2023-24 Annual Performance Report

BUILDING STANDARDS

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Angus Council

Comhairle Aonghais

Amendment Record

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09/04/2024	1.0	New Document/Perf updated

Contents

"The Annual Performance Report is a strategic planning and management tool that is used in business organisations to align business activities to the vision and strategy of the organisation, improve internal and external communications, and monitor performance against strategic goals"

1.0 Introduction

"The Annual Performance Report is a strategic planning and management tool that is used in business organisations to align business activities to the vision and strategy of the organisation, improve internal and external communications, and monitor performance against strategic goals"

- Performance Framework

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.

This document is the Annual Performance Report for the Building Standards Service of Angus Council for the year **2023-24**.

Angus Council

Angus Council is located in the east coast of Scotland and has a population of **116,520** with a geographical area of some 218,179 hectares. The developed area of the Council is some 2% of the **218,179** hectares with the Scottish average at 2.5%. There are **7 main Burghs** in the Council area.
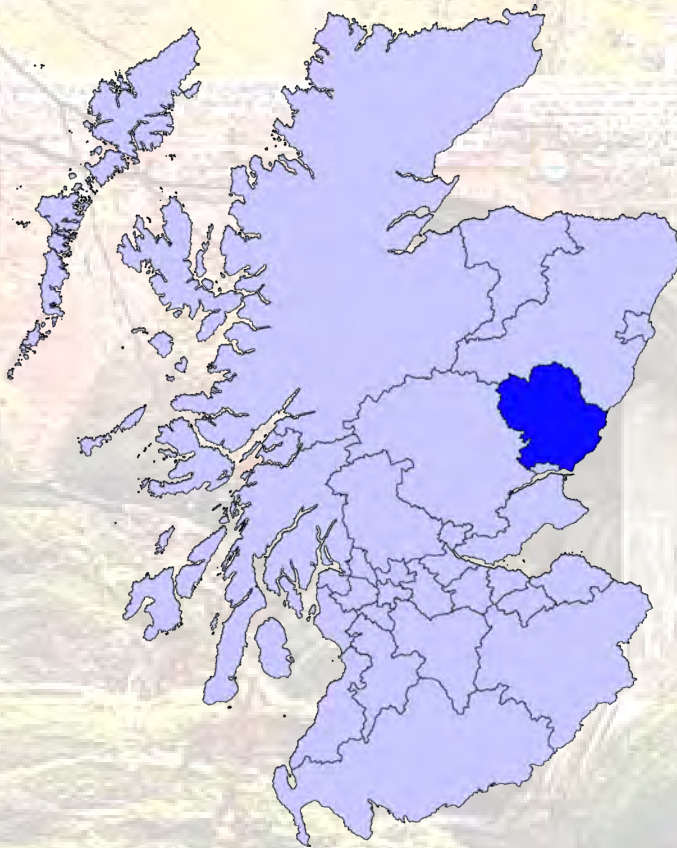
With approximately 73% of the population living within the Burghs, Angus Council has a large percentage of its population employed within primary industries such as farming, fishing, forestry and manufacturing with a low percentage employed within service industries"

Secure the health, safety, welfare and convenience of persons in or about buildings and of others who may be affected by buildings or matters connected with buildings. Further the conservation of fuel and power. Further the achievement of sustainable development.

- Building (Scotland) Act 2003

2.0 Building Standards Verification Service Information

"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 meeting 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."

The service is responsible for:-

- Verification of Building Warrants under the Building (Scotland) Act 2003.
- Enforcement in relation to Building Standard matters under Building (Scotland) Act 2003.
- Dangerous and Defective Buildings under the Building (Scotland) Act 2003.
- Improvement/Repair Grant service under Housing (Scotland) Act 2006.
- Raised structure consents under the Civic Government (Scotland) Act 1982.
- Safety at Sports Grounds under the Safety at Sports Grounds Act 1975.
- Consultee to applications in relation to Houses in Multiple Occupation & Liquor Licensing.

Location:

Angus House, Orchardbank Business Park, Forfar. Find us by clicking **HERE**.

Contact:

The Building Standards team work in an **agile** manner to best **meet our customer needs** and they are therefore not based within an office environment or at Angus House on a daily basis.

We are happy to meet with our customers in a range of different methods including via appointment **in person** in **an office**; **on site**, virtually through **Microsoft Teams** meetings or over the **phone**. For contact details and up to date information refer to our website **HERE**.

The services provided by the **Vibrant Communities and Sustainable Growth Directorate** make a major contribution to the **quality of life** in Angus. In delivering these services the service seeks to implement the principles of **sustainable development** whilst ensuring that the **health and safety** of the population is maintained in respect of the built environment.

Council Structure

Chief Executive
Kathryn Lyndsay

Depute Chief Executive
Vacant

Director of Vibrant Communities and Sustainable Growth
Alison Smith

Service Leader – Planning & Sustainable Growth
Jill Paterson

Building Standards sits within Planning & Sustainable Growth in the Vibrant Communities and Sustainable Growth Directorate

Manager – Building Standards
Lee Thom

Team Leader **(Landward)**
Andy Reid

Quantity Surveyor
Karen Butchart (PSHG)

Team Leader **(Coastal)**
Kris Ferrier

Building Standards Officers
Gemma Jones
Allan Reid
Jade Wilkie

Building Standards Officers
Brian Clark
Iain Anderson
Aaron Curtis

Building Standards Technician
David Kidd

Building Standards Technician
Mikey Neill

Technical Assistant
Iona Ferguson

Technical Assistant
Sandra Cameron

Modern Apprentice
Ryan Keillor

	Tier 1	Tier 2	Tier 3	Tier 4
Management Structure of Council in respect of Building Standards	1 Chief Executive	1 Deputy Chief Executive	1 Director of Communities	1 Service Leader

		BS Verification Service	Other
Managers	No. posts	1	
	Vacant	0	
Team Leaders	No. posts	2	Increase of 1 in 2024
	Vacant	0	
Officers	No. posts	6	
	Vacant	0	
Technicians	No. posts	2	
	Vacant	0	
Administrators - Technical Assistants	No. posts	2	
	Vacant	0	
Modern Apprentices	No. posts	1	2 year temp post
	Vacant	0	
Trainee Technician (Temp)	No. posts	1	
	Vacant	1	Vacant – await decision to remove
Total		15	

Staff Age Profile	Number
Under 30	3
30-39	2
40-49	5
50 and over	4

3.0 Strategic Objectives

The Building Standards service strives to be a high performing, well respected and primarily customer focused service who currently holds Customer Service Excellence (CSE) Accreditation.

Excellent Customer Service

Work in 2023/24 continued to be carried out to meet the high standard of customer service as required by our CSE (Customer Service Excellence) accreditation. The Building Standards team currently hold 9 compliance pluses (increased from 5 in 2023) and have maintained CSE accreditation continuously since 2010 with customer service skills embedded in the team's culture.

Meet Requirements

As Councils are continuing to make significant financial savings the regular service reviews continues to present challenges in meeting various performance targets. This will continue to require to be managed and measures adopted to retain and/or regain the high level of service previously provided. Short term measures are implemented where required such as priority working and/or overtime.

We shall also continue to raise awareness of Construction Compliance Notifications Plans (CCNP's) through various aspects of service delivery with a balanced approach to verification both pre and post approval stage.

Digital Delivery

We previously achieved our objective to fully deliver the Building Standards service digitally and efficiencies are obvious, especially since the COVID pandemic. We shall continue to enhance delivery and work on additional options for Remote Verification Inspections (RVI's) while working with LABSS and the Scottish Government to ensure options for digital delivery of the service are both appropriate and consistent for all.

We shall continue to enhance our Document Management System and our Enterprise workflow system.

Quality Management

Building Standards has embedded the main principles of the ISO 9001:2015 standards in our daily work after ceasing accreditation in 2022, We continue to demonstrate effective quality management principles lead to a quality system/service. 2023/24 brought about the re-structure of the team, increasing the Team Leader posts from 1 to 2 to provide additional quality and performance management, leadership and governance.

Continuous Improvement

During 2023-24 the way we work has continued to be transformed and additional improvements will be realised in 2024-25. Improvements implemented include improved workflow systems, online service request forms and improved website content and guidance. Additional work has taken place to target improvements and track progress so benefits can be realised within realistic timescales.

Building Standards will continue to try to take steps within our remit to reduce the average time taken to assess and issue a Building Warrant.
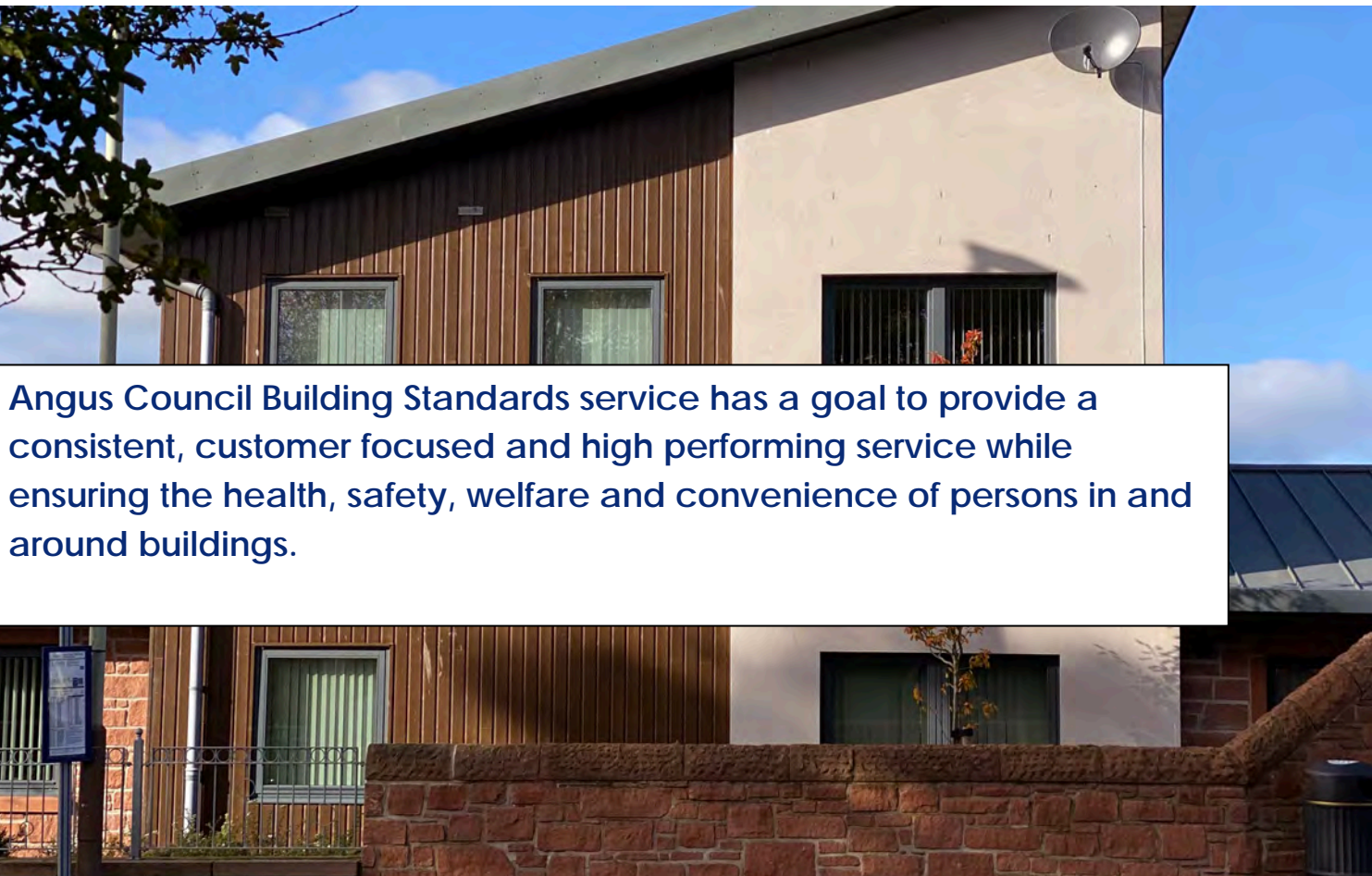
Angus Council Building Standards service has a goal to provide a consistent, customer focused and high performing service while ensuring the health, safety, welfare and convenience of persons in and around buildings.

4.0 Key Performance Outcomes & 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

Professional Expertise and Technical Processes

KPO1
Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant.
KPO2
Increase quality of compliance assessment during the construction processes

Quality Customer Experience

KPO3
Commit to the building standards customer charter
KPO4
Understand and respond to the customer experience

Operational and Financial Efficiency

KPO5
Maintain financial governance
KPO6
Commit to eBuilding Standards
KPO7
Commit to objectives outlined in the annual verification performance report

Summary of Key Performance Targets

KPO1 Targets

1.1	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including 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 Building warrants and amendments issued without a first report).

KPO2 Targets

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

KPO3 Targets

3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).
3.2	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.

KPO4 Targets

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

KPO5 Targets

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

KPO6 Targets

6.1	Details of eBuilding Standards to be published prominently on the verifier's website.
6.2	75% of each key building warrant-related process being done electronically: • Plan checking • Building warrant or amendments (and plans) being issued • Verification during construction • Completion certificates being accepted

KPO7 Targets

7.1	Annual verification performance report published prominently on website with version control (reviewed at least quarterly).
7.2	Annual verification performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2020 – March 2021).

5.0 Performance Data – 2023-24

KPO	Target/Req.	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Average
1.1	95% of first report (for BW's and Amends) issued within 20 working days	82.27%	65.89%	82.63%	70.27%	75.28%
1.2	90% of building warrants and amends issued within 10 days from receipt of all satisfactory info.	93.81%	94.21%	91.05%	82.68%	93.27%
3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (revised at least quarterly)	VIEW HERE Published prominently, version controlled and reviewed quarterly				
3.2	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to within 5 days	No cases referred	No cases referred	No cases referred	No cases referred	No cases referred
4.1	Minimum overall average satisfaction rating of 7.5 out of 10	8.3	8.3	8.3	8.3	8.3
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%)	126.57%	136.08%	85.41%	157.57%	126.41%

6.1	Details of E-Building Standards are published prominently on the verifiers website	VIEW HERE Published Prominently				
6.2	75% of each key building warrant related processes being done electronically (Plan checking; BW's and amends (and plans) issue; verification during construction; CC acceptance)	4 out of 4 done	4 out of 4 done	4 out of 4 done	4 out of 4 done	4 out of 4 done
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly)	VIEW HERE Published prominently, version controlled and reviewed quarterly				
7.2	Annual performance report to include performance data in line with KPO's and associated targets (annually covering previous year)	VIEW HERE Includes performance data, covering previous year				

2024-25 so far….(to be completed from July 2024 onwards)

KPO	Target/Req.	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Average
1.1	95% of first report (for BW's and Amends) issued within 20 working days	69.3%				
1.2	90% of building warrants and amends issued within 10 days from receipt of all satisfactory info.	74.6%				
3.1	National customer charter is published prominently on the website and incorps. version control detail. reviews (rev. at least quarterly)	VIEW HERE Published prominently, version controlled and reviewed quarterly				
3.2	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case resp. to within 5 days	No cases referred				
4.1	Minimum overall average satisfaction rating of 7.5 out of 10	8.9				
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%)	154.1%				

6.1	Details of E-Building Standards are published prominently on the verifiers website	VIEW HERE Published Prominently				
6.2	75% of each key building warrant related processes being done electronically (Plan checking; BW's and amends (and plans) issue; verification during construction; CC acceptance)	4 out of 4 done				
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly)	VIEW HERE Published prominently, version controlled and reviewed quarterly				
7.2	Annual performance report to include performance data in line with KPO's and associated targets (annually covering previous year)	VIEW HERE Includes performance data, covering previous year				

Professional Expertise & Technical Processes

Protocols for Dealing with Work

Work in relation to Building Warrants, Late Building Warrants, Completion Certificates and Completion Certificates Where No Warrant Was Obtained are the subject of **extensive and detailed protocols** based on **risk classifications,** staff member **competence and qualification** levels and **peer review** processes.

Staff undergoing structured **training** programmes and/or prior to achieving professional accreditation to gain **chartered surveyor** status may be allocated work out-with their competence for training purposes but this is strictly **peer reviewed** by a Team Leader or Manager. We also have **mentoring opportunities** across the team where this is appropriate, so training members of the team learn from other experienced staff.

As part of significant **budget cuts** across the organisation, Angus Council Building Standards **ceased ISO9001:2015** accreditation in 2022. However, all major **procedures** are process mapped and amended, as appropriate. These procedures are also subject to regular reviews. In addition to **Core Procedures,** we are continuing to develop our **Reference Procedures** which map out working processes in detail and incorporate ongoing developments with our **Enterprise workflow** systems.

Performance Management Systems

The performance of the Council as a whole is maintained via Pentana **Performance Management System**. Any actions relating to Building Standards are updated on a quarterly or annual basis.

We have invested in **Enterprise** to further enhance our management systems and during this last 3 years it has been developed, quickly becoming our primary **performance and workload management system**. We also regularly utilise the Uniform statutory reports and additional tailored access reports to monitor performance on a regular and ongoing basis.

Training & Development (CPD)

Individual Performance & Development Reviews which have a focus on **training** and **development** needs through the Councils performance management system, Pentana, are carried out on an **annual** basis and training (and resource) requirements is a standing item on the Building Standards **team meeting** agenda. **The Competency Assessment System (CAS)** was trialed in 2021/22. The CAS system is an in-depth tool utilised to assess individuals' competence for all aspects of the Verifiers role. Angus Council Building Standards are keen to continue the CAS process once digital developments are made by the **Building Standards Hub.**

The service has a track record in committing significant resources to training over a significant period of time which has resulted in five of our verification staff holding **chartered membership** of the RICS. During 2021/22, the opening up the professional routes of membership to CIOB and CABE allows options for staff members and to enhance recruitment pools.

Six other staff members are currently undergoing various levels of **training**, including progressing professional qualification routes (CABE). During 2023/24 we successfully committed and recruited a **Modern Apprentice** through the **LABSS MA** scheme. In addition, we have created a new Temporary Trainee Building Standards Technician post to assist in **succession planning**, **creating a career pathway** from MA to Manager level and provide the post holder with dedicated mentoring throughout the period.

In addition, the service has an open approach to training/CPD with all staff encouraged to undertake and collectively organise training, such as SBEM/SAP, Health & Safety on Sites, etc. Staff are encouraged to attend **the LABSS General and Annual General Meetings** and any relevant training from the **LABSS HUB** where the exigencies of the service allows.

All **training/CPD** for the team is logged on our Intranet 'Sharepoint' site serving Building Standards. We also log a **skills audit** which records mandatory training where required. In addition, staff who are members of the RICS are obliged to carry out and record a minimum of **20 hours appropriate CPD** and staff are encouraged/supported in this requirement where possible.

Benchmarking/Shared Services/Partnership Working

The Building Standards service of Angus Council is a member of the **Tayside Building Standards Consortium** and attends the regular meetings of same. The aim is to attend **three meetings** a year which discuss/agree various matters in relation to Building Standards. This also feeds into our support of Local Authority Building Standards Scotland **(LABSS)** and the Building Standards HUB **(BSH)** which in turn supports the Building Standards Division **(BSD)**

Building Standards have been heavily involved in **partnership working** with our Licensing, Housing, Environmental Health and Fire Scotland colleagues in respect of work in relation to caravan site accommodation, safety at sports grounds, public entertainment events, licensed premises and houses in multiple occupation.

Angus Council take an active role in supporting the current lead authority (Dundee City) in the **LABSS Management Team** and **Technical Representative** duties. The lead role passed from Angus to Dundee City early 2023 and will return to Angus Council in future years under a rota system.

We have taken a supportive approach to the pilot scheme and current implementation of the **Building Standards Hub** hopefully ensuring its success in the future, providing support to Verifiers across Scotland.

Various members of the team have been involved in various local and national **working groups** including the national review of the 'Performnace & Operating Frameworks' which will continue into 2024-25. Other involvement includes the 'Enforcement and Sanctions Group' and the local 'Lone Working Review Group' and the 'Short Term Letting Review Group'.

Building Standards in Angus re-formed a **benchmarking group** for building standards bodies who hold **Customer Service Excellence (CSE)** in 2022. This group has since made a commitment to meet regularly and the members of the group who all hold CSE, discuss issues in relation to **customer service** and highlight **exemplar activities** ensuring **continuous improvement** is at the forefront of our service.

Succession Planning

As highlighted under Training and Development (CPD) the Building Standards Service of Angus Council has invested considerable resources to ensure the Building Standards team are given the appropriate opportunities and training to allow them to become **professionally qualified.** 5 members of staff hold professional membership of RICS and there are 6 undergoing different stages of training, leading towards

Professional Membership (CABE). In 2023-24 we developed 2 posts dedicated to **succession planning and upskilling the workforce**, a Modern Apprentice and a Temporary Trainee Building Standards Technician.

The Council run a suite of **management training sessions, leadership development programmes** and **leadership forums** which the Building Standards Manager and Team Leaders participate in. This training includes extensive group sessions, mentoring skills with a range of staff and coaching on any identified areas for improvement.

There is currently a **wide spread of age ranges** of BS staff ensuring there are no known workforce resilience issues. Given this investment in posts and training of staff the Building Standards team are well placed to deal with any issues arising from succession planning.

Quality Customer Experience

The Building Standards team in Angus have held the CSE (Customer Service Excellence) standard since 2010. **By holding this recognised external accreditation Building Standards in Angus provides a service which is:-**
- Accessible
- Knows and engages with its customers
- Of high quality
- Sets demanding standards in terms of performance and customer satisfaction.

Customer Communication Strategies
The service engages with customers on various levels and are continually looking and adapting to new or more relevant ways of **customer engagement** such as:
- Customer Focus Groups – virtual
- Customer Disseminations (new regulations) – virtual & You Tube
- National Customer Survey
- Local targeted surveys (when relevant)
- Customer suggestion forms
- Customer Service Excellence (CSE) annual review meetings/reviews
- Targeted/direct consultations regarding specific topics
- Newsletters
- E-Mail drops (when relevant)
- Relevant Social Media posts

Customer Charter

The Customer Charter is **published and reviewed** quarterly to ensure its ongoing suitability. It clearly sets out our **commitments** to the customer and the requirements of a national charter have been incorporated into our Local Charter.

Customer Feedback

The Building Standards service engages in a continuous national **customer survey** which is reported on **quarterly**. In financial year 2022-23 **Angus achieved an average score of 8.3 out of 10.** The score further **improved in 2023-24 to 8.9 out of 10**. The national target set is set at 7.5. The results also demonstrated that the overall score for the Building Standards team is still **well above the national average at 8.2 out of 10** in 2023-24 which is an **excellent national result**.

Accessibility of the Service

In light of the Covid working restrictions in 2020-2021, Angus Council carried out an Agile review, titled 'Agile 2'. This review finalised in July 2022 and Angus Council Building Standards work in a fully agile working environment, working mostly within **homes** but also within **various offices** and **on site across the county**. The whole team have been provided the tools and various contact options in order to most effectively **meet with our customers in a range of different ways** such as:

- In office meetings
- Virtual meets through MSTeams
- Ring Central phone systems
- Mobile phones with voicemail
- On site physical inspections
- On site virtual Inspections (MSTeams live of pre-recorded YouTube options)

The team also work **flexible working patterns** to best suit the needs of our customers where possible.

Building Standards are also the only service in the Council to provide individual staff members phone numbers on the Angus Council website, **recognising that being readily available for all is at the heart of what we strive to deliver**.

Pre-application Advice

Pre-application advice where relevant is **welcomed** and allows Building Warrants when submitted to be dealt with as efficiently as possible. There is **no charge** for pre-application advice due to the emphasis on **'getting things right first time'** which is a **more efficient** use of time and a better customer experience.

Building Standards will also arrange **joint meetings** with other interested bodies such as Fire Scotland, Scottish Environment Protection Agency(SEPA), Development Management etc.

Customer Agreements

The Building Standards Team offer customer agreements where the standard 20 days is not appropriate such as our **'instant plan assessment service'**. This example allows the assessing Officer/Technician to enter into an agreement to assess the application within a different timescale (i.e. 3 days, 1 week etc). We maintain a commitment to assess applications for **disability adaptations** within 5 working days when requested.

Customer Dissatisfaction (Technical or Procedural)

Customers can make **complaints, comments or compliments** and these procedures are detailed in our Customer Charter. Technical decision disagreements can be escalated in house when requested or customers are referred to the LABSS (Local Authority Building Standards in Scotland) **Dispute Resolution Service** where we engage with our **Consortia members** and all other Local Authorities where required.

Any staff member who deals with complaints have undergone a basic level of **complaints handling training**. Those dealing with Stage 2 complaints have undergone Stage 2 SPSO Complaints handling training.

Recognised External Accreditations

As noted previously the Building Standards team in Angus has held the **Customer Service Excellence (CSE)** standard since 2010. In 2016 and 2017 the Building Standards team in Angus were awarded the outstanding team award by LABSS (Local Authority Building Standards in Scotland) and received a **commendation** in 2019.

Operational & Financial Efficiency

Team Structure

The Building Standards team in Angus had previously and recently altered its team structure and **priorities** to react to **reduced resources/budgets** and put additional **emphasis on inspections** and **agile working practices**. In addition, Building Standards Technicians deal with lower risk **defective and dangerous buildings**. Further establishment changes are reviewed on an ongoing basis taking into account future

working models and priorities. In 2023 we invested in a dedicated Building Standards **Modern Apprentice** which supports the workforce strategy and full succession planning. We also have invested in a **Temporary Trainee Building Standards Technician** to hopefully further enhance succession planning.

In March 2024 we restructured the team to increase the **Team Leader posts** from 1 to 2. Whilst this was at a loss of a Technician post it was essential to improve quality, **governance**, and monitoring over teams which have invested significantly in training BS staff from Modern apprentice level up. This in turn allowed us to create a Landward Team and a Coastal Team for inspection purposes, retaining better **local knowledge** among staff.

A **Processing** team of two dedicated Building Standards **Technical Assistants** deal with all processing matters in relation to Building Warrants, Completion Certificates etc. In addition there are additional staff resources available to deal with other **Business Support** duties and **I.T.** requirements who serve various teams/services.

I.T. Systems

Building Standards in Angus, as indicated earlier is part of the wider Planning & Sustainable Growth Service and has used the **Uniform and IDox** software system as its main operating system and document management systems since 1998. Since 2019 we have been using the **Enterprise workflow system** as part of the IDox package and have invested significant time and resource into improving the system in 2023/24 to gain efficiencies. Further work to realise more efficiencies and **reporting benefits** in the Enterprise system will be ongoing in 2024/25.

Digital Services

As part of our ambitious work to deliver an **end-to-end digital service** we continue to invest in electronic devices to enable Building Warrant files to be taken to site in an **electronic format**. This allowed us to securely destroy most archived paper files. We also receive, assess and approve building warrants fully digitally which provides efficiency savings to both ourselves and the customers. **Agile working** has become a major aspect of our role, allowing us to better suit the needs of our customers in a **range of different ways** and times as outlined on our **website**. Our aim is to use digital and agile efficiencies to improve our service for our customers.

Time Recording System

The time recording facility on **Uniform** is used to capture the time spent by staff on

verification duties. This can be used to provide our Finance Division with the necessary information to allow them to provide details on the **costs** of Building Standards staff involved in verification. Staff costs not directly involved in Building Standards but providing a service to Building Standards whether it be management, administration, or financial can be calculated on a **pro-rata** basis.

Financial Monitoring/Governance

All fees received are logged on Uniform and our **Integra Finance System** which permits fee income to be monitored continuously. We continue to improve our methods/guidance of **online payment** which links to the Integra system and how payments are monitored.

The income levels and matters relating to revenue/capital budgets are **reviewed formally on a monthly basis** and overseen by the Service Leader and Finance colleagues.
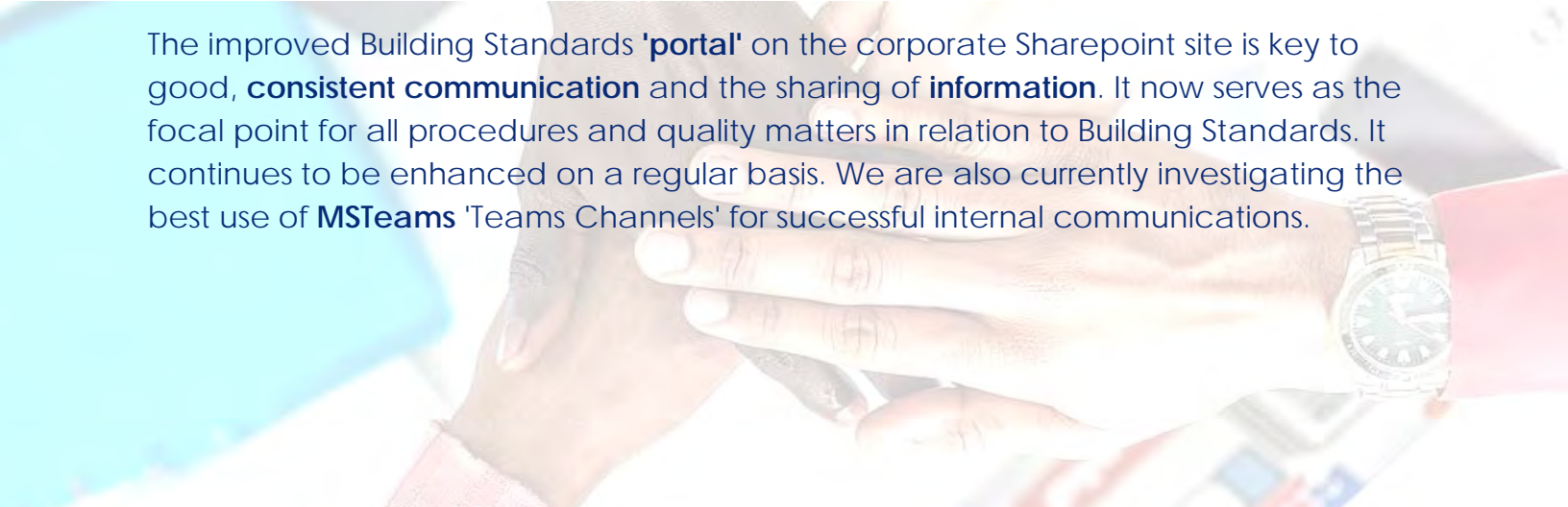
Internal Communication Strategies

Effective internal communications are delivered in a number of ways.

At **corporate level** the Council produces a weekly electronic **newsletter** and also communicates continuously via the **Council Intranet** and **Yammer** pages.

Currently, every month there is a **Leadership Forum** with all managers from the Council attending. In addition, **Middle Managers' Forums** and **First Level Forums** are held by the Deputy, Chief Executive or other senior staff such as the Team Leaders.

At **directorate/service/team level** there are a number of meetings held to allow communications to be cascaded up and down the structure. The Building Standards' team hold a minimum of **10 team meetings** a year where, a set agenda, is followed including items such as corporate governance, performance, health and safety, improvement activities, technical discussions etc. Meetings rotate between **virtual and in person**. There are regular **Service Management Team Meetings** where items discussed at management level are then cascaded in the team meetings.

The improved Building Standards **'portal'** on the corporate Sharepoint site is key to good, **consistent communication** and the sharing of **information**. It now serves as the focal point for all procedures and quality matters in relation to Building Standards. It continues to be enhanced on a regular basis. We are also currently investigating the best use of **MSTeams** 'Teams Channels' for successful internal communications.

6.0 Service Improvements & Partnership Working

In the **previous 12 months 2023/24** we achieved the following:

Number	Continuous Improvement Action	Timescale	Status
1	Further enhance workflow tasks in Enterprise workflow system to efficiently automate performance management.	2024	Ongoing
2	Carry out work to be successfully re-appointed as Verifiers from 2023 onwards.	2023	COMPLETE
3	Improve KPO1B response timescales	Apr 2024	Ongoing
4	Carry out all work to ensure our CSE registration is achieved and investigate modern methods of customer engagement.	Jan 2024	COMPLETE
5	Introduce a new Annual Performance Report layout/program	Apr 2023	COMPLETE
6	Review and enhance the Customer Charter	2023	COMPLETE
7	Continue to hold our bi-annual Customer Focus Group/Engagement Events	2023-24	COMPLETE
8	Review and implement a new digital newsletter program	2023	COMPLETE
9	Implement a new Quality Improvements Log	2023	COMPLETE
10	Complete guidance and formally implement dedicated Safety Advisory Group for Safety at Sports Grounds	Aug 2023	Ongoing
11	Continue to develop the Competency Assessment System (CAS) for all staff (awaiting digital delivery from the Building Standards Hub)	2024	Awaiting
12	Review trainee career grade structures	2024	In Progress

In the **next 12 months 2024/25** we will do the following:

Number	Continuous Improvement Action	Timescale	Status
1	Further enhance workflow tasks in Enterprise workflow system to efficiently automate performance management.	2024-25	Ongoing
2	Carry out work to be successfully re-appointed as Verifiers from 2029 onwards.	2029	Ongoing
3	Improve KPO1B & C response timescales	Mar 2025	Ongoing
4	Carry out all work to ensure our CSE registration is achieved and investigate modern methods of customer engagement.	Jan 2025	Ongoing
5	Improve performance management reporting	Oct 2024	Awaiting
6	Evaluate increase in fees against increased compliance and enforcement agenda (requirements?)	Mar 2025	Ongoing
7	Continue to hold our bi-annual Customer Focus Group/Engagement Events	2024-25	Ongoing
8	Review Building Standards core and reference procedural documents	Mar 24	Ongoing
9	Carry out quarterly dangerous building caseload meetings any identify training needs	2024-25	Ongoing
10	Complete guidance and formally implement dedicated Safety Advisory Group for Safety at Sports Grounds	Sep 2024	Ongoing
11	Continue to develop the Competency Assessment System (CAS) for all staff (awaiting digital delivery from the Building Standards Hub)	2024	Awaiting
12	Transition to new Performance & Development Review system (due Sept 2024)	Oct 2024	Awaiting
13	Review trainee career grade structures	2024-25	In Progress

In the **previous 12 months 2023/24 we worked with**;

	Partners	Examples of Partnership Working
1	Tayside Building Standards Consortium	Technical Issues Benchmarking Meetings Surveyor and Tech Assist Meetings (when req)
2	Scottish Government	E-Development – attendance at various stakeholders meetings Attend relevant working groups Liaise with regards the re-appointment processes
3	Local Authority Building Standards Scotland (LABSS)	Member of STAS STAS Assessment Participate/manage enquiries from Technical Working Group Participate in any relevant training Attend LABSS Quarterly Meetings Team Leader - remain as an Executive Board Member
4	Building Standards Hub	Engagement for Fire Engineering info Liaising with for technical clarifications Provision of necessary performance info
5	Customers	Provide virtual Agents meeting/event/s Liaise with regarding any improvements Enhance engagement with the local and national surveys
6	Other Local Authorities	Continue to benchmark with other authorities and share good practice
7	CSE Benchmarking Group	Hosted first re-started CSE Benchmarking Group meeting (virtually)
8	COSLA Safety at Sports Grounds Group (SAG)	Continue to attend organised meetings Manage and liaise with all stakeholders/members when SAG formed
9	RICS UK Building Standards Sector Advisory Board	Manager attendance and inputs at quarterly meetings

In the **next 12 months 2024/25 we will work with**;

	Partners	Examples of Partnership Working
1	Tayside Building Standards Consortium	Technical Issues Benchmarking Meetings Surveyor and Tech Assist Meetings (when req) Joint training (when req)
2	Scottish Government	E-Development – attendance at various stakeholders meetings Attend relevant working groups Liaise with regards the re-appointment processes
3	Local Authority Building Standards Scotland (LABSS)	Member of STAS STAS Assessment Participate/manage enquiries from Technical Working Group Participate in any relevant training Attend LABSS Quarterly Meetings
4	Building Standards Hub	Engagement for Fire Engineering info Liaising with for technical clarifications Provision of necessary performance info
5	Customers	Provide virtual Agents meeting/event/s Liaise with regarding any improvements Enhance engagement with national surveys
6	Other Local Authorities	Continue to benchmark with other authorities and share good practice
7	CSE Benchmarking Group	Hosted first re-started CSE Benchmarking Group meeting (virtually)
8	COSLA Safety at Sports Grounds Group (SAG)	Continue to attend organised meetings Manage and liaise with all stakeholders/members when SAG formed
9	RICS UK Building Standards Sector Advisory Board	Manager attendance and inputs at quarterly meetings

7.0 Additional Data

2023/24 Statistics

Building Warrants & Amendments to Warrant Applications	**916** Submissions **795** Decisions
No's of Completion Certificates	**899** Submissions **735** Decisions
Certification	**459** Certificates of Design submitted **129** Certificates of Construction submitted
Energy Performance Certificates (EPC's)	**150** Copy Certificates received (Dom) **2** Copy Certificates received (Non-Dom)
Statement of Sustainability	**155** Copy Certificates received (Dom) **2** Copy Certificates received (Non-Dom)
Enforcement	**6** Notices served under sec 25-30 **0** Cases referred to procurator fiscal **1** Cases where LA has undertaken work(in default)

- View our Building Standards Customer Charter **HERE**

- Your views are important to us, please complete the National Customer Survey **HERE**

- Stay Informed! If you would like to subscribe to our dedicated Building Standards newsletter please sign up **HERE**