

BUILDING STANDARDS

**ANNUAL VERIFICATION
PERFORMANCE REPORT
2019-20**



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Document Record

Version	Description of Change	Date
1	Issued	21/05/2020
1.1	Q2 and Q3 updates	20/10/2020
1.2	Q4 update	25/01/2021

part 1: introduction to verifier



Standard statement:

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.

North Lanarkshire is the fourth largest local authority in Scotland, stretching from Stepps to Harthill, from the Kilsyth Hills to the Clyde, and includes Airdrie, Bellshill, Coatbridge, Cumbernauld, Kilsyth, Motherwell, Shotts and Wishaw. North Lanarkshire forms a geographically diverse area between the urban conurbation of Glasgow which we border to the west, and the moorlands of central Scotland to the east. The southern part of our area is heavily populated, particularly in the south west around the large town of Motherwell, and adjacent settlements.

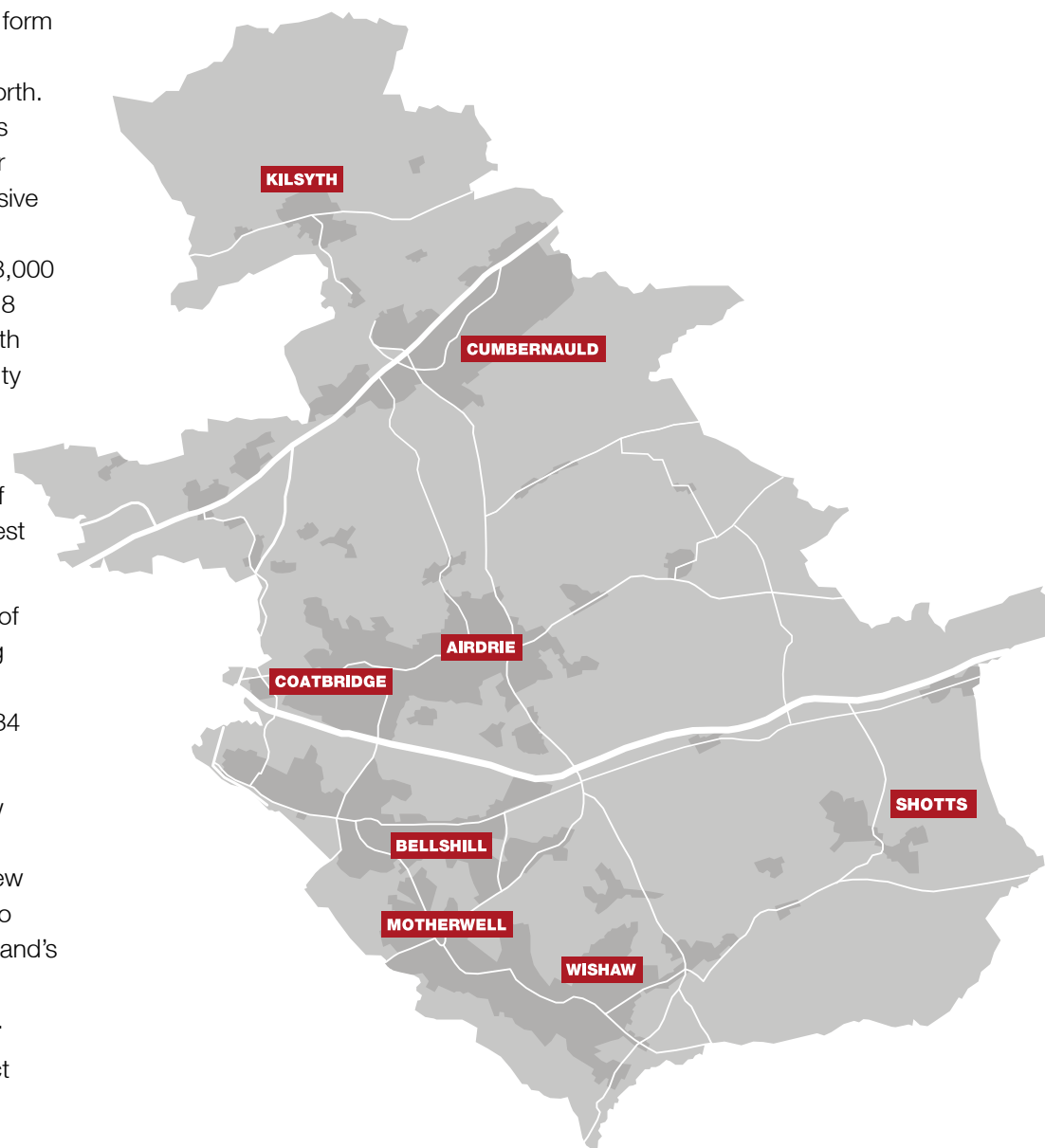
The towns of Airdrie and Coatbridge form the central area, while Cumbernauld, our largest town, is situated to the north. The south eastern and northern parts are more rural in character with lower population densities and more extensive areas of open countryside. Although agricultural land accounts for over 18,000 hectares, the population density is 6.8 people per hectare, making us the fifth most densely populated local authority area in Scotland.

With a land area of approximately 47,000 hectares, and a population of over 340,000, we are the fourth largest authority in Scotland.

North Lanarkshire's historical legacy of the coal, steel and heavy engineering industries has resulted in vacant and derelict land accounting for over 1,334 hectares*.

These traditional industries have now largely been replaced by a modern business infrastructure supporting new and emerging sectors. This has led to North Lanarkshire being one of Scotland's fastest growing economies with significant potential for future growth.

*(Source: Scottish vacant and derelict land survey 2018)



Our main employment sectors can now be demonstrated as follows:

Occupations	April 2018 – March 2019
Managers, directors and senior officials	13,000
Professional occupations	29,100
Associate professional and technical	20,100
Administrative and secretarial	20,400
Skilled trades occupations	21,800
Caring, leisure and other service occupations	14,400
Sales and customer service occupations	14,900
Process plant and machine operatives	16,000
Elementary occupations	19,600
Total employed (inc. Self employed)	169,300

(Source: ONS Annual Population Survey)

Top five employment sectors in North Lanarkshire:

Sector	No. of employees
Human Health and Social Work Activities	26,000
Wholesale And Retail Trade; Repair Of Motor Vehicles And Motorcycles	19,000
Construction	14,000
Public Administration And Defence; Compulsory Social Security	13,000
Manufacturing	12,000

(Source: ONS Business Register and Employment Survey)

Building Standards is part of the Built Environment team within Regulatory Services and Waste Solutions, forming part of the Enterprise and Communities service cluster.

The Enterprise and Communities service has been aligned to support and enable the delivery of growth in North Lanarkshire and has a central role in the delivery of the council's priority outcomes. The structure enables us to combine skills and resources to address challenges through integrated solutions, making North Lanarkshire an attractive business location, improving employment opportunities, encouraging strong sustainable communities, and enhancing and protecting our natural and built environment.

The multi-disciplinary Built Environment team comprises building standards, environmental health and private sector housing staff, pulls resource and expertise into a service cluster and offers greater flexibility and economy of scale.

The structure of the team allows us to streamline and consolidate activities. We aim to configure our service delivery in a way that combines resources and creates synergies allowing us to drive improvement within the built environment for the people in our communities.

In addition to dealing with building warrant applications, inspections and dangerous buildings, the team will have a key role in economic regeneration in terms of delivering improvements in private sector housing, developing key sites, and enhancing our ability to address repairs and investments within mixed tenure properties. Specifically, the integration of these teams enables us to develop a pro-active and flexible response to disrepair and enforcement issues within the built environment.

CMT Structure April 2019

Des Murray Chief Executive



part 2: buildings
standards
verification
service information



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Telephone: 01236 812440

Our Address:

Enterprise and Communities

Built Environment

Building Standards Team

Municipal Building

Kildonan Street

Coatbridge

ML5 3LN

Building standards in North Lanarkshire is responsible for the following:

- Verification of building warrant applications, including pre-warrant discussions and a 'Fast Assessment Service' for low risk applications;
- An 'Outreach and Adaptation service for those who have difficulty reaching our offices;
- Inspection of construction work relating to building warrants in accordance with our agreed Construction Compliance and Notification Plan (CCNP) inspection regime specific to the category of project;

- Verification of completion certificate submissions;
- A building standards enquiry system, including a 'Search and Copy Document Service';
- Inspections relating to licensed premises and houses in multiple occupation;
- Safety at sports grounds inspections;
- A 'Street Naming and Numbering Service';
- Enforcement relating to unauthorised or dangerous buildings;
- A 24 hour 'Emergency Call-out Service' on reported dangerous buildings; and
- Providing specialist advice to the North Lanarkshire Council Safety Advisory Group (SAG)

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.

COVID-19 response:

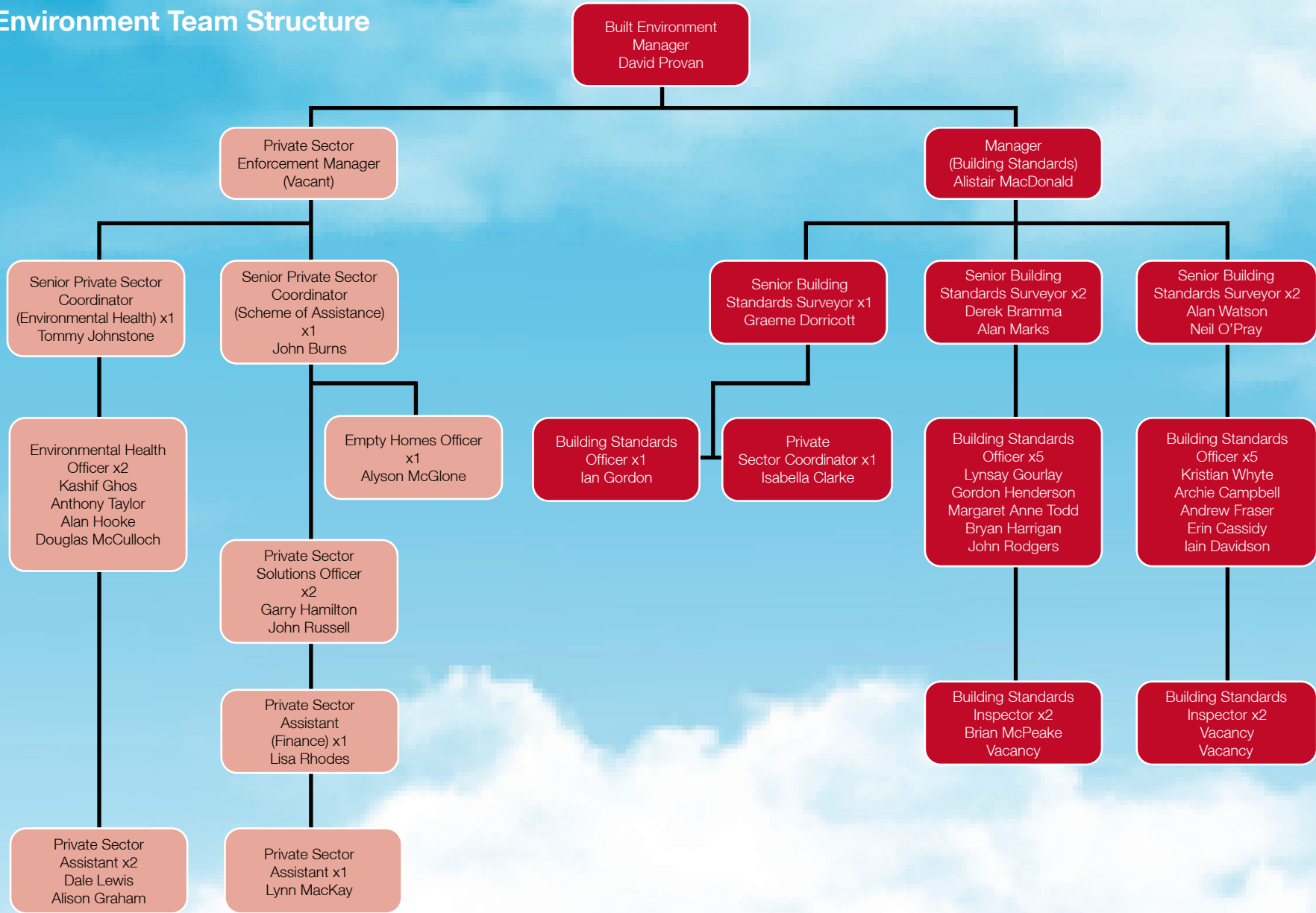
COVID-19 represents a huge challenge to the broad range of public sector services. It is unprecedented and has brought considerable uncertainty.

In the weeks and months ahead and as government formulates future plans to potentially move away from current restrictions, building standards will play a significant role in working with owners and developers to ensure that construction works may progress and buildings can be safely occupied in line with statutory obligations.

During these uncertain and challenging times, we have moved swiftly to adapt our service delivery in light of both government guidance and current restrictions. Our working practices are continually under review as our services evolve to comply with physical distancing and good hygiene requirements and other emerging priorities. As we adjust to the new normal we continue to keep our customers well informed and offer the best customer service possible.

This report lays out our strategic objectives for the coming year, however, our plans may be adapted in light of the current COVID-19 situation and as matters become clearer over coming months.

Built Environment Team Structure



Staffing position on 31 March 2019
(posts are full time equivalents).

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

Top five employment sectors in North Lanarkshire:

Sector	No. of employees	Building Standards Verification Service	Compliance and Enforcement
Operational Managers	No. posts	1	0
	Vacant	0	0
Main grade posts (Senior Building Standards Surveyors)	No. posts	4	1
	Vacant	0	0
Main grade posts (Building Standards Officer)	No. posts	10	1
	Vacant	0	0
Main grade posts (Inspector)	No. posts	1	0
	Vacant	3	0
Senior Technician	No. posts	0.5	0
	Vacant	0	0
Technician	No. posts	2	0
	Vacant	0	0
Office support/ clerical	No. posts	3.5	0
	Vacant	0	0
TOTAL		25	2

Staff age profile	Number
Under 30	2
30-39	5
40-49	7
50 and over	13



part 3: strategic objectives



1. The overarching goal/ vision of the service:

We are ambitious for North Lanarkshire and want to make it the place for people to Live, Learn, Work, Invest and Visit.



The Plan for North Lanarkshire sets the direction for all of us – partners, the council, stakeholders and, most importantly, for each of our unique communities and the people who live, learn, work, invest and visit within North Lanarkshire.

Our corporate priorities aim to:

- Improve economic opportunities and outcomes
- Support all children and young people to realise their full potential
- Improve the health and wellbeing of our communities
- Enhance participation, capacity and empowerment across our communities
- Improve North Lanarkshire's resource base

These five clear priorities set out a strong emphasis on the One Place – One Plan approach needed to deliver inclusive growth and prosperity for all in North Lanarkshire. It is recognised that this integrated approach across the whole organisation is essential to drive more effective partnership working, deliver shared priorities and improve outcomes for the people and communities of North Lanarkshire.

2. Departmental issues to be addressed in the coming year:

Following reappointment for a period of 6 years from 1 May 2017, we aim to build on our strong performance and to continue to improve our services.

The North Lanarkshire Economic Regeneration Delivery Plan sets out a high-level framework for improving economic opportunities and outcomes for all in North Lanarkshire.

This future plan for growth includes the regeneration of place, the future re-provisioning of town centres and the reinvigoration of land, buildings and housing, including the council's new house build programme which aims to deliver 5,000 homes by 2035, will increase existing demands on the service This requires us to continually assess the resources needed to meet these anticipated demands..

The council's digital transformation programme DigitalNL is another significant change project that

will be addressed. Digital transformation has a major role to play in service redesign and meeting demands for more modernised services. In recent months the building standards team has been working closely with the transformational team to examine opportunities for transactional improvements and enhancements in service delivery. The exercise will lead to significant capacity building and enhanced digital service delivery for building standards over the next two to three years.

While eBuilding Standards has been successfully introduced, we continue to seek ways to improve end to end delivery and enable services that are more tailored to meet the needs of service users.

3. The key strategic objectives for the coming year:

- Our key objective for the coming year will be to continue to align our service delivery with the performance framework to improve the quality, compliance, consistency and predictability of verification activities.
- Progression of Digital NL programme for building standards service redesign.
- The retention of our external accreditations focusing on maintaining a high quality service will ensure our customers have confidence in our verification service.

- Continue to engage with, support and work with Central Authorities Consortium partners to promote consistency and predictability of the verification service across the consortium area.
- Maintaining and delivering a high quality, customer focused service is a key theme and quarterly progress reporting around meeting key milestones, in order to meet the objectives set out for the service by the Scottish Government, will continue.
- Continue to collaborate with Building Standards Division and Local Authority Building Standards Scotland colleagues to develop and promote the national agenda of compliance and safety. The building standards service will always aim to have a positive influence at both local and national level with regards to the future of building standards verification.
- Develop our partnership arrangement with Dumfries and Galloway Building Standards service related to building warrant plan assessment.
- Key to achieving our objectives is ensuring our workforce is capable of delivering on our priorities. We ensure our workforce has the appropriate ongoing development and training opportunities to meet the challenges ahead through our Performance Review and Development process.
- Having identified the need to build our workforce we will create an opening for a Graduate Apprenticeship. This post will ensure we continue to develop a workforce with the skills and knowledge required to support growth in North Lanarkshire.



part 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 performance report

Summary of Key Performance Targets

KP01 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).

KP02 Targets

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

KP03 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.

KP04 Targets

4.1 Minimum overall average satisfaction rating of 7.5 out of 10.

KP05 Targets

5.1 Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).

KP06 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

KP07 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).

part 5: performance data



Summary of key performance targets and performance data:

KP01

1.1 Target: 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).

Our performance:

Q1 performance 2020/21 (April – June) 99.89%
Q2 performance 2020/21 (July – September) 98.07%
Q3 performance 2020/21 (October – December) 93.21%
Q4 performance 2019/20 (January – March) 92.39%

With the introduction of our new workflow system, task automation means workflow management has been simplified. The success of this change is demonstrated through improved performance over the year. Further enhancements in the coming year will support performance management and help to identify further opportunities for improvement.

1.2 Target: 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).

Our performance:

Q1 performance 2020/21 (April – June) 98.11%
Q2 performance 2020/21 (July – September) 90.23%
Q3 performance 2020/21 (October – December) 88.79%
Q4 performance 2019/20 (January – March) 97.88%

With the introduction of our new workflow system, task automation means workflow management has been simplified. The success of this change is demonstrated through improved performance over the year. Further enhancements in the coming year will support performance management and help to identify further opportunities for improvement.

KOP2 Targets

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

KP03

3.1 Target: National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).

Our performance: Our **National customer charter** is published prominently on our website and incorporates version control detailing quarterly reviews.

3.2 Target: 95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.

Our performance: No requests recorded

KP04

4.1 Target: Minimum overall average satisfaction rating of 7.5 out of 10.

Our performance: Pye Tait Consulting was commissioned to undertake the 2019 national customer satisfaction survey. For this survey, the overall satisfaction with our service was given a rating of 7.5 out of 10, exceeding the national average.

KP05

5.1 Target: Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).

Our performance: During 2019/20 our fee income was £1,555,917 and our indicative verification service costs were £853,686, meeting the requirement of KPO5.

KP06

6.1 Target: Details of eBuilding Standards to be published prominently on the verifier's website.

Our performance: We publish direct links to eBuildingStandards.scot on **our website** in the appropriate area relating to applying for a building warrant.

6.2 Target: 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

Our performance: We meet the 75% target for plan checking and for completion certificates being accepted electronically. While a national solution to issuing building warrant amendments (and plans) electronically has not been developed, we have not achieved this target for building warrant amendments (and plans) being issued or for verification during construction. Our commitment and our investment to our digital NL programme should yield advancements in terms of our electronic service delivery, as we continue to work to collaborate with local authority partners towards delivering a consistent end to end electronic service.

KP07

7.1 Target: Annual performance report published prominently on website with version control (reviewed at least quarterly).

Our performance: Our **annual performance report** is regularly reviewed (at least quarterly) and published on our website.

7.2 Target: Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2019 – March 2020).

Our performance: Our performance data is included in this published document. Key performance figures are updated quarterly to ensure our customers and stakeholders have the most up to date information on our service.

Professional Expertise and Technical Processes

- **Protocols for dealing with work**

We must provide services that meet customer needs and are compliant, at all times, with legislation. A range of regularly reviewed risk assessed protocols have been developed for building warrant allocation, site inspection and verification of completion certificates. Process maps, technical and procedural guidance support these and thereby assist in ensuring consistency.

- **Performance management systems**

We use a range of tools to ensure effective management of the service. The introduction of the Enterprise workflow tool has improved efficiency in terms of workflow management and aids efficiency and performance.

- **Training and development/CPD**

One of the priorities within Enterprise and Communities is creating a workforce for the future. A Performance Review and Development (PRD) process is carried out annually for every member of the team. It is a two way discussion between the individual and their manager and ensures there is an opportunity for each person to set objectives, reflect on achievements, identify development needs, give and get honest feedback and discuss any concerns. PRD is a tool which assists in improving efficiency, quality and performance.

- **Benchmarking/shared services**

We are committed to supporting the work of Building Standards Division (BSD), Local Authority Building Standards Scotland (LABSS) and our Central Authorities Consortium group, including the Consortium Officer Working Group. In addition, we are a member of the Customer Service Excellence benchmarking group and have an active role in the eDevelopment and eBuilding Standards all partner working group.

The Built Environment team comprising building standards, environmental health and private sector housing teams has pulled resource and expertise to offer greater flexibility and economy of scale. Bringing the teams together aims to provide a proactive approach to addressing private sector disrepair and enforcement throughout North Lanarkshire.

The Business Development team continues to support service improvement with a focus on creating joint working and collaboration across all areas of the service.

- **Succession planning**

We must ensure an appropriate workforce structure is in place to deliver on the future priorities of the organisation and to deliver high quality, cost effective and targeted services to the people and communities of North Lanarkshire. The building standards team possesses experience of the broad range of building standards work combined with a high level of educational (BSc), professional

Quality Customer Experience

- **Customer communication strategies**

Understanding our customers and their differing needs is essential in terms of shaping our service. We engage with our customers in a variety of ways and through a range of channels married to the needs of identified customer groups. Our engagement strategies include;

- Face to face consultation
- Targeted consultation
- Householder surveys
- Customer/staff suggestions
- GovDelivery electronic updates
- Courtesy contact
- Stand point surveys
- Annual review

- **Customer Charter**

Our customer charter is published online and provides clarity on what our customers can expect from the service we provide. It sets out our vision, aims, and service commitments and provides general information on our service. Our customer charter is regularly reviewed to ensure that it is up to date, relevant and consistent with national requirements.

- **Customer feedback (national/local)/analysing and changes to systems**

Customer insight has been used to inform policy, strategy and has been used to prioritise service improvement activity within the service. We keep our customers up to date with building standards matters through various communication channels, including Govdelivery electronic updates to nearly 4,000 subscribers, an annual review of our service and our web site. Our customers are aware that a national survey is carried out by the Building Standards Division, in addition to the consultation work carried out by the service.

- **Accessibility of service**

Our service is normally accessible to our customers through a broad range of channels. Customers would usually have the opportunity to contact us by email, telephone, letter, web site or personal visit. However, following government guidance on COVID-19, for the safety of our team, our customers and our communities, we are currently communicating electronically. Where this is not an option, we are returning calls while home working.

Our face to face services, such as duty officers dealing with customers who visit our office, and our 'Outreach Service' where we visit customers in their home during normal business hours to assist and guide them through the building standards process, are temporarily suspended.

We are striving to be as flexible as possible in meeting our customer's needs through the channels available to us. Our web site pages are regularly reviewed and updated to ensure up to date information and guidance on the service we provide is available online for customers.

- **Pre-application advice**

We offer free pre application advice to all customers. This allows us to give early input to your proposal and give an indication of whether your proposals comply with building regulations.

- **Customer agreements**

Customer agreements are available for all projects where the standard 20 day target is not appropriate.

- **Customer dissatisfaction (procedural or technical)**

Our Customer Charter details how to make a complaint, comments and compliment, what to do if you don't agree with our technical decision and what to do if you have any concerns about our performance. For more information, please see our published **Customer Charter**.

- **Recognised external customer service accreditations**

We have attained the following accreditations:

- Customer Service Excellence (CSE) accreditation
- ISO 9001: 2015 Quality Management accreditation for our building warrant processes

The attainment and retention of our Customer Service Excellence (CSE) accreditation has been central to our agenda for service improvement.

We currently hold 7 CSE Compliance Plus ratings. These behaviours or practices exceed the requirements of the standard, and are viewed as exceptional or as exemplar to others.

- **National award for Customer Focus:**

- During 2017, the building standards team were commended for its customer focus at the Local Authority Building Standards Scotland (LABSS) annual award ceremony
- During 2018, Derek Brama, Senior Building Standards Surveyor, was presented with the Individual Service commitment award at the LABSS annual award ceremony

The annual awards recognise the outstanding service and commitment, and value the excellent work of Building Standards Services across Scotland.

Operational and Financial Efficiency

- **Team structures e.g. (area splits/specialist teams)**

Our building standards service sits within the Built Environment team and the office is conveniently positioned within the centrally located town of Coatbridge.

The multi-disciplinary Built Environment team will ultimately ensure a proactive approach to addressing private sector disrepair and enforcement throughout North Lanarkshire.

To ensure wider organisational goals are achieved, a single resource base incorporating a business development team has been created with a focus on creating joint working and collaboration across all areas of our service in terms of service improvement and customer engagement.

- **Time recording system**

We use a computerised time recording system allowing monthly and quarterly reporting. This time recording system enables us to manage, account and analyse time by project for our verification service.

- **Financial monitoring/governance/systems**

We abide by the council financial regulations and contract standing orders which relate to the framework of internal financial controls.

Management accounts are produced every 4 week period and are reviewed for correctness. Projections are made for the likely full year spend enabling comparison with the original budgets.

Each period the management accounts are discussed and reviewed to ensure completeness of current information in the setting of projections, and to determine if any remedial action is required to ensure adherence to the budget.

- **IT systems**

The main IT systems, used to assist the administration of the service, are Uniform and Idox. These software systems allow safe and efficient data storage and extraction and allow the administration of the service to run smoothly. The introduction of the Enterprise workflow tool has enhanced our current systems. IT systems and equipment are continuously developed to meet our evolving needs. This approach has enabled us to introduce the rapid changes that were required to enable our teams to work effectively from home during the COVID-19 crisis.

- **Digital services**

Our digital transformation programme is another significant change project that will be addressed. Digital transformation has a major role to play in service redesign and meeting demands for more modernised services. The building standards team have been working closely with the transformation team to examine opportunities for transactional improvements and enhancements in service delivery. The exercise will lead to significant capacity building and enhanced digital service delivery for building standards over the next two to three years.

- **Internal communication strategies**

Our internal communication strategy encourages a planned approach to internal communication in supporting the delivery of the service. Targeted two-way communication creates a positive culture and helps focus the team to work more efficiently to achieve service goals and objectives. Our ability to communicate and hold meetings electronically has meant we can continue to communicate effectively during the restrictions in place due to COVID-19.

Regular meetings take place with the Senior Management Team. Information is cascaded to regular Enterprise and Communities meetings, and to the team meetings, ensuring key issues are communicated face to face by the Built Environment Manager. The team are encouraged to put forward ideas, not only at the team meeting but via 1-2-1s. The aim of regular team meetings is not only to disseminate key messages throughout the organisation, but to ensure the team are involved in shaping the decisions that help drive the service forward. Team members are also encouraged to become involved in particular projects to utilise skills or experience to aid personal development as well as benefit the service as a whole.



part 6: service improvements and partnership working



In the previous 12 months (year/year) we did:

Number	Continuous improvement action	Status
1.1	Undertake six monthly health checks and review on a broad range of building standards processes, such as work allocation and verification during construction	Complete
1.2	Carry out a full review of Health and Safety training requirements and procure any training for any training need identified	Complete
1.3	Develop training initiatives and opportunities to support contingency planning, including support for higher education and professional development of staff focusing on fire engineering, CAFE, etc.	Complete
1.4	Undertake internal review and external audit of building warrant processes relating to retention of ISO 9001: 2015 accreditation and prepare/implement action plan for coming year, including risk management check quality, consistency and compliance checking	Complete
1.5	Undertake staff performance review and development (PRD) and progress necessary training initiatives to support the evolving needs of the service	Complete
1.6	Procure new laptops and mobile phones to enable agile working.	Complete
2.1	Deliver 2018/19 Customer Service Excellence action plan	Complete
2.2	Maintain and publish customer charter, reviewing quarterly to ensure all content is kept up to date	Complete
2.3	Internal review and external audit of building standards service relating to retention of CSE accreditation and ongoing customer focus / monitoring / review feedback	Complete

Number	Continuous improvement action	Status
2.4	Provide consultant role within North Lanarkshire Access Panel	Complete
2.5	Attend and contribute to Customer Service Excellence benchmarking meetings to support and drive best practice	Complete
2.6	Support implementation of national survey, analyse feedback and develop improvement actions	Complete
2.7	Carry out stakeholder engagement exercise around changes to service delivery	Due to the impact of COVID-19 our engagement exercise had been suspended
3.1	Schedule monthly financial review and accounts meeting to examine income streams and expenditure including projections and analysis of trends and income targets	Complete
3.2	Research and develop digitized plan solution to provide end to end electronic service	Ongoing
3.3	Research and develop back office workflow system to assist with casework management	Complete
3.4	Publish annual performance report online and review and update report as necessary quarterly to inform stakeholders	Complete
3.5	Integrate building standards, private sector housing and environmental health team to develop a pro-active response to built environment disrepair and enforcement issues	Complete

In the previous 12 months (year/year) we did:

1. Professional Expertise and Technical Process

Number	Continuous improvement action	Timescale
1.1	Review and update our Business Continuity Plan as required to ensure we maintain resilient and effective service delivery.	KOP1
1.2	Develop protocols that enable staff to undertake duties while maintaining physical distancing due to the impact of COVID-19.	KOP1
1.3	Undertake six monthly health checks and review on a broad range of building standards processes, such as work allocation and verification during construction	KOP1
1.4	Carry out a full review of Health and Safety training requirements and procure any training for any training need identified	KOP1
1.5	Develop training initiatives and opportunities to support contingency planning, including support for higher education and professional development of staff and introducing a graduate apprenticeship post.	KOP1
1.6	Undertake internal review and external audit of building warrant processes relating to retention of ISO 9001: 2015 accreditation and prepare/implement action plan for coming year, including risk management check quality, consistency and compliance checking	KOP2
1.7	Undertake staff performance review and development (PRD) and progress necessary training initiatives to support the evolving needs of the service	KOP2

2. Quality Customer Experience

Number	Continuous improvement action	Timescale
2.1	Deliver 2019/20 Customer Service Excellence action plan	KOP3
2.2	Maintain and publish customer charter, reviewing quarterly to ensure all content is kept up to date	KOP3
2.3	Internal review and external audit of building standards service relating to retention of CSE accreditation and ongoing customer focus / monitoring / review feedback	KOP4
2.4	Provide consultant role within North Lanarkshire Access Panel	KOP4
2.5	Attend and contribute to Customer Service Excellence benchmarking meetings to support and drive best practice	KOP4
2.6	Support implementation of national survey, analyse feedback and develop improvement actions	KOP4
2.7	Carry out stakeholder engagement exercise around changes to service delivery	KOP4

3. Operational and Financial Efficiency

Number	Continuous improvement action	Timescale
3.1	Schedule monthly financial review and accounts meeting to examine income streams and expenditure including projections and analysis of trends and income targets	KOP5
3.2	Continue to develop digitized plan solution to provide end to end electronic service	KOP6
3.3	Research and develop back office workflow system to assist with casework management	KOP6
3.4	Publish annual performance report online and review and update report as necessary quarterly to inform stakeholders	KOP7

In the previous 12 months (year/year) we worked with

- Local Government Working Group on Stadia Safety
- Local Authority Building Standards Scotland (LABSS)
- Central Authorities Consortium
- Central Authorities Consortium Technical Group
- North Lanarkshire Access Panel
- Customer Service Excellence Benchmarking Group
- The eDevelopment and eBuilding Standards all partner working group

In the next 12 months (year/year) we will

- We will continue to work with the Local Government Group on Stadia Safety
- Engage with other local authorities and groups, e.g. Local Authority Building Standards Scotland (LABSS)
- Develop our partnership arrangement with Dumfries and Galloway Building Standards service related to building warrant plan assessment
- Engage with external stakeholders and customers
- Provide support for local training and development and CPD
- Commit to work together on technical issues through Central Authorities Technical Group
- Continue to provide the lead on the Central Authorities Consortium technical group meetings dovetailing into Consortium and LABSS meetings
- Attend and contribute to Central Authorities Consortium meetings and support any local and national initiatives
- Continue to develop the Digital NL programme for building standards service redesign

- Liaise with and provide professional advice and support to the North Lanarkshire Access Panel
- Contribute to the Customer Service Excellence Benchmarking Group
- Contribute to eDevelopment and eBuilding Standards all partner working group
- Retain our Customer Service Excellence Accreditation
- Retain our ISO 9001: 2015 accreditation for our verification process



part 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.

Building warrants and amendments to building warrant	<ul style="list-style-type: none"> • 2524 Applications • 1826 Decisions
Completion certificates	<ul style="list-style-type: none"> • 2565 Submissions • 1613 Decisions
Certification	<ul style="list-style-type: none"> • 929 Certificates of design submitted • 506 Certificates of construction submitted
Energy Performance Certificates (EPCs)	<ul style="list-style-type: none"> • 1088 Copy certificates received (domestic) • 27 Copy certificates received (non- domestic)
Statements of Sustainability	<ul style="list-style-type: none"> • 916 Copy certificates received (domestic) • 22 Copy certificates received (non-domestic)
Enforcement	<ul style="list-style-type: none"> • 24 Notices served under sections 25 to 30 • 0 Cases referred to procurator fiscal • 0 Cases where LA has undertaken work



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