



Renfrewshire Council

Building Standards Verification

Annual Performance Report 2023/24

Version control

Version	Issue Date	Reviewed	Summary of changes
1.2	21.05.2021	AMC	Quarterly review, staffing position, C.I.P and annual performance update 2019-20.
1.2	26.07.2021	AMC	Quarterly review, Building Standards staffing position updated.
1.2	22.10.2021	AMC	Quarterly review, Building Standards staffing position updated.
1.3	27.01.2022	AMC	Quarterly review, Building Standards staffing position updated. Performance data reformatted to include last 4 quarters.
1.3	27.04.2022	AMC	Quarterly review, Building Standards staffing position updated. Annual Performance data update for 2021-22.
1.3	25.07.2022	AMC	Quarterly review, Building Standards staffing position updated. Performance data update for last 4 quarters.
1.3	24.10.2022	AMC	Quarterly review, Building Standards staffing position updated. Performance data update for last 4 quarters.
1.3	30.01.2023	AMC	Quarterly review, performance data update for last 4 quarters.
1.3	23.05.2023	AMC	Quarterly review, performance data update for last 4 quarters.
1.3	22.08.2024	AMC	Quarterly review, performance data update for last 4 quarters.
1.3	31.10.2023	AMC	Quarterly review, Building Standards staffing position updated. Performance data update for last 4 quarters.
1.3	26.01.2024	AMC	Quarterly review, Building Standards staffing position updated. Performance data update for last 4 quarters.

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Key contact: Alex MacCalman, Building Standards Manager, Renfrewshire House, Cotton Street, Paisley, PA1 1JD
Phone 0141 487 1361 or email alex.maccalman@renfrewshire.gov.uk

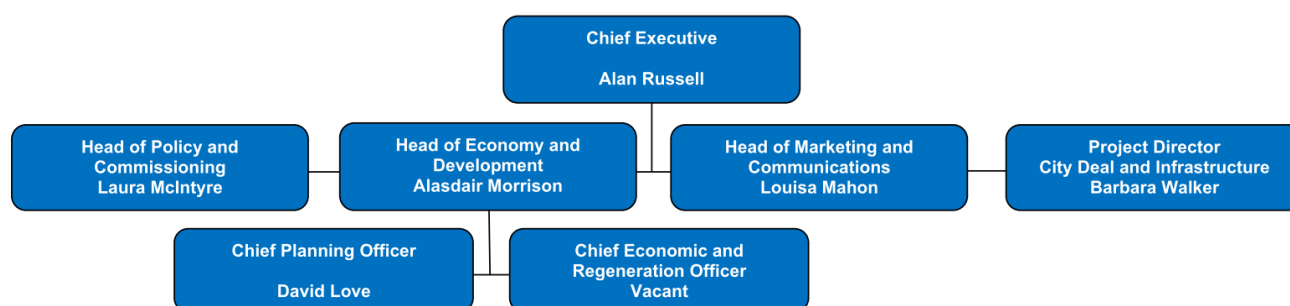
1. Introduction to the verifier

- 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.
- 1.2 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.
- 1.3 In terms of population, Renfrewshire is the 10th biggest local authority area in Scotland with a population of around 176,000. Over the 15-year period to 2010 the population did decline, but has in recent years increased and is projected to remain relatively stable at the current level. This brings challenges with a projected decline in the working age population of in the region of 13% over the next 20 years coupled with 79% increase in the number of people aged 75+ over the same period.
- 1.4 Renfrewshire is a place of outstanding natural beauty, home to Clyde Muirshiel Regional Park and a vast range of parks, woodlands and green space. Covering an area of some 270 square kilometres, the Renfrewshire area hosts major towns such as Paisley, Renfrew and Johnstone, and several attractive villages and settlements.



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- 1.5 Renfrewshire is a thriving area for business and economic activity, with Glasgow Airport within its boundaries and excellent transport links across the West of Scotland, nationally and internationally. Employment levels in Renfrewshire have returned to levels experienced before the crash of 2008, with key sectors of employment being in the health and care sectors, transportation and manufacturing.
- 1.6 Renfrewshire has a proud cultural heritage, with Paisley having the second highest concentration of listed buildings in Scotland. From historic museums, civic buildings, mills and observatories, the area has a rich history and thriving local cultural scene which is driving local regeneration plans and supporting the development of the area as a prospective tourism destination.
- 1.7 With a net budget of approximately £380m, and over 7900 employees, Renfrewshire Council provides a diverse range of services to local people, businesses and communities. The Council has a vital role to play locally; shaping the places which people live and work in, driving the local economy, providing education and learning, supporting and caring for vulnerable people and facilitating local democracy.
- 1.8 The organisation has a strong track record of innovation and embracing new approaches to service delivery. Since 2011/12, the Council has managed a total of £117 million of savings and cost pressures. The Better Council Change Programme has been an important element of the Council's approach to transformation and supporting longer term financial sustainability.
- 1.9 Partnership is key to what we do in Renfrewshire. From driving economic and cultural regeneration to providing housing and education, the Council works with a range of partners across the business, public, third and community sectors to improve outcomes. There is a strong partnership focus on early intervention and prevention, working together to ensure that we get the best use of the resources we have and focus on improving outcomes for local people.
- 1.10 As part of the Right for Renfrewshire transformation programme - Placeshaping service design, a range of strategic functions across the Council had been agreed as part of a Tranche 1 review, including; Regeneration, Economic Development, Land Use Planning and Development Management, Tourism and the delivery of our key infrastructure programmes focused on the development of Renfrewshire as a place.
- 1.11 As a result of this review, several changes to management arrangements were put in place from January 2021, including bringing place planning services into the Chief Executive's Service with both the Building Standards and Development Management teams now sitting under the Head of Economy and Development.



Economy and Development

- 1.12 The Economic Recovery Plan 2020 to 2022 was published in December 2020 with an Action Plan including a refreshed employability programme for Renfrewshire; promoting enterprise and entrepreneurship in all Renfrewshire High Schools through curriculum development; supporting and growing supply chain management and knowledge exchange among manufacturing; developing a programme to support work-place wellbeing; with NMIS develop a productivity and innovation programme for Renfrewshire manufacturing companies; raising awareness of contract opportunities from public sector; targeting interventions for recruitment, upskilling and re-skilling across Renfrewshire's key sectors; large scale investment in refurbishment and regeneration of Council housing stock; and promoting a Renfrewshire Apprentice Framework.
- 1.13 The Service continues to fulfil a critical role in terms of the coordination, administration and delivery of business support grants in relation to COVID-19. The landscape is subject to continuous change due to the introduction of additional measures of support on an ongoing basis in response to the pandemic. This represents a significant ongoing resource pressure for the service and a vital activity to support Renfrewshire's businesses.
- 1.14 The Council's Employability Service continues to offer support on jobs and skills development. In October the Council bid to be a Kickstart provider and to be the Gateway organisation for local businesses to get involved. The Kickstart Scheme aims to create 6-month work placements for those aged 16 to 24 who are in receipt of Universal Credit. The aim is for 700 places to be created across Renfrewshire in the coming year.
- 1.15 The Building Standards teams have continued to offer a full service to customers, processing enquiries and applications via electronic means and by phone. Officers are accepting alternative evidence such as photographs, reports from suitably qualified persons, video, or utilising remote means of conducting site inspections.

2. Building Standards Verification Service Information

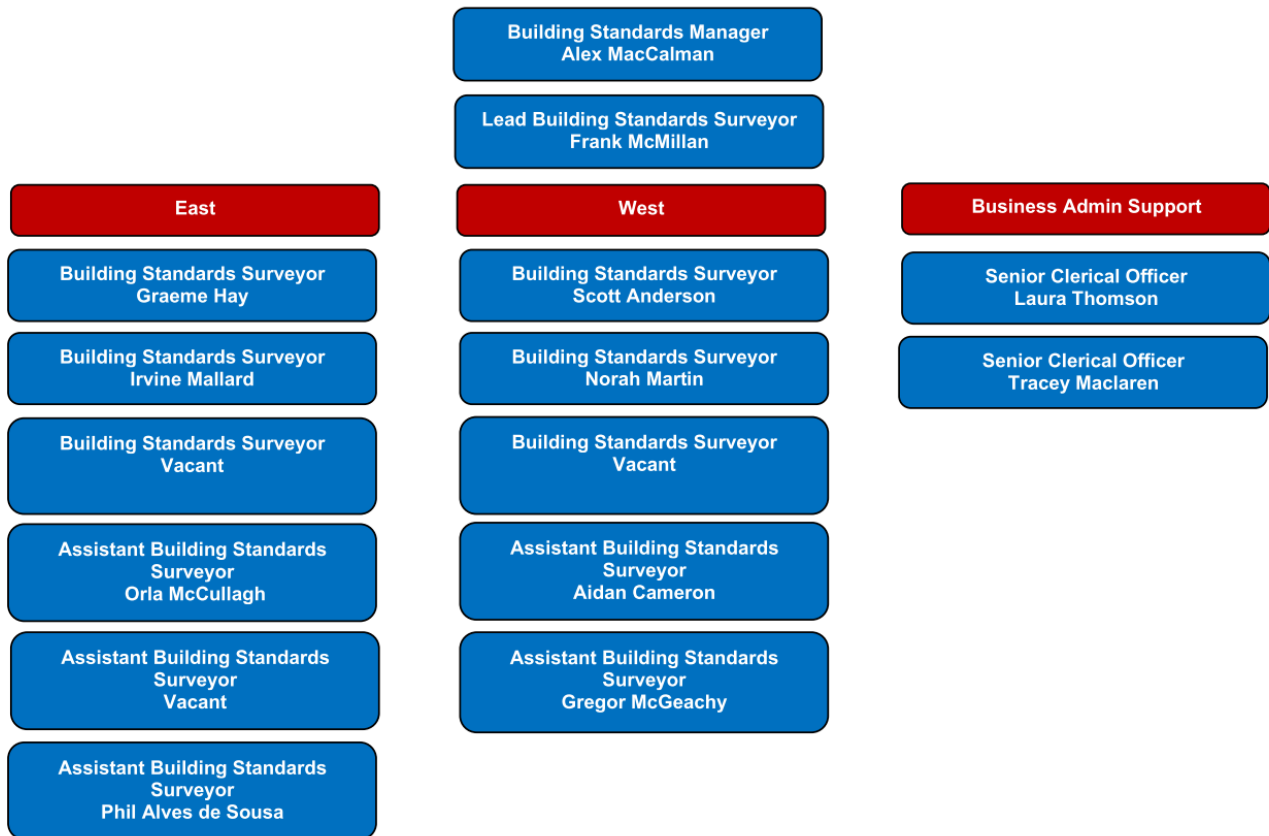
- 2.1 The purpose of the building standards system is to protect the public interest. The system sets out the essential standards to be met when building work or conversion of a building takes place in order to meet building regulations.
- 2.2 The building standards system checks that proposed building 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 it is a matter for contracts and arrangements in place between a builder and client.
- 2.3 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 The Building Standards verification service is part of the Economy and Development service which is located within the fourth floor of Renfrewshire House, Cotton Street, Paisley. The responsibility for the management of the section sits with the Head of Economy and Development, the Chief Planner, who is also responsible for Development Management and the wider Place Planning team and the Building Standards Manager.



- 2.4 The Building Standards team consists of a Building Standards Manager (Building Standards) supported by one Lead Building Standards Surveyor, six Building

Standards Surveyors and five Assistant Building Standards Surveyors and two embedded business admin support staff.

- 2.5 The section has two teams based around an East/West geographic split and the workloads and demands of the service are closely monitored to ensure that increased resources are directed where most required.



- 2.6 The surveying staff are allocated workloads on a competency basis as per our risk management protocols thereby ensuring that the public interest principle is maintained by matching staff competence with task complexity.
- 2.7 During the financial year 2022/2023 the service received 1258 building warrant applications, covering construction work with an estimated value of just over £425.3 million which generated approximately £1.1M in fees. A total of 1123 completion certificates were submitted.
- 2.8 A Uniform Coordinator's role is split between equally between the Building Standards and Development Management. This newly created development role is a temporary post and the post holders responsibilities extend to the ongoing development and management of the Idox case and document management systems.

2.8 The Building Standards section has a number of roles and responsibilities out with our verification role, these activities include;

- Enforcement under sections 25-30 of the Building (Scotland) Act 2003, including the provision of 24 hour dangerous building cover via a standby system,
- Safety at Sports Grounds legislation for St Mirren Football Stadium,
- Section 89 – Raised platform certificates,
- Letters of comfort and Building Standards Enquiries,
- Event safety inspections for licensed public events/gatherings, and
- Inspections of Houses in Multiple Occupation.

2.9 The staffing position as of the 31st March 2023 was as follows;

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


		Building Standards Verification Service	Other
Managers	No. posts	1	
	Vacant	0	
Lead Building Standards Surveyor	No. posts	1	
	Vacant	0	
Building Standards Surveyor	No. posts	4	
	Vacant	2	
Assistant Building Standards Surveyor	No. posts	2	
	Vacant	3	
Building Standards Technician	No. posts	0	
	Vacant	0	
Building Standards Administration	No. posts	3	
	Vacant	0	

Staff age profile	Number
61 and over	0
56 - 60	4
50 - 55	4
40 - 49	2
30 - 39	1
25 - 29	0
16 - 24	1
Total	12

3. Strategic Objectives

- 3.1 The main aim of the Building Standards section is to provide a regulatory service that meets the needs and expectations of our customers and communities. As a direct service provider, we recognise the role we play as both an enabler and a regulator, and the importance of providing a consistent, professional and coordinated service that provides a regulatory framework that protects the public interest and encourages investment and sustainable economic growth within Renfrewshire.
- 3.2 The 2022/23 departmental service improvement plan contains specific actions in relation to the Building Standards service. These actions relate to monitoring performance against Key Performance Outcomes, more specifically – KPO's 1A, 1B and 1C.

Performance Indicator	Frequency	Last Update	Current Value	Current Target	Traffic Light Icon	2021/22 Target
% of investigation complaints responded to within timescales agreed with customer (Chief Executive's)	Quarterly	Q3 2020	100%	100%		100%
% of frontline resolution complaints responded to within timescales agreed with customer (Chief Executive's)	Quarterly	Q3 2020	100%	100%		100%
Average number of work days lost through sickness absence per employee (Chief Executive's) (FTE)	Quarterly	Q2 2020	1.43			
% of FOI requests in a quarter completed within timescale in the Chief Executive's Department	Quarterly	Q3 2020	95%	100%		100%
Time to issue a building warrant or amendment to warrant from receipt of application (days)	Quarterly	Q2 2020	96.6	60days		90days
Percentage of first reports issued within 20 days (Building Standards)	Quarterly	Q2 2020	59.2%	95%		95%
Percentage of building warrants or amendments issued within 10 days of receipt of all satisfactory information	Quarterly	Q2 2020	46.4%	90%		90%
Average Time for processing Planning Applications (Householder)	Bi-annually	Q2 2020	6.9	8		8
Application Approval Rate	Bi-annually	Q2 2020	98.2%	Data only		Data only
Percentage of applications dealt with under delegated authority	Bi-annually	Q2 2020	97.6%	Data only		Data only
% of staff who feel that the information they receive from internal communications is helpful	Annual	New PI	New PI – not measured before	New PI	New PI	60%
Number of total visits to council website	Annual	New PI	2020 Baseline – 3.21m	New PI	New PI	3.37m
Number of new users visiting the council website	Annual	New PI	2020 Baseline – 1.54m	New PI	New PI	1.62m
Number of people engaging with the Council's digital channels (not including website).	Quarterly	Q3 2020	53,918	54,400		60,000

Performance Indicator	Frequency	Last Update	Current Value	Current Target	Traffic Light Icon	2021/22 Target
Opportunities to see or hear something positive about Renfrewshire Council activity	Quarterly	Q3 2020	14.4m	30m		80m

3.3 The annual performance report takes cognisance of the above objective and expands upon this continuous improvement action by setting strategic objectives for the Building Standards service for the forthcoming 12 month period. These strategic objectives are;

- To fulfil the requirements of the Scottish Government's Performance and Operating Frameworks for Building Standards verifiers,
- Improve processes and increase efficiencies,
- Improve processing times for building warrant applications,
- Improve customer satisfaction.

4. Key Performance Outcomes and Targets

4.1 The national verification and 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

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 process
Quality Customer Experience	
KPO3	Commit to the building standards 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 performance report

4.2 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 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 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 <ul style="list-style-type: none"> • 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).

5. Performance data

- 5.1 This section of the annual report provides a summary of our performance against all KPO's from the 1st April 2022 – 31st March 2023.

Professional Expertise and Technical Processes		
KPO1 Targets		RAG
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).	
	Actual performance against this target for 2022/23 is 62.73%	
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).	
	Actual performance against this target for 2023/23 is 81.16%	
Commentary:		
Performance figures are low and is primarily due to the cumulative effect of carrying a long-term vacancies for assistant building standards surveyor posts.		
KPO2 Targets		
2.1	Targets to be developed as part of future review of KPO2.	
	Construction Compliance and Notification Plans (CCNP's) fully achieved in 2023/23 78.4%	
Commentary:		
Although no formal targets have been set the following information has been provided for information purposes. 100% of CCNP's were fully achieved by the verifier, 78.4% were achieved by the relevant person.		

Quality Customer Experience		
KPO3 targets		
3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).	
	The national customer charter is published prominently on our web site and has been reviewed	
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.	
	0 cases have been referred to the BSD	
Commentary: The national customer charter will be reviewed by the end of the next quarter and a local customer charter will be developed by the end of Q4 2022/23.		
KPO4 Targets		
4.1	Minimum overall average satisfaction rating of 7.5 out of 10.	
	Renfrewshire's overall satisfaction rating is 7.9.	
Commentary: None.		

Operational and Financial Efficiency		
KPO5 Targets		
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).	
	Building Standards verification fee income was £1,109,985, total staff verification costs plus 30% were £729,383.	
Commentary:		
None.		
KPO6 Targets		
6.1	Details of eBuilding Standards to be published prominently on the verifier's website.	
	eBuilding Standards is published prominently on our website	
6.2	75% of each key building warrant related process being done electronically <ul style="list-style-type: none">• Plan checking• Building warrant or amendments (and plans) being issued• Verification during construction• Completion certificates being accepted	
	Where a building warrant or amendment to building warrant application has been submitted via the portal all applications are vetted, approved, inspected onsite and the completion certificate accepted using digital processes. As a percentage of all building warrants received including hard copy applications and for 2021/22, this equates to an 100% digital processing rate (Vetting, approval, site inspection and completion acceptance).	
Commentary:		
None.		
KPO7 Targets		
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly).	
	Published prominently	
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).	
	The report includes performance data for the full year from 1st April 2022 - 31st March 2023.	
Commentary:		
None.		

5.2 Performance: Quarterly snapshots.

5.2.1 This section of the annual report provides a summary of our performance against all KPO's over the last 4 reporting quarters.

Quarter 3 2023 – 24

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.	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments.	National customer charter is published prominently on the website and incorporates version control detailing reviews.	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).	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
69.62%	78.39%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.1	130.27%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data

Quarter 2 2023 – 24

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.	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments.	National customer charter is published prominently on the website and incorporates version control detailing reviews.	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	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.
74.66%	84.71%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	6.8	76.75%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data

Quarter 1 2023/24

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.	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments.	National customer charter is published prominently on the website and incorporates version control detailing reviews.	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 electronical	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.
55.56%	80.16%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	7.1	127.49%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data

Quarter 4 2022/23

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.	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments.	National customer charter is published prominently on the website and incorporates version control detailing reviews.	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	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.
56.79%	82.61%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	7.9	112.78%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data

5.3 In addition to the requirements of the National Performance Framework, Renfrewshire Council Building Standards have additional outcomes that compliment and sit in parallel with the National Framework KPO's and the strategic aims of the Council. These outcomes fall under the same schematic themes as the national KPO's and link to the key outcomes of the departmental service improvement plan.

Professional Expertise and Technical Processes:

- Outcome 1 – We will have protocols and working practices in place which ensure effective and consistent verification of building warrant applications and processing of completion certificates in a manner which enhances the public interest principle.
- Outcome 2 – We will ensure the service continues to be efficient and reactive to stakeholder requirements.
- Outcome 3 – We will ensure our staff have ongoing training and development which is relevant to the tasks they perform.
- Outcome 4 – We will share best practice and encourage consistency within our consortia and benchmarking partners.
- Outcome 5 – We will work towards achieving national consistency on all technical issues.
- Outcome 6 – We will encourage our staff to assume greater responsibilities and gain broader experiences within our service.

Quality Customer Experience:

- Outcome 7 – We communicate clearly and effectively with our stakeholders.
- Outcome 8 – We have clear and transparent customer service standards.
- Outcome 9 – We are represented and participate in national and local forums.
- Outcome 10 – We will contribute to the national customer survey to allow stakeholder feedback and research and we will gather information on the quality of the services we provide
- Outcome 11 – We are committed to making our service easily accessible to all members of the community.
- Outcome 12 – We have a process in place that provides dissatisfied customers with an escape route should our performance standards fall short of customer expectations.
- Outcome 13 – We have systems in place which continue to receive external validation of our competence.

Operational and Financial Efficiency:

- Outcome 14 – We will ensure the service continues to operate efficiently and is structured in a manner that fulfils stakeholder requirements.
- Outcome 15 – We have a time recording system which accurately records our activities.
- Outcome 16 – We will ensure that we use our financial resources and assets to secure effective and efficient service delivery.
- Outcome 17 – We will procure and utilise our IT systems in a manner that supports the verification process and our core business activities.
- Outcome 18 – We have financial systems which support our business needs.
- Outcome 19 – We communicate clearly and effectively with one and other.

5.3 To achieve the above outcomes the Building Standards section will:

- Ensure all protocols and guidance notes are reviewed and updated on an annual basis or when necessitated by internal or external change (Outcome 1)
- A 5% random sample of all building warrant applications will be reviewed thereby encouraging continued consistency of interpretation, compliance, service delivery, data input and to ensure that protocol requirements are being met with respect to the building warrant approval, reasonable inquiry and the completion certificate processes (Outcome 1).
- Risk assessment protocols will be reviewed annually to take cognisance of the requirements of the Construction Compliance and Notification Plan and any outcomes from our staff appraisal process (Outcome 1).
- Continue to monitor inspection arrangements and resource and develop in line with Construction Compliance and Notification Plan methodology (Outcome 1).
- System reporting has been developed to allow interrogation of reasonable inquiry non-compliance items to allow national reporting and to inform intelligent inspection practices (Outcome 1).
- Continuous workload monitoring via Enterprise to ensure the efficient allocation and verification of building warrant applications (Outcome 2).
- Enterprise tasks have been updated regarding to allow dynamic workload monitoring as per the requirements of the performance framework and KPO's (Outcome 2).
- Enterprise graphs provide all surveying staff and managers with individual performance information relative to average office performance, KPO requirements and internal targets (Outcome 2).
- Conduct annual appraisals/competency assessments to review, support and assist staff training, development and performance (Outcome 2).
- Conduct annual appraisals/ competency assessments to review, support and assist staff training, development and performance (Outcome 3).

- Continued benchmarking comparisons with our consortia/benchmarking partners (Outcome 4).
- Explore further benchmarking opportunities and build upon previous joint training sessions (Outcome 4).
- We will continue to participate in and encourage consortia discussion on all LABSS technical issues (Outcome 5).
- Upon publication we will adopt and implement national LABSS guidance notes (Outcome 5).
- Consider ways in which the staff appraisal process can contribute to effective succession planning for the service (Outcome 6).
- Web site to be regularly updated with KPO information and details of escape route to be published upon our web site along with consortia information (Outcome 7).
- Continue to issue correspondence to inform customers of impending 9 month deemed refusal (Outcome 7).
- Continue to issue letters informing customers of impending building warrant expiry dates (Outcome 7).
- Continue to issue letters at key points in the building warrant process advising customers on KPO's commitments, escape route process and that they may be contacted for research purposes re National customer survey (Outcome 7).
- Continue to issue an acknowledgement letter which clearly sets forth our performance commitments by responding to the majority of warrants within 20 days and what happens if the 35 day backstop target has not been met i.e. customer escape route (Outcome 7).
- Our web site will be updated with the National charter and thereafter reviewed annually (Outcome 8).
- Attendance at LABSS meetings (Outcome 9).
- Attendance at consortia and benchmarking meetings (Outcome 9).
- Participate in the national survey and assist the Building Standards Division with the supply of customer data (Outcome 10)
- Provide a fully compliant Part one of the Building Standards register (Outcome 11).
- Conduct an annual review of all online forms and web content (Outcome 11).
- We will continue to ensure our office remains open and accessible to all visitors (Outcome 11).
- We will have a duty surveyor available at all times during opening hours (Outcome 11).
- Where necessary, we will identify why targets have not been met and address any underlying issues (Outcome 12).
- Continue to have working practices in place to support and secure retention of our OHSAS 18001 accreditation (Outcome 13).
- Implement any improvements or recommendations received from the external accreditation audit process (Outcome 13).

- We will monitor our team structures to ensure they remain fit for purpose (Outcome 14).
- Review the time recording system to ensure it accurately reflects verification and non-verification activities and that it continues to be fit for purpose (Outcome 15).
- Applications will be checked against the R.I.C.S Building Cost Information Service guide to verify that submitted estimated costs are accurate and, as a result, ensuring fee recovery is correct and calculated on an equitable basis (Outcome 16).
- Continue to hold regular meetings with our Finance department to improve upon our existing financial reporting and monitoring (Outcome 16).
- Continue post-approval scanning of approved hardcopy plans to minimise data loss and further explore the use of our Electronic Document Retrieval and Management System (EDRMS) (Outcome 17).
- Continue to utilise our Geographical Information System to inform and support the verification process (Outcome 17).
- Continue to develop our software systems to enhance and seek further efficiencies with the services we provide (Outcome 17).
- We will continue to use PECOS to ensure that all goods and services are procured electronically (Outcome 18).
- Continue to hold quarterly building standards team meetings (Outcome 19).

6. Service Improvements and Partnership Working

6.1 In the previous 12 months the Building Standards service have carried out the following improvement actions;

Number	Continuous Improvement Action	Status
1	All quarterly KPO reporting has been submitted.	Complete
2	Conduct annual appraisals/ competency assessment system 2023/24	Ongoing
3	Develop a local customer charter.	Not started
4	Hold a quarterly meeting with our consortia/benchmarking partners.	Complete
5	Attendance at LABSS meetings 2023/24.	Complete
6	Encourage and sponsor newly recruited assistant surveyors to attain professional qualification.	Ongoing
7	Review time recording processes	Not started
8	Implement the actions from the Renfrewshire Council Building Standards Service Improvement Actions in relation to achieving the Operating and Performance frameworks, as submitted to the BSD Oct 2020.	Ongoing
9	Created two new Enterprise tasks to assist in managing and monitoring licensing consultations Q1 2023/2024	Complete
10	Three further Enterprise tasks have been created to assist with managing and monitoring regulation 10 and 11 consultations Q2 2023/2024	Complete

6.2 Actions 3 and 7 have not been started and were delayed due to resourcing issues.

6.3 In the next 12 months we will;

Number	Continuous Improvement Action	Timescale
1	Submit all quarterly KPO reporting and update the Annual Performance report as required.	Quarterly
2	Conduct annual performance appraisals/competency assessment system	Apr 2024
3	Hold a quarterly meeting with our consortia/benchmarking partners.	Quarterly
4	Continue to develop and upgrade the Uniform case and document management systems.	Apr 2024
5	Attendance at LABSS meetings 2022/23.	Quarterly
6	Implement the actions from the Renfrewshire Council Building Standards Service Improvement Actions in relation to achieving the Operating and Performance frameworks, as submitted to the BSD Oct 2020.	Apr 2024
7	Review KPO and section 34 data reporting software.	Apr 2024

6.4 In the previous 12 months we worked with;

- Local Authority Building Standards Scotland – attend general meetings as organised by LABSS.
- Scottish Government Building Standards Division – we liaised in relation to information request for High Rise Domestic buildings.
- Renfrewshire Council Housing section – we provided regulatory advice in relation to the Council's High Rise Domestic building stock.
- Renfrewshire Council's inhouse structural engineer – we have continued to utilise inhouse expertise in relation to checking structural calculations.

6.5 In the next 12 months we will continue to work and liaise with the above partners and where necessary consider new partnership arrangements.

7. 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 data for the 1st April 2022 – 31st March 2023;

Building warrants and amendments to building warrant	1258 Applications 1045 Decisions
Completion certificates	1137 Applications 1578 Decisions
Certification	196 Certificates of Design 191 Certificates of Construction
Energy Performance Certificates (EPC's)	375 Copy certificates received (Domestic) 2 Copy certificates received (Non - Domestic)
Statements of Sustainability	319 Copy certificates received (Domestic) 4 Copy certificates received (Non - Domestic)
Enforcement	10 Notices served under sections 25 – 30 0 Cases referred to the procurator fiscal 8 Cases where LA has undertaken work