Inverclyde council

Building Standards Verification

Annual Performance Report 2019-2020

Version 4 January 2020

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# 1. Introduction to the Verifier

Background

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

Building Standards verifiers in Scotland are required to utilise the performance report to manage, monitor, review and develop strategies for their business, and should focus on the performance framework's core perspectives and cross-cutting themes.

A description of Inverclyde

Inverclyde Council is one of the smallest local authorities in Scotland, extending to some 61 square miles and with an estimated 2015 population of 79,500. Since the 1970s the area has experienced a severe decline in its population through the collapse of its traditional industrial base of shipbuilding and marine engineering. Electronics and computer industries took over as main employers however this is no longer the case, with the current business priorities being to grow and diversify the business base and increase the capacity to accommodate jobs.

The population is concentrated in towns and villages of Greenock, Port Glasgow, Gourock, Inverkip and Wemyss Bay, set along the southern coast of the Firth of Clyde, and benefiting from breathtaking views north to the Argyll Hills and southern Highlands. Inland, the villages of Kilmacolm and Quarriers are the sole diversions from sparsely developed farmland and moorland, much of which is within the Clyde Muirshiel Country Park.
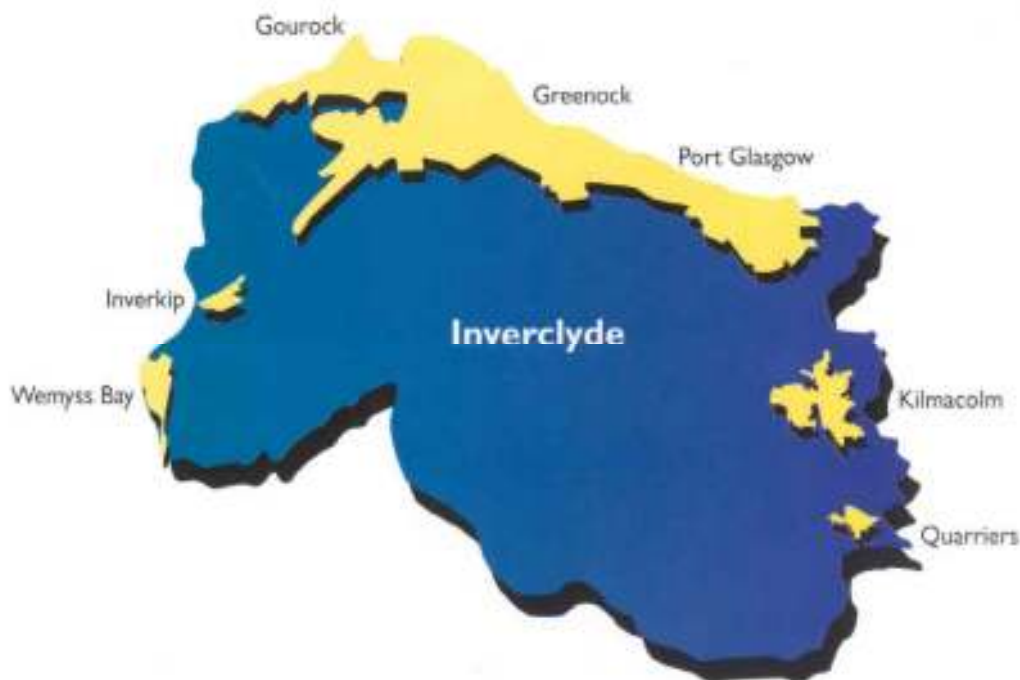
Building Standards responsibilities

The Building Standards function operates within the Regeneration and Planning Service of the Environment, Regeneration and Resources Directorate. Day-to-day management rests with the Development and Building Standards Manager, who has responsibility for planning applications, planning enforcement, building standards verification, enforcement and licensing advice, and the Council's commercial property portfolio.

The senior management structure is:

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                        Chief Executive

              Corporate Director
          Environment, Regeneration and
                   Resources

   Chief       Head of        Head of         Head       Head of
  Finance      Legal and    Regeneration    of Shared   Environment
  Officer      Property      and Planning    Services   and Public
               Services       Services        Roads     Protection
                                                          Services

                         Development and Building
                           Standards Manager
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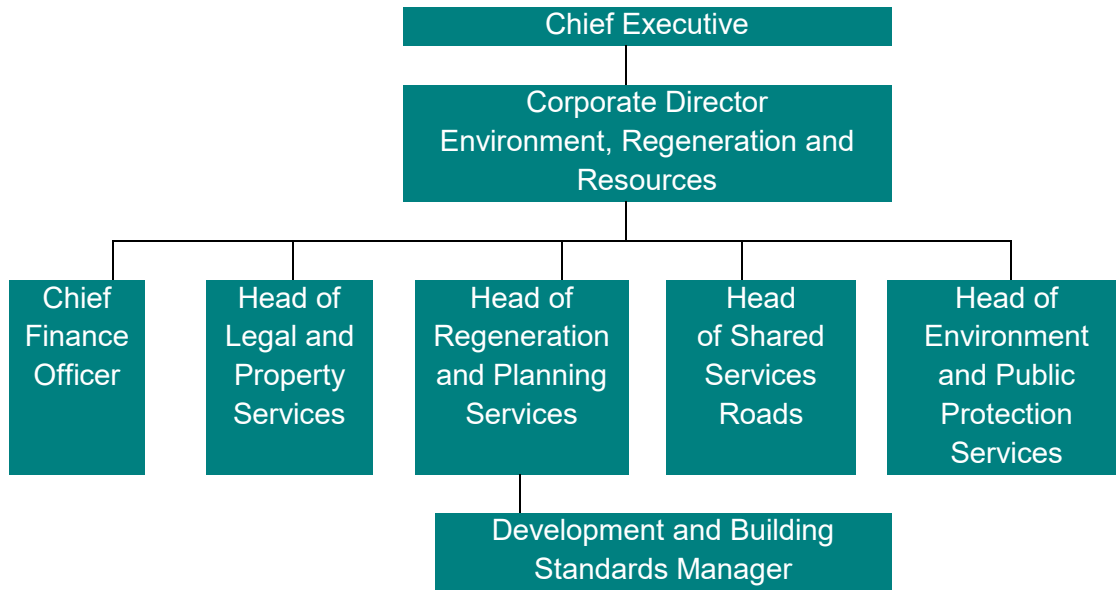
2. Building Standards Verification Service Information

Office location

The Building Standards team is based in the Municipal Buildings, Clyde Square within Greenock town centre. Located centrally and within a 20 minute drive of all parts of Inverclyde, the office facilitates a close working relationship between the Building Standards, Development Management and Property teams and provides an easily accessible base for visiting applicants and agents.

Verification services and functions delivered

Officers assess compliance with the Building Standards where the regulations apply and will make reasonable enquiry prior to accepting or rejecting completion certificates.

This requires the verification of:

- Compliance of applications for Building Warrants.
- Compliance of Completion Certificates where there has been no Warrant issued.
- Completed works prior to accepting or rejecting completion certificates.

Other duties undertaken by the Building Standards team include ensuring safety in and around buildings where they are identified as structurally dangerous or defective and, where necessary, taking enforcement action. This covers action under sections 25-30 of the Building (Scotland) Act 2003 in respect of:

- Unauthorised works
- Defective buildings
- Dangerous buildings
- Building regulation compliance
- Continuing requirement enforcement

In protecting the public interest, the Building Standard function also provides an advisory role and customer service in respect of:

- The Licensing (Scotland) Acts 1976 and 2005
- The Civic Government (Scotland) Act 1982
- The Safety at Sports Ground Act 1976
- The Building (Scotland) Act 2003 – maintenance of the Building Standards Register.
- The issuing of letters of intent for works pre-dating the Building (Scotland) Act 2003.

The team also undertakes inter-function liaison with the range of Council Services, but in particular Environmental Health, Planning and Legal.
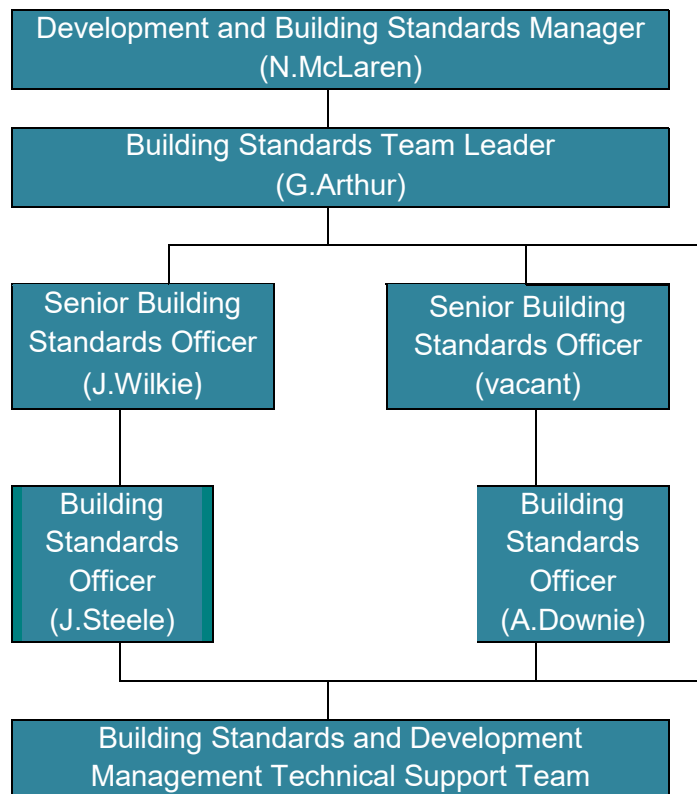
Public Interest

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 minimum 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.

Organisational information

Following restructuring and internal promotions the staff resource allocated to Building Standards has resulted in the deletion of one Building Standards Officer post. The resource allocated to Building Standards is now:

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          Development and Building Standards Manager
                        (N.McLaren)

              Building Standards Team Leader
                        (G.Arthur)

   Senior Building                Senior Building
   Standards Officer              Standards Officer
      (J.Wilkie)                      (vacant)

     Building                         Building
     Standards                        Standards
      Officer                          Officer
     (J.Steele)                      (A.Downie)

          Building Standards and Development
          Management Technical Support Team
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	Tier 1	Tier 2	Tier 3	Tier 4
Head of Building Standards Verification Service			X	

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

		Building Standards Verification Service	Other
Managers	No. posts	2	-
	Vacant	-	-
Main grade posts (surveyors)	No. posts	4	-
	Vacant	1	-
Technician	No. posts	-	-
	Vacant	-	-
Office support/clerical	No. posts	3	-
	Vacant	1	-
TOTAL: 9 including 2 vacant			

Note: The Manager posts include the Development and Building Standards Manager and the Building Standards Team Leader. The main grade posts include Senior and Building Standards Officers. It has not yet been possible to fill the vacant Senior Building Standards Officer post. The System Supervisor in the Office Support team left the Council's employment in December. This post will be advertised. All officers undertake the range of verification and non-verification functions.

Staffing profile	Number
Under 30	1
30-39	2
40-49	1
50 and Over	3

3. Strategic Objectives

The overarching goal/vision of the service

Inverclyde Council's Corporate Statement for 2018-22 is aimed at "Getting it right for every child, citizen and community". To achieve this good quality of life each individual is entitled to be safe, healthy, achieving, nurtured, active, respected and responsible and included. The Corporate Statement is reflected in the Environment, Regeneration and Resources Corporate Directorate Improvement Plan 2016-19.

Building Standards expected to assist in securing a safe living environment, facilitating the progression of the Schools Estate Programme, reducing the carbon footprint, assisting the capital investment in leisure facilities and ensuring accessible buildings:

Safe (indicator 1)
• The Building Standards function promotes good building and building safety by proper application of the Building Standards.

Achieving (indicator 3)
• Through the assessment of building warrant applications and the supply of professional guidance and expertise, the Building Standards function contributes to the school refurbishment and new build programme and the resource efficiency of Council property.

Nurtured (indicator 4)
• Through proper application of the Building Standards and the Energy Performance of Building (Scotland) Regulations 2008 and 2012 amendment, the Building Standards function will seek to reduce Inverclyde's carbon footprint.

Active (indicator 5)
• Through the assessment of building warrant applications and the supply of professional guidance and expertise, the Building Standards function contributes to the development of leisure facilities.

Included (indicator 8)
• Through the assessment of building warrant applications and the supply of professional guidance and expertise, the Building Standards function will ensure the provision of accessible buildings.

Departmental issues to be addressed in 2019-20

The best place for the Building Standards function to deliver the overarching goals and visions of the Council is through the continuing appointment of Inverclyde Council as the sole Building Standards verifier for Inverclyde. The Council appreciates the reappointment of the Council for a period of 6 years from 1 May 2017, which is subject to satisfying the Scottish Ministers that it is meeting the verification Operating Framework 2017 and the verification Performance Framework 2017. The key issue for Inverclyde Council Building Standards is to ensure in 2019-

20 that it is fit–for–purpose in meeting both the operating and performance framework requirements. To do this the Council requires to employ a full complement of professional Building Standards staff, with the post of Senior Building Standards Officer currently vacant.

The key strategic objectives for 2019-20

The key strategic objective of the Building Standards Service in 2018-19 is aligning performance to the verification Operating Framework 2017 and the verification Performance Framework 2017. This Annual Performance Report aims to evaluate performance in 2018 -19 against the requirements and identify the actions and continuous improvements in 2019-20 which are necessary to satisfy the terms of appointment for until 2023.

4. Key Performance Outcomes and Targets

The national verification performance framework

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

- Professional Expertise and Technical Processes;
- Quality Customer Experience; and
- Operational and Financial Efficiency.

There are also three cross-cutting themes, comprising:

- Public Interest;
- Continuous Improvement; and
- Partnership Working.

Summary of Key Performance Outcomes (KPOs)

Professional Expertise and Technical Processes	
KPO 1	Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant
KPO 2	Increase quality of compliance assessment during the construction process
Quality Customer Experience	
KPO 3	Commit to the building standards customer charter
KPO 4	Understand and respond to the customer experience
Operational and financial Efficiency	
KPO 5	Maintain financial governance
KPO 6	Commit to eBuilding Standards
KPO 7	Commit to objectives outlined in the annual performance report

Summary of Key Performance Targets

KPO 1 Targets	
1.1	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).
1.2	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrant and amendments issued without a first report).

KPO 2 Targets	
	Targets to be developed as part of a future review

KPO 3 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.

KPO 4 Targets	
4.1	Minimum overall average satisfaction rating of 7.5 out of 10.

KPO 5 Targets	
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).

KPO 6 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

KPO 7 Targets	
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly).
7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 - March 2017.

5. Performance Data

Reappointment as the Building Standards verifier for Inverclyde until 2023 is subject to satisfying the Scottish Ministers that the Council is meeting the verification Operating Framework 2017 and the verification Performance Framework 2017. To guide service delivery in 2019-20, analysis of performance in 2018-19 has been measured against the requirements and targets set in the Operating and Performance Frameworks.

PROFESSIONAL EXPERTISE AND TECHNICAL PROCESSES

Performance Framework KPO 1: Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant

Requirements of the verifier:

- Maintain records of applications for building warrant and amendment to building warrant with breakdowns for reporting work categories and value of work categories.
- Maintain records of the time taken from receipt of a valid application to issue a 'first report'.
- Maintain records of the time taken from receipt of all satisfactory information to issue a building warrant or amendment to a building warrant.
- Maintain records of the overall time taken from receipt of a valid application to the time to issue a building warrant, or amendment to a building warrant.
- Seek to minimise the time taken to issue a building warrant whilst maintaining high standards of verification.
- Maintain records of applications for building warrants that utilised customer agreements.

What we did in 2018-19:

The Building Standards data management system was updated at the appropriate stages throughout the application process. On a monthly basis data management system records were checked for error by the System Supervisor and Manager. The requirement to minimise the time taken to issue a building warrant whilst maintaining high standards of verification was monitored as part of the monthly checking process by the Manager against both the national target and local targets as identified in the Customer Charter.

The overall time taken to determine a building warrant was on average 92 working days, of which on average 32 days were taken up by Inverclyde Council in registering, assessing and issuing the warrant. 65% of the total time to issue a building warrant was taken up by the Council awaiting corrections or additional information being provided by the applicant. Indeed, only 11% of all warrants were able to be issued without any need for amendment; one follow up letter requiring amendments or clarifications applied to 33% of cases, two letters in 30%, three in letters 17%, four letters in 6%, five letters in 2% and six and seven letters in less than 1%.

What we aim to do in 2019-20:

While the overall time to determine a building warrant is influenced by the time taken by the applicant to respond to a points letter, the time taken by the Council in registering, assessing and issuing the warrant all impact on levels of customer satisfaction. In the first three quarters

of 2019-20 the overall time taken to determine a building warrant was on average 86 working days, of which on average 34 days were taken up by Inverclyde Council in registering, assessing and issuing the warrant. 61% of the total time to issue a building warrant was taken up by the Council awaiting corrections or additional information being provided by the applicant. Indeed, only 9% of all warrants were able to be issued without any need for amendment; one follow up letter requiring amendments 6r clarifications applied to 41% of cases, two letters in 27%, three in letters 12%, four letters in 6% and five or more letters in 5%. Inverclyde Council entered into a short-term partnership with Argyll and Bute Council for the period ending 31 December 2019 which assisted in KPO 1 activities, and on appointment of a full complement of professional Building Standards staff the aim is to minimise the time taken by the Council as part of the overall determination time when issuing a building warrant whilst maintaining high standards of verification.

Targets:

- 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).
- 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrant and amendments issued without a first report).

What we did in 2018-19:

95.2% of all first reports were issued within 20 working days. The Council's target for responding to follow up points was 7 days, measured in combination with first responses to give an overall target time (e.g. first response 20 day target; follow up response 7 days = overall target 27 days). This overall target was met by 79.4% of building warrants issued. 75.0% of building warrants and amendments were issued within 10 days from receipt of all satisfactory information (excluding those issued without a first report), which is 15% below target.

While performance has dropped, the team deserves recognition for this achievement as a result of significant resourcing challenges faced during the year. The full complement of professional staff was at no time in place during the year. A combination of long-term sickness and officers leaving employment of the Council meant that for large parts of the year the verification case officer resource was 40-60%.

What we aim to do in 2019-20:

The challenges of recruitment will continue to impact performance for the remainder of 2019-20, however the Council's short-term partnership with Argyll and Bute Council has assisted greatly in the plan checking of building warrants. This enabled Inverclyde Council officers allocate more resource to site inspection work and will lead to a reduction in the time taken in accepting completion certificates. In the first three quarters of 2019-20 93.0% of all first reports were issued within 20 working days (89.5% in Q1, 96.0% in Q2 and 93.8% in Q3). The Council's target for responding to follow up points was 10 days, measured in combination with first responses to give an overall target time (e.g. first response 20 day target; follow up response 10 days = overall target 30 days). This overall target was met by 57.5% of building warrants issued (45.5% in Q1 increasing to 64.4% in Q2 and 63.4% in Q3). The overall decline in performance is directly attributable to the continued staff shortage, however the appointment of 2 Building Standards Officers has assisted in improvement. 76.8% of building warrants and amendments have been issued within 10 days from receipt of all satisfactory information

(excluding those issued without a first report). There has been an improvement to 88.4% in Q3 from 73.2% in Q2 and 70.3% in Q1. On appointment of a full complement of professional Building Standards staff the aim is to meet in full the targets of 95% of first reports (for building warrants and amendments) being issued within 20 days, and 90% of building warrants and amendments being issued within 10 days from receipt of all satisfactory information

Performance Framework KPO 2: Increase quality of compliance assessment during the construction process

Requirements of the verifier:

- Embed risk assessment methodologies into normal working practices for undertaking reasonable inquiry before accepting a completion certificate.
- Issue Construction Compliance Notification Plans (CCNP) with a building warrants issued.
- Maintain records of CCNPs for 'accepted' completion certificates with breakdown into reporting work categories and value of work categories.
- Maintain records of number of CCNPs that were fully achieved in terms of notification by the relevant person and inspection by the verifier.
- Maintain records of construction non-compliance locally and report trends and issues with a national impact to drive forward improvements in verification. Escalate national issues through Local Authority Building Standards Scotland (LABSS) for further discussion.

What we did in 2018-19:

CCNPs were issued with all warrants. Records were maintained within the Building Standards data management system of CCNPs for 'accepted' completion certificates, with breakdown into reporting work categories, value of work categories, the number of CCNPs that were fully achieved in terms of notification by the relevant person, and inspection by the verifier. There was no formal method of recording non-compliance trends.

What we aim to do in 2019-20:

The Council has continued its practice of issuing CCNPs and recording data. Annual reviews of all protocols shall be continued moving forward. A formal method of recording non-compliance trends was planned to be introduced in 2018-19, but due to resource pressures this work remains outstanding. The aim, subject to staffing levels, remains that this be introduced towards the end of 2019-20.

Operational Framework 1.2: Resourcing

Requirements of the verifier:

- Function - Verifiers must have staff with appropriate Building Standards qualifications and experience and have contingencies for when resourcing is not available in-house.
- Prescription – Verifiers must demonstrate that they have the appropriate staff and record their qualifications, experience and training. Staff qualifications, experience and training must be maintained through Continuing Professional Development (CPD) records, which are maintained and available for inspection. Verifiers must demonstrate they have measures in place for resourcing staff when specialisms are not available in-house.

What we did in 2018-19:

Each officer maintained a CPD record.

Officers were encouraged to undertake online training and afforded opportunities to attend external seminars and CPD events, interacting within an established network of local architects, planners and engineers. Training and events included:

- Property Maintenance (by Nicolson McShane / Wise Property Care)
- Brickwork (by Richard Robb Architects / Weinberberger)
- SBEM (by LABSS)
- Meet the Expert (by Direct Contact Exhibitions)
- Understanding Passive Fire Protection (by Association of Structural Fire Protection)
- Electricity and Fire Regulations (by NICEIC and SELECT)
- Safety at Sports Grounds (by Football Safety Officers' Association Scotland)
- Building Warranties (by AEDIS)
- Fire Test Regimes (by Kingspan)
- The multi – agency response to Grenfell and future building standards changes (by BSD)

The Council employed appropriately qualified officers committed to their continued professional development.

To ensure professional competency in the areas of structural and fire engineering the Council recognises the assistance of partner authorities in Local Authority Building Standards Scotland and in particular the professional guidance from appropriately qualified professionals from Glasgow City Council, Renfrewshire Council and South Lanarkshire Council.

What we aim to do in 2019-20:

The Council has informal arrangements with Glasgow City Council and Renfrewshire Council for assistance with the assessment of structural engineering calculations and alternative fire design strategies.

In recruiting professional staff, the Council will seek to ensure that new appointments have appropriate Building Standards qualifications and experience appropriate Building Standards qualifications and experience staff with appropriate Building Standards qualifications. Officers will continue to be provided with the opportunity to undertake online training and attend external seminars and CPD events.

Officer	Membership of Professional Bodies	Qualifications	Experience at 01/04/19
Development and Building Standards Manager	MRTPI	BSc.(Hons) in Town Planning SVQ MA Management level 4	23 years Local Government managerial experience. 38 years in Local Government.
Building Standards Team Leader	ACABE	HNC Building	39 years in Building Standards.

Senior Building Standards Officer	CABE	BSc.(Hons) in Building Control HNC Quality Assurance Management	26 years in Construction Industry, including 18 years as a Site Foreman. 16 years in Building Standards.
Building Standards Officer	-	BSc.(Hons) in Real Estate Management	2 years Customer Complaints Advisor. 1 year Trainee Surveyor. 12 years in Building Standards.
Building Standards Officer	-	Advanced Diploma in Building Standards	8 years in Building Standards. 20 years in Architecture practice.

Operational Framework 1.3: Business management and operational resilience

Requirements of the verifier:

- Function: Verifiers must have business planning in place and have embedded risk management and continuous improvement in their service. Verifiers must have provisions to minimise disruption to operation as a result of unforeseen circumstances.
- Prescription: Verifiers must demonstrate they meet their appointment criteria, have business planning in place and have embedded risk management and continuous improvement in their service. Verifiers must demonstrate measures are in place: to fulfil their appointment criteria and meet the performance framework; for the proportionate risk management of processes which enable identification, management and mitigation of risks that may prevent verification services, threaten sustainability of the business and the reputation of building standards generally; to ensure operational continuity in the face of events such as the loss of key staff, staff illness, fire and flood damage; to protect data from unrecoverable loss, unauthorised access or theft; to protect core data from unrecoverable loss, unauthorised access or theft; and to ensure that, in the case of ceasing to trade, core information and resources have been maintained in such a way that a successor organisation can be appointed to take over responsibility for ongoing operation of verification services. Desk instructions must be provided for essential processes to support operational integrity should changes to staff or systems occur. Desk instructions must be regularly maintained and reflect actual practice.

What we did in 2018-19:

An Annual Performance Report and Continuous Improvement Plan was published and a Business Impact Analysis was undertaken to ensure that the Building Standard service could continue to operate in accordance with statutory requirements in the event of damage or disruption to property or operating systems.

What we aim to do in 2019-20:

Operational arrangements will be fully reviewed following the filling of the vacant Senior Building Standards Officer post. This will ensure that current arrangements remain fit for purpose and, if not, facilitate improvement. Annual Performance Report and Continuous Improvement Plan will be monitored quarterly.

Operational Framework 2.1: Risk management of applications for building warrants

Requirements of the verifier:

- Function: Verifiers must have risk assessment protocols in place for dealing with applications for building warrants.
- Prescription: Verifiers must demonstrate a risk-based approach to dealing with applications for building warrants. Verifiers must integrate 'local' project and process related risks to 'local authority' operational and strategic risks.

What we did in 2018-19:

A revision of operational arrangements on the appointment of the Building Standards Team Leader has resulted in further amendments to working arrangements reflected in the updated Customer Charter.

What we aim to do in 2019-20:

A review of all protocols will be undertaken as part of the review of operational arrangements.

Operational Framework 2.2: Risk management of completion certificate submissions (including inspection regimes)

Requirements of the verifier:

- Function: Verifiers must have risk assessment protocols in place for dealing with completion certificate submissions and determining inspection regimes.
- Prescription: Verifiers must demonstrate a risk-based approach to determining and undertaking inspection regimes and dealing with completion certificate submissions. Verifiers must integrate 'local' project and process related risks to 'local authority' operational and strategic risks.

What we did in 2018-19:

A review of all protocols was undertaken in 2017-18. No changes were introduced in 2018-19.

What we aim to do in 2019-20:

Operational arrangements will be fully reviewed following the filling of the vacant Senior Building Standards Officer post.

Operational Framework 2.3: Quality assurance of building warrant and completion certificate decisions

Requirements of the verifier:

- Function: Verifiers must have quality assurance procedures in place for building warrant decisions (granted/refused) and completion certificate decisions (accepted/rejected), and to undertake appropriate corrective action where the required standard is not met.
- Prescription: Verifiers must ensure that a minimum sample (5%) of the total number of building warrant applications decided and completion certificate submissions decided are checked for accuracy. Verifiers must ensure that samples are checked regularly, and sampling considers risk profiles of applications and submissions and staff competencies. The sample should be based upon a random sample, augmented by any identified need for targeted audit as a result of complaints or requests from other organisations identified by the Scottish Government.

What we did in 2018-19:

All building warrant applications were subject to the following process: the Team Leader, Senior Building Standards Officers and Building Standards Officers had authority to recommend approval of building warrants in accordance with the vetting requirements detailed in Protocol No.2 (Building warrant Application Vetting and Review/Consultation requirements). In making the recommendation the Risk / Consultation Checklist was signed by the case officer, and where required by Protocol No.2, the review officer. Where appropriate, the comments column was completed. All warrants protocol checklists were signed off either by hand or electronically by the Manager or, in his absence, the Team Leader.

A peer assessment process is now in place.

What we aim to do in 2019-20:

Any changes will be considered as part of the review of operational arrangements following the filling of the vacant Senior Building Standards Officer post.

Operational Framework 2.4: Adherence to legislative procedures, appeals and complaints

Requirements of the verifier:

- Function: Verifiers must adhere to legislative procedures and deadlines, appeals processes and complaints processes.
- Prescription: Verifiers must have processes and controls in place to meet legislative procedures and deadlines (as interpreted in Annex B). Verifiers must demonstrate they have measures in place for managing decisions and non-compliance, and must record compliance with legislation and other processes. Verifiers must pro-actively communicate with applicants at relevant times regarding key decisions and implications. These measures must be applied in a fair and open way, including that those carrying out assessment of applications declare any conflict of interest.

What we did in 2018-19:

The Council had an established complaints procedure which was published online and the LABSS dispute resolution process was available. All applicants were informed after 7 months that a deemed refusal may be issued after 9 months. The Council processes promoted compliance with regulations 8, 9, 10, 11, 44 and 60. The Council was unable to guarantee compliance with the expectations of Annex B with reference to regulations 12, 15, 16, 19, 59 and sections 17 and 21

What we aim to do in 2019-20:

The Council will review the expectations expressed in Annex B and develop appropriate policies as part of the review of operational arrangements and procedures based on risk assessment.

Operational Framework 3.1: Provision of information for business and performance management (including minimum requirements for review and record keeping)

Requirements of the verifier:

- Function: Verifier must maintain and review all procedures, documentations and systems to ensure they remain relevant to their role as a Verifier (reference Annex B).
- Prescription: This must include local and national policies, technical and procedural guidance, and management information systems (casework and documents). Reviews must address changes to meet amended requirements issued by Scottish Government; arising from changes in national or local policy and where improvements are identified by internal review or examples of wider good practice. Verifiers must advise staff and ensure they are adequately trained in changes to procedures, documents and software requirements, and changes should be clearly identified.

What we did in 2018-19:

All staff were advised of any changes to policy, guidance and information systems and monthly team meetings were held. Working processes were all detailed in topic based protocols. Officers attended training sessions where appropriate and all are now fully trained in eBuilding Standards, in which local guidance was published and issued.

What we aim to do in 2019-20:

The Council will review the expectations of Annex B and develop appropriate policies and/or procedures based on risk assessment. Annual reviews of all protocols shall be continued moving forward as part of the review of operational arrangements.

QUALITY CUSTOMER EXPERIENCE

KPO 3: Commit to the building standards customer charter

Requirements of the verifier:

- Maintain their customer charter and incorporate national performance targets and national and local information into the template.
- Publish their customer charter prominently on the verifier website.
- Ensure the facility for online applications through the Scottish Government eBuilding standards system is detailed in the customer charter.
- Ensure the customer charter includes details of customer dispute resolution, complaints and performance procedures (e.g. Local Authority Building Standards Scotland Dispute Resolution Process, local authority complaints procedures, Scottish Government Verifier Performance Reporting Service for Customers).
- Review the National Customer Charter regularly (at least quarterly) maintaining localised information to ensure contact details and appropriate website links are kept up-to-date.
- Apply national building standards verification policies and interpretations.
- Adhere to the commitments in the national customer charter.

What we did in 2018-19:

The Customer Charter was reviewed quarterly and made available online. Requirements to ensure publicity for eBuilding standards, details of customer dispute resolution, complaints and performance and quarterly review were new obligations for 2017-18 and are included in the Charter.

Requirements to apply national Building Standards verification policies and interpretations and adhere to the commitments in the National Customer Charter were met through daily working practices.

What we aim to do in 2019-20:

Publicity for eBuilding standards, details of customer dispute resolution, complaints procedures and performance will continue to be included in future updates of the Customer Charter, which has been and will continue to be reviewed quarterly.

Targets:

- Scottish Customer Charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).
- 95% of Building Standards Division (BSD) requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.

What we did in 2018-19:

The Scottish Customer Charter was published online and included version control (via date of publication prominently displayed). The Charter was reviewed quarterly.

The BSD 'Verifier Performance Reporting Service for Customers' was not operational in 2018-19.

What we aim to do in 2019-20:

The Customer Charter continues to be published prominently on the website, is reviewed quarterly and incorporates version control detailing reviews).

A formal method of responding to the target for BSD information requests on 'Verifier Performance Reporting Service for Customers' cases will be developed should this be introduced by the Scottish Government.

KPO 4: Understand and respond to the customer experience

Requirements of the verifier:

- To assist the Scottish Government Building Standards Division to supply customer data for research purposes.
- Promote the Scottish Customer Survey and inform customers that they may be contacted for research purposes.
- Use findings from the Scottish Customer Survey for the purpose of customer segmentation.
- Use findings from the Scottish Customer Survey and local engagement to identify and make improvements to the customer experience.
- Incorporate actions to improve the customer experience into the continuous improvement plan and monitor progress.

What we did in 2018-19:

All requirements were met. The Scottish Customer Survey resulted in a 8.6% response rate for Inverclyde, which was significantly lower than the Scotland-wide response of 16.9%. 151 addresses were provided of which 83 were unique to Inverclyde. 13 survey responses were attributable to Inverclyde.

What we aim to do in 2019-20:

No new actions are identified. The Council will continue to support the National Customer Survey.

Target:

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

What we did in 2018-19:

The average in the 2018 Scottish Customer Survey was 7.0; Inverclyde rated 6.7. Previously, Inverclyde rated 8.3 in 2017, 5.7 in 2016, 7.8 in 2015 and 3.6 in 2014, with all ratings determined by a very low return rate.

In response Inverclyde Council submitted a Response to the Report (of survey findings) to the Scottish Government Building Standards Division noting responses have been mixed with a number of the comments reflecting very positively, contrasting sharply with negatives; officers when dealt with directly were identified as helpful and knowledgeable resulting in high satisfaction markings, however accessibility to officers and process were repeatedly identified as negatives, with officer numbers being identified as insufficient to meet the workloads.

The findings supported the need to fill vacancies and in 2018-19 steps were taken to re-evaluate posts following the failure to fill vacancies.

What we aim to do in 2019-20:

The 2019 Scottish Customer Survey rated Inverclyde at 6.3 for overall customer satisfaction. The Scottish average was 7.4. The survey reported improvement in the quality of advice, the accuracy of information provided and the accessibility and approachability of staff, however the timeliness of the service severely impacted on the rating; this was an inevitable consequence of the difficulty in filling vacancies which resulted in there being only 2 professional officers available for a period of time. Filling vacancies remains a priority to ensure that there are sufficient available officers to respond to public expectations of the service.

Operational Framework 1.5: Conflict of interest

Requirements of the verifier:

- Function: Verifiers must operate to ensure that there is no conflict of interest between operation as a Verifier and any other activities they undertake (corporately and individual staff).
- Prescription: Verifiers must assess and record such risks and any such activities and measures put in place to demonstrate that any conflict of interest is resolved.

What we did in 2018-19:

The code of conduct for employees provided instruction on conflict of interest.

What we aim to do in 2019-20:

No new actions are identified; the code of conduct remains in place.

Operational Framework 2.4: Adherence to legislative procedures, appeals and complaints

Requirements of the verifier:

- Function: Verifiers must adhere to complaints processes.
- Prescription: Verifiers must pro-actively communicate with applicants at relevant times regarding key decisions and implications. These measures must be applied in a fair and open way, including that those carrying out assessment of applications declare any conflict of interest.

What we did in 2018-19:

The Council's established complaints procedure was published online and the LABSS dispute resolution process was also available. All applicants were informed after 7 months that a deemed refusal may be issued after 9 months.

What we aim to do in 2019-20:

No actions are identified. The Council's complaints procedure continues to be followed, and all applicants are informed after 7 months that a deemed refusal may be issued after 9 months.

Operational Framework 3.2: Provision of information for members of the public (including minimum requirements for review and record keeping)

Requirements of the verifier:

- Function: Verifier must maintain their Building Standards Register and maintain and review verification related information for easy access by members of the public.
- Prescription: Verifier must maintain Part I and Part II of the Building Standards Register (BSR) in accordance with legislative requirements. Verifier must provide appropriate guidance and advice to members of the public, which must be reviewed and updated as necessary. Published guidance and advice must be readily accessible to members of the public. This must include at least the following information: Part I of the BSR published on-line (data) and Part II of the BSD available at all reasonable hours (copy documents); Scottish Customer Charter, Balanced Scorecard, Continuous Improvement Plan summary published on-line; appeals and complaints procedures; general information about the building standards system; information on the performance of the Verifier. Verifier must ensure that the requirements of the Data Protection Act and other legislation relevant to the form and content of data stored are met.

What we did in 2018-19:

Inverclyde Council maintained the Building Standards website on which it published Part 1 of the register, the Scottish Customer Charter, the Verification Annual Performance Report (Balanced Scorecard), the Continuous Improvement Plan summary and the latest Scottish Government Assessment (RAG report). It also advised of the availability of Part 2 for inspection. The Council's complaints procedure was also available online.

What we aim to do in 2019-20:

No actions are identified. The Council continues to provide information as required.

OPERATIONAL AND FINANCIAL EFFICIENCY

KPO 5: Maintain financial governance

Requirements of the verifier:

- Maintain records of the income received from building warrant and related statutory fees and the expenditure incurred (staff costs, non-staff costs and other verification-related investments) to run Building Standards verification services.
- Maintain records of the value of work for building warrant and amendment applications and completion certificate submissions where no building warrant granted.
- Have systems in place to identify time spent on verification activity, and thus enable direct staff costs required to run the verification system to be calculated.
- Undertake regular reviews of income and cost streams in order to inform and embed efficiency savings where possible.
- Adhere to the national approach to identifying costs.

What we did in 2018-19:

Fee income and value of works information was recorded in the Building Standards data management system. Each team member completed a timesheet (one week per month)

recording verification and non-verification work to facilitate cost allocation. Income was reviewed annually against targets.

What we aim to do in 2019-20:

No new actions are identified.

Target:

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

What we did in 2018-19:

Inverclyde Council provided a service aimed at being responsive and able to meet obligations in response times and Construction Compliance Notification Plans (CCNP), and recognised that within this overall aim if it is to maintain a capable workforce it will face fluctuations, sometimes significant, between income and staff costs. Fee income in 2018-19 achieved £400,568.34. The indicative verification cost amounted to £317,508.92 meeting the target.

What we aim to do in 2019-20:

No actions are identified. Fee income will continue to be monitored monthly.

KPO 6: Commit to eBuilding Standards

Requirements of the verifier:

- eBuilding Standards details are published prominently on the website.
- Maintain records of building warrant related applications and submissions through the eBuilding Standards portal.
- Maintain records of the extent of digital processing of verification activities i.e. the key activities from receipt of a building warrant application or amendment through to acceptance of a completion certificate.

What we did in 2018-19:

All requirements were achieved in 2018-19; eBuilding Standards details were published prominently on the website, records of building warrant related applications and submissions through the eBuilding Standards portal were maintained; and the extent of digital processing of verification activities was recorded.

What we aim to do in 2019-20:

The requirement to publish and maintain records is being continued.

Targets:

- Details of eBuilding Standards to be published prominently on the verifier's website.
- 75% of each key building warrant related process being done electronically: plan checking; building warrant or amendments (and plans) being issued; verification during construction; and completion certificates being accepted

What we did in 2018-19:

In the year 2018-19, the number of online applications increased to 435 from 341 in 2017-18. All online applications were checked, issued and inspected electronically, but a review of process concluded that paper applications should be processed in this format for reasons of efficiency; initial plans may be amended several times throughout the process and scanning is resource intensive, with a large application taking several hours to scan and index. It was process to only scan paper applications on approval.

Overall, the Council met the 75% target in two of the four processes and showed an increase in electronic service delivery in all areas. Plan checking done electronically (427 out of 495: 86.3%); Building warrant or amendment issued electronically (381 out of 447: 85.2%); Verification during construction done electronically (450 out of 970: 46.4%); Completion certificate accepted electronically (383 out of 896: 42.7%).

What we aim to do in 2019-20:

The Council will continue to encourage eBuilding Standards. In the first three quarters of 2019-20 the Council met the 75% target in two of the four processes: Plan checking done electronically (331 out of 361: 91.7%); Building warrant or amendment issued electronically (327 out of 357: 91.6%); Verification during construction done electronically (295 out of 444: 66.4%); Completion certificate accepted electronically (194 out of 452 42.9%).

KPO 7: Commit to objectives outlined in the annual performance report

Requirements of the verifier:

- Annual performance report published prominently on website with version control (reviewed at least quarterly).
- Annual performance report to include data in line with KPOs and associated targets (annually covering previous year). The report is to include adherence to the National Customer Charter (KPO3), appropriate actions to respond to customer feedback (KPO4), financial performance (KPO5); and commitment to digital services (KPO6)

What we did in 2018-19:

The Annual Performance Report, the Customer Charter, the Continuous Improvement Plan and the Scottish Government's performance assessment were all available online.

What we aim to do in 2019-20:

The Annual Performance Report, the Customer Charter, the Continuous Improvement Plan and the Scottish Government's performance assessment will continue to be available online.

Performance Targets:

- Annual performance report published prominently on website with version control (reviewed at least quarterly).
- Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 - March 2017.

What we did in 2018-19:

This target was met in full.

What we aim to do in 2019-20:

This target will continue to be met in full.

Operational Framework 1.4: Financial integrity

Requirements of the verifier:

- Function: Verifiers must demonstrate that they have appropriate arrangements in place to ensure financial integrity and continued operation.
- Prescription: Verifiers must submit performance returns and financial reports to the Scottish Government to demonstrate the ongoing viability of the appointment. Verifiers must provide evidence of compliance with corporate policies on anti-bribery and corruption.

What we did in 2018-19:

A financial budget committing expenditure for the financial year was set and fee income was monitored monthly against projection. Performance returns and financial reports were submitted quarterly to the Scottish Government. The Council had a zero tolerance approach to fraud and corruption, reflected in the code of conduct which provides instruction on corruption. The code of conduct for employees also provided instruction on conflict of interest.

What we aim to do in 2019-20:

No actions are identified.

6. Service Improvements and Partnership Working

In the previous 12 months (April 2018 –March 2019) we did:

Number	Continuous Improvement Action	Status
1	KPO 1: MINIMISE TIME TAKEN TO ISSUE A FIRST REPORT OR ISSUE A BUILDING WARRANT OR AMENDMENT TO BUILDING WARRANT Reporting Requirement: Record the time taken for the issuing of building warrants and amendments following receipt of all information. CIP Action: Review the recording process to ensure alignment with Scottish local authority consistency.	Achieved
2	KPO 2: INCREASE QUALITY OF COMPLIANCE ASSESSMENT DURING THE CONSTRUCTION PROCESS Requirements of the verifier: Maintain records of construction non-compliance locally and report trends and issues with a national impact to drive forward improvements in verification. CIP Action: Introduce formal method of recording non-compliance trends.	Achieved
3	OPERATIONAL FRAMEWORK 1.2: RESOURCING Requirements of the verifier: Verifiers must have staff with appropriate building standards qualifications and experience, and have contingencies for when resourcing is not available in-house. CIP Action: Review of the effectiveness of current arrangement for the professional expertise in structural engineering and fire safety.	Achieved
4	OPERATIONAL FRAMEWORK 2.1: RISK MANAGEMENT OF APPLICATIONS FOR BUILDING WARRANT APPLICATIONS Requirements of the verifier: Verifiers must have risk assessment protocols in place for dealing with applications for building warrants. CIP Action: Annual review of all protocols.	Achieved
5	OPERATIONAL FRAMEWORK 2.3: QUALITY ASSURANCE OF BUILDING WARRANT AND COMPLETION CERTIFICATE DECISIONS Requirements of the verifier: Verifiers must ensure that a minimum sample (5%) of the total number of building warrant applications decided and completion certificate submissions decided are checked for accuracy.	Target not met

	Verifiers must ensure that samples are checked regularly, and sampling considers risk profiles of applications and submissions and staff competencies. The sample should be based upon a random sample, augmented by any identified need for targeted audit as a result of complaints or requests from other organisations identified by the Scottish Government. CIP Action: Introduce peer assessment process as required. It should be noted that as a result of unfilled vacancies and long term staff absence this target has not been achieved.	
6	OPERATIONAL FRAMEWORK 2.4: ADHERENCE TO LEGISLATIVE PROCEDURES, APPEALS AND COMPLAINTS Requirements of the verifier: Verifiers must have processes and controls in place to meet legislative procedures and deadlines. CIP Action: Review the expectations of Annex B and develop appropriate policies and/or procedures based on risk assessment.	Ongoing
7	KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER Requirements of verifiers: Ensure the facility for online applications through the Scottish Government eBuilding standards system is detailed in the customer charter; ensure the customer charter includes details of customer dispute resolution, complaints and performance procedures (e.g. Local Authority Building Standards Scotland Dispute Resolution Process, local authorities complaints procedures, Scottish Government Verifier Performance Reporting Service for Customers); review the national customer charter regularly (at least quarterly) maintaining localised information to ensure contact details and appropriate website links are kept up-to-date. CIP Action: Review the Customer Charter to comply with the requirements.	Achieved
8	KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER Reporting Requirement: Publish the National Customer Charter prominently on the Council website and incorporate version control detailing reviews (review frequency at least quarterly) CIP Action: Review the Customer Charter to comply with the requirements.	Achieved.
9	KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER Reporting Requirement: Report the number of cases referred to the Local Authority Building Standards Scotland Dispute Resolution Process, local authority complaints procedures, Scottish Government Verifier Performance Reporting Service for Customers. CIP Action:	Achieved

	Comply with new reporting requirement.	Achieved
10	KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER Performance target: 95% of Building Standard Division requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days. CIP Action: Introduce a formal method of responding.	Achieved
11	KPO 4: UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE Requirements of verifiers: Use findings from local engagement to identify and make improvements to the customer experience and incorporate actions to improve the customer experience into the continuous improvement plan and monitor progress. CIP Action: Consider methods to improve customer feedback response rates as a supplement to the Scottish Customer Survey.	Achieved

In the period April 2019 – March 2020 we will do:

Number	Continuous Improvement Action	Timescale
1	KPO 1: MINIMISE TIME TAKEN TO ISSUE A FIRST REPORT OR ISSUE A BUILDING WARRANT OR AMENDMENT TO BUILDING WARRANT Reporting Requirement: Record the time taken for the issuing of building warrants and amendments following receipt of all information. CIP Action: Review the recording process to ensure alignment with Scottish local authority consistency.	March 2020
2	KPO 2: INCREASE QUALITY OF COMPLIANCE ASSESSMENT DURING THE CONSTRUCTION PROCESS Requirements of the verifier: Maintain records of construction non-compliance locally and report trends and issues with a national impact to drive forward improvements in verification. CIP Action: Introduce formal method of recording non-compliance trends.	March 2020
3	OPERATIONAL FRAMEWORK 1.2: RESOURCING Requirements of the verifier: Verifiers must have staff with appropriate building standards qualifications and experience, and have contingencies for when resourcing is not available in-house. CIP Action: Formalise current arrangement for the professional expertise in structural engineering and fire safety.	March 2020

4	OPERATIONAL FRAMEWORK 2.1: RISK MANAGEMENT OF APPLICATIONS FOR BUILDING WARRANT APPLICATIONS Requirements of the verifier: Verifiers must have risk assessment protocols in place for dealing with applications for building warrants. CIP Action: Review of all protocols.	March 2020
5	OPERATIONAL FRAMEWORK 2.3: QUALITY ASSURANCE OF BUILDING WARRANT AND COMPLETION CERTIFICATE DECISIONS Requirements of the verifier: Verifiers must ensure that a minimum sample (5%) of the total number of building warrant applications decided and completion certificate submissions decided are checked for accuracy. Verifiers must ensure that samples are checked regularly, and sampling considers risk profiles of applications and submissions and staff competencies. The sample should be based upon a random sample, augmented by any identified need for targeted audit as a result of complaints or requests from other organisations identified by the Scottish Government. CIP Action: Introduce peer assessment process as required. It should be noted that as a result of unfilled vacancies and long term staff absence this target has not been achieved.	March 2020
6	OPERATIONAL FRAMEWORK 2.4: ADHERENCE TO LEGISLATIVE PROCEDURES, APPEALS AND COMPLAINTS Requirements of the verifier: Verifiers must have processes and controls in place to meet legislative procedures and deadlines. CIP Action: Review the expectations of Annex B and develop appropriate policies and/or procedures based on risk assessment.	March 2020
7	KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER Requirements of verifiers: Ensure the facility for online applications through the Scottish Government eBuilding standards system is detailed in the customer charter; ensure the customer charter includes details of customer dispute resolution, complaints and performance procedures (e.g. Local Authority Building Standards Scotland Dispute Resolution Process, local authorities complaints procedures, Scottish Government Verifier Performance Reporting Service for Customers); review the national customer charter regularly (at least quarterly) maintaining localised information to ensure contact details and appropriate website links are kept up-to-date. CIP Action: Review the Customer Charter to comply with the requirements.	July 2019 October 2019 January 2020 March 2020

8	KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER Reporting Requirement: Publish the National Customer Charter prominently on the Council website and incorporate version control detailing reviews (review frequency at least quarterly) CIP Action: Review the Customer Charter to comply with the requirements.	July 2019 October 2019 January 2020 March 2020.
9	KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER Reporting Requirement: Report the number of cases referred to the Local Authority Building Standards Scotland Dispute Resolution Process, local authority complaints procedures, Scottish Government Verifier Performance Reporting Service for Customers. CIP Action: Comply with new reporting requirement.	July 2019 October 2019 January 2020 March 2020
10	KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER Performance target: 95% of Building Standard Division requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days. CIP Action: Introduce a formal method of responding.	Ongoing
11	KPO 4: UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE Requirements of verifiers: Use findings from local engagement to identify and make improvements to the customer experience and incorporate actions to improve the customer experience into the continuous improvement plan and monitor progress. CIP Action: Consider methods to improve customer feedback response rates as a supplement to the Scottish Customer Survey.	Ongoing

In the previous 12 months (April 2019 –March 2020) we worked with:

- Local Authority Building Standards Scotland, fellow Clyde Valley Building Standards Consortium member authorities (Glasgow City, Renfrewshire, East Renfrewshire, East Dunbartonshire, West Dunbartonshire and Argyll and Bute) and the Building Standards Division in seeking to drive forward national consistency in building standards practices and technical interpretation.
- Local architects, agents and developers on eBuilding Standards, technical updates and customer satisfaction.
- Scottish Fire and Rescue Service, Scottish Water, the Scottish Environmental Protection Agency, approved certifiers and a range of Inverclyde Council services in ensuring development complies with the Building Standards.

In the period April 2019 – March 2020 we will:

- Engage with Local Authority Building Standards Scotland (LABSS) and fellow Clyde Valley Building Standards Consortium member authorities (Glasgow City, Renfrewshire, East Renfrewshire, East Dunbartonshire, West Dunbartonshire and Argyll and Bute) in seeking to drive forward national and regional consistency in building standards practices and technical interpretation.
- Engage with local architects, agents and developers on technical updates and customer satisfaction.
- Engage with Scottish Fire and Rescue Service, Scottish Water, the Scottish Environmental Protection Agency, approved certifiers and a range of Inverclyde Council services in ensuring development complies with the Building Standards.

7. Building Standards - Additional Data

Annual Data 2018-19		
2017-18 data in brackets.		
1	**Building Warrant (BW)**	**Number**
1.1	No. of BW Applications (including "late" applications)	**384 (372)**
1.2	No. of "late" BW applications (as included above)	**4 (6)**
1.3	No. of BW approved	**348 (310)**
1.4	No. of BW refused	**0 (1)**
1.5	No. of amendment to BW applications	**111 (110)**
1.6	No. of amendment to BW applications approved	**99 (93)**
1.7	No. of amendment to BW applications refused	**0 (0)**
2	**Completion Certificates (CC)**	**Number**
2.1	No. of CC submissions (including those where no warrant was obtained)	**861 (1063)**
2.2	No. of CC submissions where no warrant was obtained ("late" CCs as included above)	**16 (13)**
2.3	No. of CC submissions accepted	**354 (297)**
2.4	No. of CC submissions rejected	**0 (1)**
3	**Fees**	**Number**
3.1	Total value of works for BW applications (including "late" applications)	**£106,195,189 (£65,912,453)**
3.2	Total value of works for amendment to warrant applications	**£567,588 (£428,450)**
3.3	Total value of works for CC submissions where no warrant was obtained	**£59,450 (£47,200)**
3.4	**Total Value of Work**	**£106,822,227 (£66,388,103)**
3.5	Total building warrant fee income (including 'late' BW)	**£343,077 (£314,599)**
3.6	Total amendment to warrant fee income	**£15,173 (£10,110)**
3.7	Total CC fee income where no warrant was obtained	**£9,075 (£3,889)**
3.8	**Total Fee Income**	**£367,325 (£328,598)**
4	**Costs**	**Number**
4.1	Total expenditure on verification	**£317,508.92 (£362,929)**
5	**Certification**	**Number**
5.1	No. of certificates of design (building structures) provided	**226 (251)**
5.2	No. of certificates of design (energy) domestic provided	**8 (6)**
5.3	No. of certificates of design (energy) non-domestic provided	**0 (0)**
5.4	No. of certificates of construction (electrical) provided	**51 (13)**
5.5	No. of certificates of construction (drainage, heating and plumbing) provided	**0 (0)**
6	**EPCs**	**Number**
6.1	No. of copy EPCs received for domestic buildings under Standard 6.9	**156 (78)**
6.2	No. of copy EPCs received for non-domestic buildings under Standard 6.9	**12 (10)**
7	**Statements of Sustainability**	**Number**
7.1	No. of copy Statements of Sustainability for domestic buildings under Standard 7.1 "Bronze"	**10 (22)**
7.2	No. of copy Statements of Sustainability for domestic buildings under Standard 7.1 "Bronze +"	**4 (4)**
7.3	No. of copy Statements of Sustainability for domestic buildings under Standard 7.1 "Silver"	**0 (0)**

7.4	No. of copy Statements of Sustainability for domestic buildings under Standard 7.1 "Gold"	0 (0)
7.5	No. of copy Statements of Sustainability for domestic buildings under Standard 7.1 "Platinum"	0 (0)
7.6	No. of copy Statements of Sustainability for non-domestic buildings under Standard 7.1 "Bronze"	4 (10)
7.7	No. of copy Statements of Sustainability for non-domestic buildings under Standard 7.1 "Bronze +"	6 (7)
7.8	No. of copy Statements of Sustainability for non-domestic buildings under Standard 7.1 "Silver"	0 (0)
7.9	No. of copy Statements of Sustainability for non-domestic buildings under Standard 7.1 "Gold"	0 (0)
7.10	No. of copy Statements of Sustainability for non-domestic buildings under Standard 7.1 "Platinum"	0 (0)
8	**Enforcement**	**Number**
8.1	No. of section 25 notices issued	0 (0)
8.2	No. of section 26 notices issued	0 (0)
8.3	No. of section 27 notices issued	0 (0)
8.4	No. of section 28 notices issued	3 (0)
8.5	No. of instances where the local authority has taken action under Section 29	8 (7)
8.6	No. of section 30 notices issued	1 (6)
8.7	No. of enforcement cases reported to the Procurator Fiscal	0 (0)
8.8	No. of cases from above where the local authority carried out work	1 (3)

Notes:

- The difference between the number of completion certificates submitted and accepted is an indication of the high number of insulated rendering of residential buildings for which additional information is outstanding.
- Expenditure is based on salary costs of £228,419.08 associated with officer time on verification + 30% factor (£68,525.32) + IT and equipment investment (£20,564.52)= £317,508.92