy certificates received (domestic)	42
Energy Performance Certificates (EPCs)	Copy certificates received (non-domestic)	1
Statements of Sustainability	Copy certificates received (domestic)	0
Statements of Sustainability	Copy certificates received (non-domestic)	0
Enforcement	Notices served under sections 25 to 30	0
Enforcement	Cases referred to procurator fiscal	0
Enforcement	Cases where LA has undertaken work	0

APPENDIX – Performance for previous year's quarters in line with KPO targets (1 April 2024 – 31 March 2025)

TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
	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.
Quarter 1 (2024-25)	65.98%	92.00%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.6	64.37%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
Quarter 2 (2024-25)	80.65%	95.35%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.6	61.20%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
Quarter 3 (2024-25)	76.47%	92.11%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.6	45.23%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
Quarter 4 (2024-25)	80.30%	90.48%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.6	102.90%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data