

BUILDING STANDARDS ANNUAL REPORT

BUSINESS PLAN AND CUSTOMER CHARTER
PUBLISHED DATE (QUARTER 1) 2026
PERFORMANCE PERIOD: 2025-2026



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Document Record:

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1.2	Q1 Updates	31 July 2026

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Part 1: Introduction to verifier



Standard Statement

The Building Standards Annual Report: Business Plan and Customer Charter 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 national targets.

Building standards verifiers in Scotland are required to utilise the performance report to manage, monitor, review and develop strategies for their business, with a 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.

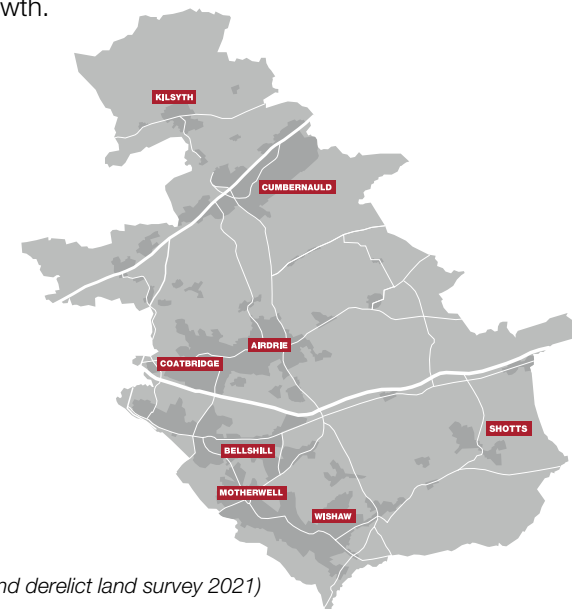
North Lanarkshire forms a geographically diverse area between the urban conurbation of Glasgow which we border to the west, and the moorlands of central Scotland to the east. The southern part of our area is heavily populated, particularly in the south west around the large town of Motherwell, and adjacent 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 1,363 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These traditional industries have now largely been replaced by a modern business infrastructure supporting new and emerging sectors.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 2021)

Our main employment sectors can now be demonstrated as follows:

Occupations	Jan 2025 – Dec 2025
Managers, directors and senior officials	10,400
Professional occupations	33,700
Associate professional and technical	28,800
Administrative and secretarial	18,800
Skilled trades occupations	13,200
Caring, leisure and other service occupations	16,200
Sales and customer service occupations	10,100
Process plant and machine operatives	17,500
Elementary occupations	20,400
Total employed (inc. Self employed)	169,100

(Source: ONS Annual Population Survey)

Top six employment sectors in North Lanarkshire:

Sector	No. of employees
Human Health and Social Activities	22,000
Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles	18,000
Construction	14,000
Public Administration and Defence; Compulsory Social Security	13,000
Transportation and Storage	12,000
Manufacturing	12,000

(Source: ONS Business Register and Employment Survey)

Building Standards is part of the Built Environment team within Community Operations forming part of the Enterprise and Communities service cluster.

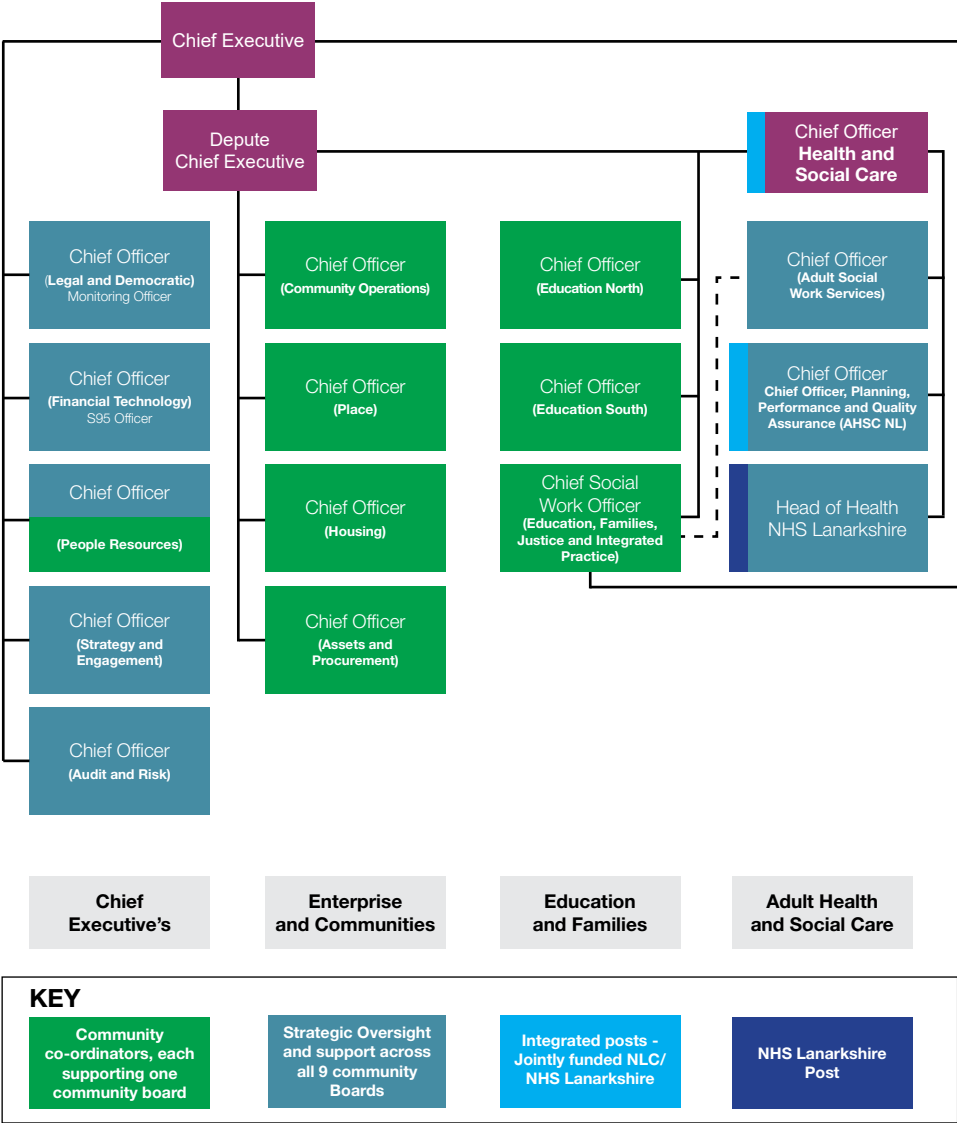
The Enterprise and Communities service has been aligned to support and enable the delivery of growth in North Lanarkshire and has a central role in the delivery of the council's priority outcomes. The structure enables us to combine skills and resources to address challenges through integrated solutions, 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 the broader compliance agenda. The Service also has a central role aligned with 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.

Organisational Structure



Part 2: Buildings standards verification service information



How to contact us:

Email: Buildingstandards@northlan.gov.uk

Telephone: 01236 812440

Our Postal Address:

Station House, 950 Old Edinburgh Road,
Bellshill ML4 3FG

Building Standards in North Lanarkshire is responsible for the following:

- Verification of building warrant applications
- Giving specific and tailored pre-application advice based on individual needs
- Verification construction work relating to building warrants in accordance with the tailored Construction Compliance and Notification Plan (CCNP) specific to the project
- Verification of completion certificate submissions
- Maintain an online building standards register to allow customers to view information relating to warrant applications, completion certificates and enforcement
- A building standards enquiry system, including a 'Search and Copy Document Service'
- Inspections relating to licensed premises and houses in multiple occupation

- A 'Street Naming and Numbering Service'
- Enforcement relating to unauthorised or dangerous buildings
- A 24 hour 'Emergency Call-out Service' on reported dangerous buildings
- Safety at sports grounds inspections
- Providing specialist advice to the North Lanarkshire Council Safety Advisory Group (SAG)

Public Interest Statement:

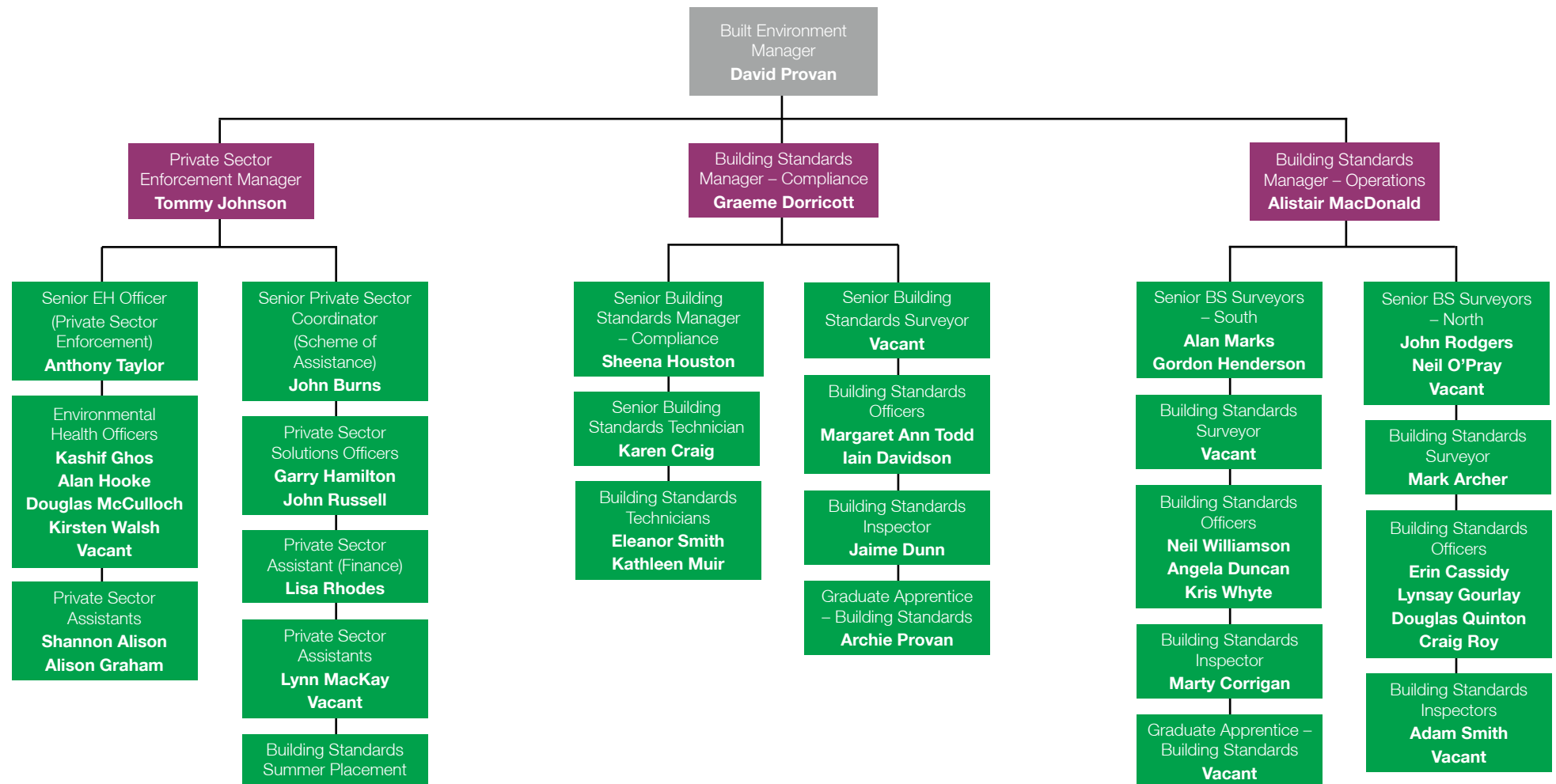
The purpose of the building standards system is to protect the public interest. The system sets out the essential standards that are required to be met when building work or conversion of a building takes place in order to meet building regulations.

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.



Management Structure



Review of customer satisfaction 2025-2026

Over the past 12 months we have faced various challenges as we adapt our service delivery. We would like to thank our customer for their patience, cooperation and understanding as we continue to shape our service to improve customer experience.

Government data showed that:

- 94.2% of customers were very satisfied/satisfied with the overall service provided.

Feedback from customers gives us an insight to how we are doing.

Other indicators, likewise, provide a positive feedback on soft indicators from our customers:

- Staff were polite and friendly 97% (very/fairly satisfied)
- We treated you fairly 95.5% (very/fairly satisfied)
- Staff were knowledgeable and informative 92.6% (very/fairly satisfied)

Staff age profile	Number
61 and over	2
55-60	6
50-55	8
40-49	5
30-39	4
25-29	2
16-24	2

Staffing position on 31 March 2026 (posts are full time equivalents).

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

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

		Building Standards Verification Service	Other
Managers	No. posts Vacant	1	1
Team Leaders	No. posts Vacant		
Lead Surveyors	No. posts Vacant		
Senior Surveyor	No. posts Vacant	4 2	1
Surveyor	No. posts Vacant	8 1	2
Assistant Surveyor	No. posts vacant		
Graduate Surveyor	No. posts Vacant	1	
Inspector	No. posts Vacant	2	1
Technician	No. posts Vacant		3
Administrator (dedicated)	No. posts Vacant	3 1	
Administrator (pooled)	No. posts Vacant	1	
Other Specialist (structure, fire etc.)	No. posts Vacant		
Other Role	No. posts Vacant		
TOTAL		25	8

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

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.

The council continues to evolve with the formation of nine Community Boards to further strengthen the focus on communities. The aim being to put local people, communities and Elected Members at the heart of the council's operating model and to fully support inclusive growth and prosperity.

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 2023, we aim to build on our strong performance and to continue to improve our services.

Pre-pandemic data shows that North Lanarkshire has one of Scotland's fastest growing economies and significant potential for future growth.

[The Economic recovery plan 2021-23](#) sets out a high-level framework for how the council will aim to build on this success and continue to deliver economic opportunities for all at a time of anticipated economic downturn.

The ERP sits closely alongside, and is strategically aligned to [North Lanarkshire Economic Regeneration Plan 2023-2028](#) which focuses on the physical regeneration of North Lanarkshire through investment in our housing, town centres, and business and industrial offering alongside major infrastructure improvements from roads to digital connectivity.

This plan for growth and regeneration of place will increase existing demands on the service. This will require us to continually assess the resources needed to meet these anticipated demands.

As part of the Programme of Work to 2028, our drive for a digital approach continues to promote an innovative and sustainable culture and be the digital leader for a transformed North Lanarkshire.

This collaboration has led to the successful introduction of an end to end digitized verification service and the introduction of new mobile devices to better enable the onsite verification of construction work.

These changes have enabled us to provide services that are more tailored to meet the needs of service users.

3. The key strategic objectives for the coming year:

- Attention and focus will be given to emerging priorities across the Compliance agenda and rigorous enforcement of the building regulations.
- Support processes relating to the operating framework for building standards verifiers and realign as verifier to meet challenges posed by emerging priorities.
- Create a Graduate post for 2027. Continue to review our workforce structure to meet the evolving requirements of the team, supporting the new Compliance Agenda and growth across North Lanarkshire.
- Support workforce development strategy and objectives through Competency Assessment System and continue to enhance our commitment to the new Graduate Apprentice post through education and work place mentorship.
- Ensure our workforce is capable of delivering on our priorities and have the appropriate ongoing development and training opportunities to meet the challenges ahead through our Performance Review and Development process.
- Retain our external accreditations focusing on maintaining a high quality service will ensure our customers have confidence in our verification service.
- Maintain and deliver a high quality, customer focused service, delivering quarterly progress reporting around our key milestones in order to meet the objectives set out for the service by the Scottish Government.
- 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.
- Continue to engage with, and support and work with Central Authorities Consortium partners to promote consistency and predictability of the verification service across the consortium area.
- Engage with Scottish Building Standards Hub, as required, to assist in the progression of key workstreams and actions.
- Further embed our partnership arrangement with Dumfries and Galloway Building Standards service related to building warrant plan assessment. Look to develop similar partnership arrangements.
- Support the Building Standards Leader Forum at a national level in line with Building Standards Division priorities.



Part 4: Performance outcomes and targets



Welcome to Bellshill Gateway

Whether you're taking a relaxed explore of our Natural Play and Nature Trails or shedding our adrenaline pumping wheeled sports facilities, this is your gateway to all Strathclyde Country Park has to offer.

Wheeled Sports

With a Beginner Practice Area, Pump Track, Jump Line, Mountain Bike and Trials practice areas and two mountain bike trails nearby, there's something for everyone whether you're just getting started or an experienced cyclist. Lighting is available at the Pump Track using the control post at the entrance to the track.

Natural Play

Within the gateway site, our play trail provides lots of fun opportunities for balancing and agility.

Nature Trail

For a short adventure into the park, take our Nature Trail. The trail is just over a mile (1.5km) and will take between 30 mins and 1 hour and contains one set of steps.

Trails and Connections to Strathclyde Loch

There are miles of trails to explore connecting the woods here with Strathclyde Loch. For those on wheels, or portering a well-surfaced path, the Greenway is a short, free, two mile (3.2km) route that takes around 40 mins on foot or 10 mins by bike to reach Strathclyde Loch. For the more adventurous, the South Calder woodland trail explores the woodland over a mile. The trail is just over 3 miles (5km) and takes around 40 mins on foot to reach Strathclyde Loch or 75 mins to walk the full loop.

Learn to Ride

For those just starting out on two wheels, learn to ride facilities are available at the Greenway to help you get started.



For further information please visit www.northlanarkshire.gov.uk/strathclyde-country-park

Report an Issue

Please help us care for your park by reporting any damage or issues on 01468 402060 or at enquiries@northlanarkshire.gov.uk

Please use these facilities responsibly

- Help keep your park healthy by leaving nothing but sticks.
- Clean up after your pet and dispose of waste properly.
- Don't litter with bin or take it home with you.
- Please don't enter any areas marked as being closed.
- Please don't feed animals.

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4. Key performance outcomes and targets

The national verification performance framework is based on three core perspectives:

- Professional Competency and Operational Processes
- Quality Customer Experience
- Financial Integrity

There are also three cross-cutting themes, comprising:

- Public Interest
- Continuous Improvement
- Partnership Working

Summary of Key Performance Outcomes (KPOs).

Professional Competency and Operational Processes

- KP01** Commit to ensuring first reports, building warrants and amendment to warrant are issued within target timescales
- KP02** Increase quality of compliance assessment during the construction processes

Quality Customer Experience

- KP03** Commit to investing fee income into the workforce to meet performance targets
- KP04** Understand and respond to the customer experience

Operational and Financial Integrity

- KP05** Maintain financial governance
- KP06** Commit to objectives outlined in the annual verification 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 building warrants 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** Workforce: Supply v demand levels (%)
- 3.2** Overall Performance: KPO Targets met (%)

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** Building Standards Annual Report published predominantly online with version control (reviewed at least annually)
- 6.2** Building Standards Annual Report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. 1 April 2025 - 31 March 2026).

Part 5: Performance data



5. Performance data

This section should include a summary of performance against all KPOs and performance targets, as well as an accompanying narrative.

Summary of key performance targets and performance data:

KP01 Targets

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 (April - June 2026-2027) 86.62%
	Q2 performance (July - September 2025-2026) 82.06%
	Q3 performance (October - December 2025-2026) 87.89%
	Q4 performance (January - March 2025-2026) 86.84%
	Our working arrangements have evolved with the introduction of hybrid working. The service has identified certain challenges and barriers in terms of the delivery of support services. Support/admin teams have been transferred to the Built Environment Service and new management arrangements. Our performance demonstrates the ability of our team to be agile and responsive as we continue to prioritise our customers needs.
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 (April - June 2026-2027) 89.55%
	Q2 performance (July - September 2025-2026) 82.41%
	Q3 performance (October - December 2025-2026) 86.45%
	Q4 performance (January - March 2025-2026) 87.86%
	Our working arrangements have further evolved with the introduction of hybrid working. The service has identified certain challenges and barriers in terms of the delivery of support services. Support/admin teams have been transferred to the Built Environment Service and new management arrangements. Our performance demonstrates the ability of our team to be agile and responsive as we continue to prioritise our customers needs.

KOP2

TBC

KP03 Measures

3.1	Workforce: Supply v demand levels (%)
3.2	Overall Performance: KPO Targets met (%)

KP04 Targets

4.1	Target: Minimum overall average satisfaction rating of 7.8 out of 10.
	Our performance: The National Customer Survey Dashboard showed the overall satisfaction with our service was given a rating of 9 out of 10.

KP05

5.1	Target: Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).
	Our performance: During 2025/26 our fee income was £2,743,942 and our indicative verification service costs were £866,963 meeting the requirement of KPO5.

KP06 Targets

6.1	Building Standards Annual Report published predominantly online with version control (reviewed at least annually).
6.2	Building Standards Annual Report to include performance data in line with KPOs and associated targets (annually overing year e.g. 1 April 2026 - 31 March 2026)

Professional Competency and Operational 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.

The introduction of the national building standards Competency Assessment System (CAS) has dovetailed with our PRD process to provide a framework to evaluate competencies and to identify any skill gaps or development needs within the building standards team.

This integrated approach will further assist 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), Scottish Building Standards Hub and our Central Authorities Consortium group, including the Consortium Officer 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. Our workforce adopts a hybrid work style to ensure that support and resources are targeted where they are needed.

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 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 qualifications (RICS/CABE) and technical knowledge.

Continue to support Summer Placement programme with creation of Summer Placement within Built Environment for summer 2026.

Annual PRDs offer all members of the team the opportunity to develop their skills and prepare for any future career progression opportunities.

Mentoring arrangements further assist individuals to develop within the service.

Management training opportunities and support for RICS/CABE, APC candidates have also assisted in developing a team with the correct skills set to meet future challenges whilst offering the potential for career advancement.

Particular focus on resourcing our Compliance Team to align with national priorities around compliance.

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
- Customer surveys / e-surveys
- Customer / staff suggestions / informal comments
- Fast Advice
- GovDelivery electronic updates
- Courtesy contact
- Annual review of consultation
- Scottish Government consultations and surveys

- **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 procedures, 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 over 4,800 subscribers, an annual review of our service and our web site. Our customers are aware that a national survey is carried out by Building Standards Division, in addition to the consultation work carried out by the service, the service promotes this survey to aid the process of harvesting additional insight into customer needs and priorities. The National Survey data and insight augments the consultation work carried out by the service.

- **Accessibility of service**

We are striving to be as flexible as possible with our service being accessible through a broad range of channels to meet different needs and requirements. Customers can contact us about their case by email or their case officer directly by telephone. In addition, hybrid working arrangements allow the opportunity for face-to-face consultation at our Service HQ, Station House, 950 Old Edinburgh Road, Bellshill ML4 3FG in addition to local Hubs as requested.

For the verification of construction work on site we take a risk-based approach and discuss and agree the use of alternative evidence with each customer and offer remote verification technology (RVI) as an additional option for customers where appropriate.

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 [Building standards customer charter](#).

- **Recognised external customer service accreditations**

Previously 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 10 CSE Compliance Plus ratings. These behaviours or practices exceed the requirements of the standard and are viewed as exceptional or as exemplar to others.

In addition, the service has previously received recognition at a national level for customer focus and service in the form of national awards.

Financial Integrity

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

Our building standards service sits within the Built Environment Team and operates from a service HQ, 950 Old Edinburgh Road, Bellshill ML4 3FG

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 investment monitoring/governance**

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 and are enhanced by the Enterprise workflow tool to enable effective case load management. IT systems and equipment are continuously developed to meet our evolving needs and the introduction of Objective Trapeze and Objective Connect has ensured we can deliver an effective and efficient digitized end to end verification service.

- **Digital services**

Our digital transformation has had a major role to play in service redesign and meeting demands for more modernised services. New software and hardware has led to significant improvements in the digital delivery of the service. The building standards team have been working closely with the transformational team to examine opportunities for transactional improvements and enhancements in service delivery. This collaboration will lead to significant capacity building and enhanced digital service delivery for building standards over the next two to three years.

- **Finance Systems**

The main finance system used is efinancials. This integrated suite of financial applications provides the Local Authority with a reliable financial management system. The functionality of the system is reviewed regularly to ensure it is scalable for changes to the financial environment within the Local Authority.

- 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.

Internal communication strategies

Regular meetings take place with Senior Management using either digital platforms or face to face. Information is cascaded by the Built Environment Manager on a regular basis via online team meetings, ensuring key issues are communicated. 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 mentored to utilise skills or experience to aid personal development.



Part 6: Service improvements and partnership working



In the previous 12 months (2025/26) we did:

1. Professional Expertise and Technical Process

Number	Continuous improvement action	Status
1.1	Review and testing of Business Continuity and Risk management arrangements.	Complete
1.2	Review of Workforce Strategy in lights of requirement/retention and succession planning.	Complete
1.3	Provide additional resource to support the compliance agenda as required. For summer 2025, a 7 week Summer Placement post has been created within the service.	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	Refresh our desk guides for a range of processes. Carry out a full review of Health and Safety training requirements and procure any training for any training need identified.	Complete
1.6	Review establishment in context of wider reconfiguration of the service and assess resource implications.	Complete

2. Quality Customer Experience

Number	Continuous improvement action	Status
2.1	Deliver 2025/26 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
2.4	Provide consultant role within North Lanarkshire Access Panel.	Complete
2.5	Role out of Trauma Informed Practice and training. Development of Service Action Plan.	Complete
2.6	Ensure representation on Cross Service Equality Working Group to support the overall Council strategy.	Complete

3. Operational and Financial Efficiency

Number	Continuous improvement action	Status
3.1	Undertake review of Operating Framework and Performance Framework.	Complete
3.2	Continue to review and develop back office workflow system to assist with casework management and introduce new suite of indicators to support casework management.	Complete
3.3	Publish annual performance report online and review and update report as necessary quarterly to inform stakeholders.	Complete
3.4	Undertake a Business and Performance review relating to changes in National Policy/technical or procedural guidance.	Complete
3.5	Undertake monthly financial review and accounts meeting to examine income streams and expenditure including projections and analysis of trends and income targets.	Complete
3.6	Develop the use of BI dashboard analyses to inform improvement actions.	Complete

In the next 12 months (2026/27) we will do:

1. Professional Expertise and Technical Process		
Number	Continuous improvement action	Status
1.1	Review and testing of Business Continuity and Risk management arrangements.	Ongoing
1.2	Review of Workforce Strategy in light of requirement/retention and succession planning.	Ongoing
1.3	Provide additional resource to support the compliance agenda as required. Create Graduate post for 2027 to support the new Compliance Agenda.	Ongoing
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.	Ongoing
1.5	Refresh our desk guides for a range of processes. Carry out a full review of Health and Safety training requirements and procure any training as identified.	Ongoing
1.6	Review establishment in context of wider reconfiguration of the service and assess resource implications.	Ongoing
1.7	Undertake review of support/administrative processes to maintain effective delivery of Building Standards function.	Ongoing
1.8	Undertake staff performance review and development (PRD)aligning with Competency Assessment System (CAS) and progress training to support evolving requirements of the service and team.	Ongoing

2. Quality Customer Experience		
Number	Continuous improvement action	Status
2.1	Deliver 2026/27 Customer Service Excellence Action Plan.	Ongoing
2.2	Review Customer Charter on a quarterly basis ensuring all content is up to date.	Ongoing
2.3	Internal review and external audit of building standards service relating to retention of CSE accreditation and ongoing customer focus / monitoring / review feedback.	Ongoing
2.4	Continue to provide a consultancy role within North Lanarkshire Access Panel, providing advice and guidance.	Ongoing
2.5	Keep under review the Service Action Plan in relation to Trauma Informed Practice and Training.	Ongoing
2.6	Ensure representation on Cross Service Equality Working Group to support the overall Council strategy.	Ongoing
2.7	Continued contribution for Customer Service Excellence Benchmarking Group meetings	Ongoing
2.8	Analyse feedback from national survey and develop improvement actions.	Ongoing

3. Operational and Financial Efficiency		
Number	Continuous improvement action	Timescale
3.1	Undertake review of Operating Framework and Performance Framework.	Ongoing
3.2	Regular reviews and development of back office workflow system to assist with casework management and introduce new suite of indicators to support casework management.	Ongoing
3.3	Publish annual performance report online and review and update report as necessary quarterly to inform stakeholders.	Ongoing
3.4	Keep under regular review changes to National Policy/technical or procedural guidance which may result in changes to Building Standards Service delivery.	Ongoing
3.5	Undertake monthly financial review and accounts meeting to examine income streams and expenditure including projections and analysis of trends and income targets.	Ongoing
3.6	Develop the use of BI dashboard analyses to inform improvement actions.	Ongoing

In the previous 12 months (2025/26) we worked with

- Local Authority Building Standards Scotland (LABSS)
- Building Standards Division
- Scottish Building Standards Hub
- Central Authorities Consortium
- Central Authorities Consortium Technical Group
- North Lanarkshire Access Panel
- Pan Lanarkshire NLC/SLC Gypsy/Traveler Strategic Liaison Group
- The eDevelopment and eBuilding Standards all partner working group
- Local Government Stadia Safety Working Group
- Local Housing Strategy group
- North Lanarkshire Council New Housing Supply group
- North Lanarkshire Town Centre Rundown Strategy and Master Planning Group
- North Lanarkshire Council Joint working group with Planning, Building Standards and Pollution Control
- InvestNL Multiservice Working Group
- North Lanarkshire Council Safety Advisory Group
- Building Standards Leaders Forum
- Provide regular updates to the Community Board

In the next 12 months (2026/27) we will continue to work with

- Local Authority Building Standards Scotland (LABSS)
- Building Standards Division
- Scottish Building Standards Hub
- Central Authorities Consortium
- Central Authorities Consortium Technical Group
- North Lanarkshire Access Panel
- Pan Lanarkshire NLC/SLC Gypsy/Traveler Strategic Liaison Group
- The eDevelopment and eBuilding Standards all partner working group
- Local Government Stadia Safety Working Group
- Local Housing Strategy group

- North Lanarkshire Council New Housing Supply group
- North Lanarkshire Town Centre Rundown Strategy and Master Planning Group
- North Lanarkshire Council Joint working group with Planning, Building Standards and Pollution Control
- InvestNL Multiservice Working Group
- North Lanarkshire Council Safety Advisory Group
- Building Standards Leaders Forum
- Provide regular updates to the Community Board
- Time Recording Working Group; Delivery Model Sub Group
- Cross Service Equality Working Group
- Mental Health Working Group
- Customer Service Excellence Benchmarking Group



Part 7: Building standards – Additional Data



Verifiers provide returns to Scottish Government on their verification workload. The workload data relates to certification; sustainability; enforcement cases.

Scottish Government Verification Workload	
Building warrants and amendments to building warrant	• 1543 Applications
Completion certificates	• 1748 Submissions • 1737 Decisions
Certification	• 406 Certificates of design submitted • 226 Certificates of construction submitted
Statements of Sustainability	• 561 Copy certificates received (domestic) • 2 Copy certificates received (non-domestic)
Enforcement	• 20 Notices served under sections 25-30 • 0 Cases referred to procurator fiscal • 1 Cases where LA has undertaken work



Part 8: Building Standards Customer Charter

The Building Standards Charter provides information about the standards of service that all verifiers should meet.

This gives customers the reassurance that a consistent, high-quality service will be delivered no matter which verifier provides the service.

It is divided into two parts:

- 1. National Charter**
- 2. Local Charter**

Part 1: National Charter

Our aims

To grant building warrants and accept completion certificates:

To secure the health, safety, welfare and convenience of persons in and about buildings and others who may be affected by buildings or matters connected with buildings.

Furthering the conservation of fuel and power.

Furthering the achievement of sustainable development.

Our vision/values

To provide a professional and informative service to all our customers.



Our commitments

Nationally, all verifiers will:

1. Seek to minimise the time it takes for customers to obtain a building warrant or amendment to building warrant.
2. Ensure continuous improvement around the robustness of our verification assessments to ensure compliance.
3. Meet and seek to exceed customer expectations and actively promote the National Customer Survey.
4. Proactively engage with customer groups, through focus groups, newsletters, guidance on services etc.
5. Act on feedback received from customers (including from the National Customer Satisfaction Survey) to improve services and the customer experience.
6. Provide information on local formal complaints procedures, the LABSS Dispute Resolution Process, and the BSD Customer Performance Reporting Service, and refer customers as appropriate.
7. Provide accurate financial data that is evidence-based.
8. Engage and participate in partnership working at local and national level to identify and embed service improvements at a national level.
9. Work collaboratively with the Scottish Building Standards Hub.
10. Adhere to a national annual performance report outlining our objectives and performance targets.
11. Fully adhere to the commitments outlined in this Charter (including information on customer dissatisfaction in relation to building warrant processing timescales, processes and technical interpretation.
12. Use a consistent format for our continuous improvement plans.

Information

National information on the [performance framework for verifiers](#) can be found at the Scottish Government website.

Our Targets (KPO = Key Performance Outcomes)	
KPO1	Minimise the time taken to issue a first report or to issue a building warrant or amendment to building warrant
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	Increase quality of compliance assessment during the construction process
	Targets to be developed as part of future review of KPO2
KPO3	Commitment to building standards customer charter
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	Understand and respond to the customer experience
4.1	Minimum overall average satisfaction rating of 7.5 out of 10
KPO5	Maintain financial governance
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%)
KPO6	Commit to eBuilding Standards
6.1	Details of eBuilding Standards to be published prominently on the verifiers 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	Commit to objectives outlined in the annual performance report
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 2: Local Charter

Purpose of our Local Customer Charter

We are committed to giving our customers high-quality service. The aim of our local charter is to inform you about the service we provide. We review our service to ensure we continue to meet our customers' needs.

Services provided:

- An online service for the submission of building warrant and related applications and information through the [Scottish Government eDevelopment portal](#).
- Process building warrant applications.
- Give specific and tailored pre-application advice based on your individual needs.
- Verification construction work relating to building warrants in accordance with the tailored Construction Compliance and Notification Plan (CCNP) specific to your project.
- Verification of completion certificate submission, including customer satisfaction surveys to assist in service improvement.
- Maintain an online building standards register to allow you to view information relating to warrant applications, completion certificates and enforcement.
- A building standards enquiry system, including a search and copy document service
- Inspections relating to licensed premises.
- A street naming and numbering service.
- Enforcement relating to unauthorised or dangerous buildings.
- Maintain a 24-hour emergency call-out service on reported dangerous buildings.

Our commitment to you

We will:

- Resolve your enquiries at first point of contact, whenever possible.
- Keep you or your agent updated on the progress of your enquiry or application.
- Discuss options around the return of approved plans.
- Treat you fairly, with courtesy, respect and according to your individual needs.
- Ensure our staff are trained to help or give advice that is relevant and accurate, or to put you in touch with the right person to answer your query.
- Maintain our online services to ensure you can make an electronic application and submit or search for information
- Offer help with any forms you may be asked to complete.
- Contact you when your application has been checked to provide you with information, for example to provide an update on your application, or to advise on the inspection regime for your project.
- Let you know if we are going to be late for our agreed appointment.

If you contact us by email or write to us we will:

Let you know within one working day that we have received your email.

Our quickest statutory timescale for responding to customers is six days, however we aim to respond to your enquiry by return. Where we need more time, we will let you know and tell you when you can expect a reply.

Use plain language and avoid unnecessary jargon.

If you contact us by telephone we will:

With a general enquiry, we will provide an answer service that gives you details of our website address, how to email us and gives you the option to leave a voice message.

If you are calling about your individual application, for your convenience your case officers phone number is provided on your correspondence. We will respond to calls within eight rings and greet you politely and clearly, introducing ourselves by name and service area. When we are unavailable, we will provide an answer service that gives you the option to leave a voice message and details of how to email us should you prefer. We will respond to your voicemail within one working day.

How you can help us

We appreciate and value your feedback so you may be invited to participate in our customer satisfaction surveys. All feedback on our service is welcome, so should you wish to comment, please contact us: **'tell us what you think'**.

Together with all local authorities in Scotland, the Scottish Government (Building Standards Division) undertakes a national customer satisfaction survey for building standards. After making a building warrant submission, you may be invited to take part in the national survey by email. If contacted, you may opt-in to complete it or choose to unsubscribe from any reminder emails.

We aim to provide the best service for you. To assist us we ask you to please:

- Use the **Scottish Government eDevelopment portal** to make your application, pay the relevant fee and to submit all re-submissions and additional information relating to your application.
- Consider the use of Certificates of Design (structure and energy) to assist the application process.
- Consider the use of Certificates of Construction to assist compliance and completion certificate acceptance.
- Carefully read and follow the information and guidance which we provide.
- Advise us of any changes that might affect the service we provide to you (for example, if you change your contact details, your agent or your proposals).

- Quote your reference number or application number, if you have one, when you contact us.
- When making a resubmission, provide a covering letter addressing each of the observations and highlight on your drawing where the revisions are.
- Contact us at key stages as detailed in your Construction Compliance and Notification Plan (CCNP).
- Discuss and agree the use of alternative evidence with us to ensure it is acceptable to us.
- When contacted about an inspection notify us of whether anyone at the property is self-isolating or has been in contact with anyone who has been diagnosed with COVID-19, or has recently gone into self-isolation.
- Follow all government guidance on physical distancing and hygiene.
- **Sign up for email updates** on our service.

Our performance

We report to the Scottish Government quarterly on our performance.

Our Annual Performance Report gives a summary of our performance.

How are we doing?

Complaints, comments and compliments

While we aim to deliver a high-quality building standards service in a way that suits the needs of all our customers, it is inevitable that we won't get it right every time. Our **'Listening to You'** procedure for complaints, comments and compliments provides the opportunity for you to give your views on our service.

Don't agree with our technical decision?

If you disagree with an interpretation of the Building Standards that we have adopted in the consideration of a building warrant that you have submitted, or will require to submit, you may request an interpretation through [The Dispute Resolution Process](#)

Have concerns about our performance?

Customers who have concerns about our service provision, for example regarding delays in turnaround times or communication, can report their concerns for investigation directly to the [Scottish Government Building Standards Division](#).



Version control		
Version	Description of change	Review date
1.0	Customer Charter converted to web content to meet accessibility requirements for new EU regulations for public sector organisations	14/07/2020
1.1	Reviewed and updated to take into account changes to service delivery	05/10/2020
1.2	Reviewed 'Our commitment to you' updated	18/12/2020
1.3	Reviewed. No change.	25/01/2021
1.4	Reviewed. Performance info updated	12/04/2021
1.5	Reviewed. Link updated for complaints	12/07/2021
1.6	Reviewed	08/10/2021
1.7	Reviewed	10/01/2022
1.8	Reviewed	30/03/2023
1.9	Reviewed	16/01/2024
1.10	Reviewed and updated in line with BSD Operating and Performance Framework Review 2024	29/04/2024
1.11	Reviewed	05/05/2025
1.12	Reviewed	21/01/2026

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To make a request, please contact Corporate Communications at: corporatecommunications@northlan.gov.uk

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