



Building Standards Verification
Annual Performance Report 2020-2021

October 2021

Table of Contents

	Page
1. Introduction to the Verifier	3
2. Building Standards Verification Service Information	5
3. Strategic Objectives	8
4. Key Performance Outcomes and Targets	10
5. Performance Data	12
6. Service Improvement and Partnership Working	19

1. Introduction to the Verifier

Background

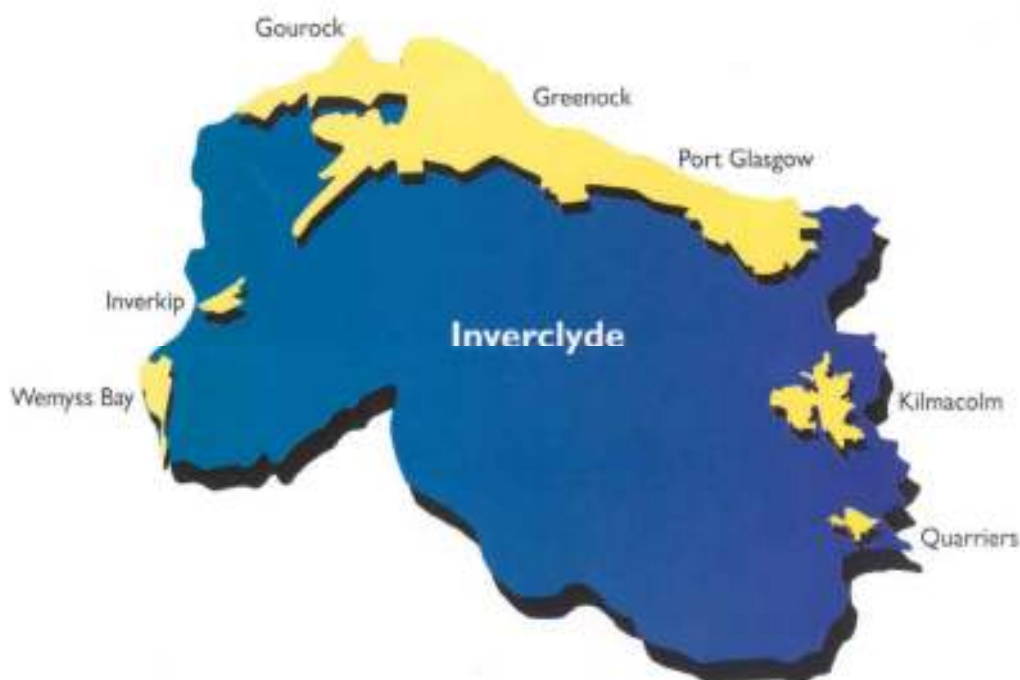
This verification performance report is a strategic planning and management tool that provides information about the local authority building standards service, communicates the vision and strategy, and sets out performance against strategic goals and targets.

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.

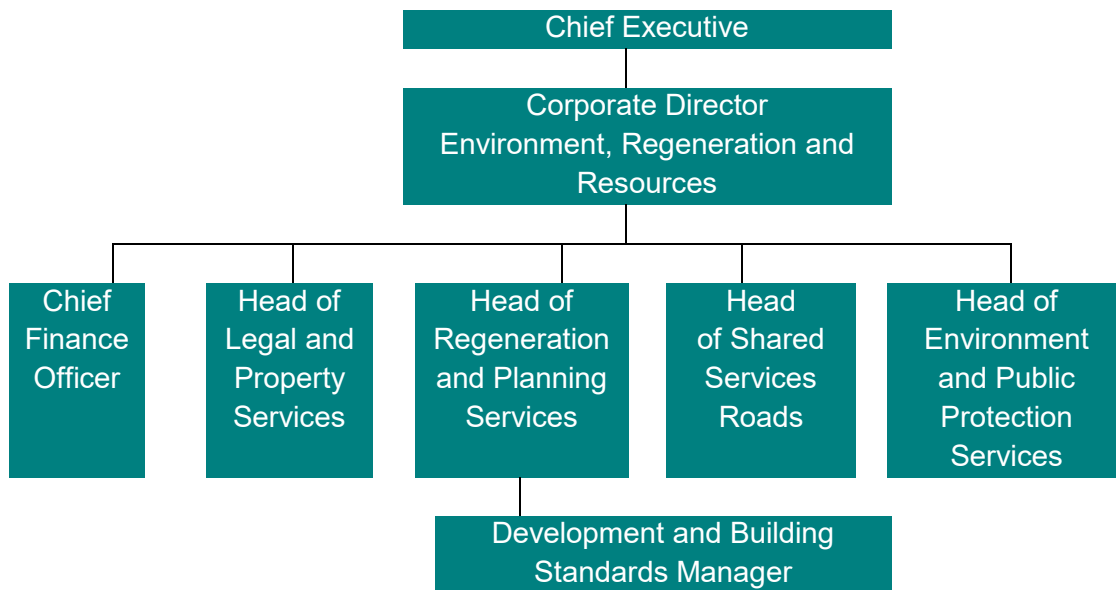
The population is concentrated in towns and villages of Greenock, Port Glasgow, Gourock, Inverkip and Wemyss Bay, set along the southern coast of the Firth of Clyde, and benefiting from breathtaking views north to the Argyll Hills and southern Highlands. Inland, the villages of Kilmacolm and Quarriers 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:



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

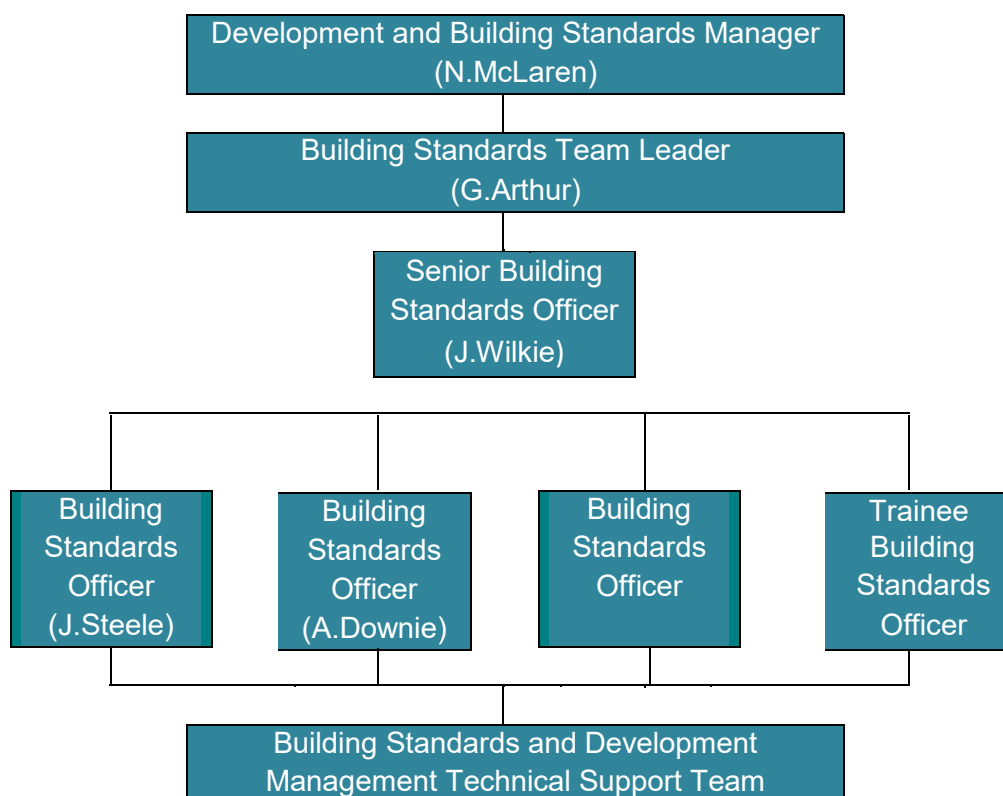
The purpose of the Building Standards system is to protect the public interest. The system sets out the essential standards that are required to be met when building work or conversion of a building takes place in order to meet building regulations.

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:



	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	0	-
Technician	No. posts	-	-
	Vacant	-	-
Office support/clerical	No. posts	3	-
	Vacant	0	-
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. All officers undertake the range of verification and non-verification functions.

Staffing profile	Number
Under 30	1
30-39	3
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.

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 2021-22

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 2021-22 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.

The key strategic objectives for 2020-21

The key strategic objective of the Building Standards Service in 2020-21 is aligning performance to the verification Operating Framework 2017 and the verification Performance Framework 2017. This Annual Performance Report aims to evaluate performance in 2020-21 against the requirements and identify the actions and continuous improvements in 2021-22 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 <ul style="list-style-type: none"> • 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 2021-22, analysis of performance in 2020-21 has been measured against the requirements and targets set in the Operating and Performance Frameworks.

2020/21	Q1 – April/ June	Q2 –July /Sept	Q3 – Oct/ Dec	Q4 – Jan/Apr
KPO 01 (A) Time Taken to issue a Building Warrant or amendment to Warrant				
Total Number of Building Warrant or amendment to Warrant issued	61	81	105	106
Average Time per Building Warrant (Working Days)	95.98	104.31	108.07	118.21
KPO1(B) Time to issue First Report				
Target : 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).				
Number of First Reports issued	63	71	86	92
% within 15 days	49.21%	32.39%	13.95%	14.13%
% more than 15 days and within 20 days	44.44%	63.38%	81.4%	82.61%
% more than 20 days and within 35days	6.35%	4.23%	3.49%	3.26%
% more than 35 days	0	0	1.16%	0
Target Achieved	Missed by 1.65%	Achieved	Achieved	Achieved
KPO1(C) Time to issue a building warrant or amendment from receipt to satisfactory information				
Target : 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).				
Total Number of building warrants and amendments issued	58	64	80	81
%within 6 days	51.72%	59.38%	41.25%	45.68%
% more than 6	8.62%	7.81%	7.5%	7.41%

days and within 10 days				
% more than 10 days and within 15 days	13.79%	3.12%	8.75%	4.94%
% more than 15 days	25.86%	29.69%	42.5%	41.98%
Target Achieved	Missed by 29.66%	Missed by 22.81%	Missed by 41.25%	Missed by 36.91%
KPO 2 Compliance during Construction – Construction Compliance notification Plans (CCNP)				
Number of CCNP for “accepted completion certificates	15	70	76	242
% of CCNPs fully achieved for accepted Completion certificates	6.67%	2.86%	5.26%	4.96%
% of CCNPs fully achieved by “Relevant Person “	6.67%	2.86%	5.26%	4.96%
%of CCNPs fully achieved by Verifier	100%	100%	100%	100%
KPO3 Commit to the Building Standards Customer Charter				
Customer Charter Published on verifier website	Yes	Yes	Yes	Yes
Customer charter web address on verifier website	Yes	Yes	Yes	Yes
Customer charter reviewed since last reporting period	Yes	Yes	Yes	Yes
Number of cases referred to LABSS dispute Resolution Process	0	0	0	0
Number of cases referred to LA complaints formal procedure	0	0	0	0

Number of cases referred to SG Verifier performance Reporting Service for Customers	0	0	0	0
Number of SG verifier Performance Reporting Service Cases responded to by Verifier within 5 days	0	0	0	0
KPO4 Understand and Respond to the Customer Experience				
Target: Minimal overall average satisfaction rating of 7.5 out of 10				
Satisfactory Rating from the last National Customer Survey	6.3	6.3	6.3	6.3
Target	Missed by 1.2	Missed by 1.2	Missed by 1.2	Missed by 1.2
KPO 5 Maintain Financial Governance				
Income is monitored annually against the financial requirements for the provision of the Service				
KPO 6 Commit to Building Standards				
eBS published on verifier website	Yes	Yes	Yes	Yes
eBS published weblink	Yes	Yes	Yes	Yes
Number of applications from BW or amendment submitted through SG eBS system	61	110	94	112
Number of completion certificates submitted through SG eBS system	24	97	98	235
Number of other forms submitted through SG eBS system	164	207	213	200
BW Plan checking done electronically	Yes	Yes	Yes	Yes
BW issued electronically	Yes	Yes	Yes	Yes

Inspection done electronically	No	No	No	No
Completion Certificate accepted electronically	No	No	No	No
KPO 7 Commit to objectives outlined in the Annual Performance Report				
Verifier Performance Report published on verifier Web site	Yes	Yes	Yes	Yes
Verifier Performance Report published web link	Yes	Yes	Yes	Yes
Verifier Performance Report reviewed since last reporting period	Yes	Yes	Yes	Yes
Verifier Performance Report includes performance data	Yes	yes	Yes	yes

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.

Comment: The Council continue its practice of issuing CCNPs and recording data. Annual reviews of all protocols shall be continued moving forward.

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.

Comment

In recruiting professional staff, the Council has supplemented the current workforce with staff who have a wide range experience knowledge, appropriate Building Standards qualifications and experience appropriate Building Standards. Officers will continue to be provided with the opportunity to undertake online training and attend external seminars and CPD events.

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.

Comment : 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. These items are reviewed on an annual basis.

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.

Comment : The Council sets a financial budget committing expenditure for the financial year and fee income was monitored monthly against projections. 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.

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.

Comment : The code of conduct for employees provided instruction on conflict of interest to ensure this matter is addressed.

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.

Comment : A review of all protocols is undertaken annually 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.

Comment : A review of all protocols is undertaken annually as part of the review of operational arrangements.

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.

Comment : Quality assurance procedures are in place to ensure that appropriate standards are met. These are reviewed on an annual basis.

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.

Comment : Procedures are in place to ensure that all requirements relating to legislation, appeals and complaints are adequately managed

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.

Comment : The Council reviews and develops appropriate policies and/or procedures based on risk assessment for all aspects of the Service.

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.

Comment : The Council maintains 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.

6. Service Improvements and Partnership Working

In the previous 12 months (April 2020 - March 2021) we did:

Number	Continuous Improvement Action	Status
1	<p>KPO 1: MINIMISE TIME TAKEN TO ISSUE A FIRST REPORT OR ISSUE A BUILDING WARRANT OR AMENDMENT TO BUILDING WARRANT</p> <p>Reporting Requirement: Record the time taken for the issuing of building warrants and amendments following receipt of all information.</p> <p>CIP Action: Review the recording process to ensure alignment with Scottish local authority consistency.</p>	Achieved
2	<p>KPO 2: INCREASE QUALITY OF COMPLIANCE ASSESSMENT DURING THE CONSTRUCTION PROCESS</p> <p>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.</p> <p>CIP Action: Introduce formal method of recording non-compliance trends.</p>	Ongoing
3	<p>OPERATIONAL FRAMEWORK 1.2: RESOURCING</p> <p>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.</p> <p>CIP Action: Review of the effectiveness of current arrangement for the professional expertise in structural engineering and fire safety.</p>	Ongoing
4	<p>OPERATIONAL FRAMEWORK 2.1: RISK MANAGEMENT OF APPLICATIONS FOR BUILDING WARRANT APPLICATIONS</p> <p>Requirements of the verifier: Verifiers must have risk assessment protocols in place for dealing with applications for building warrants.</p> <p>CIP Action: Annual review of all protocols.</p>	Ongoing
5	<p>OPERATIONAL FRAMEWORK 2.3: QUALITY ASSURANCE OF BUILDING WARRANT AND COMPLETION CERTIFICATE DECISIONS</p> <p>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.</p>	Ongoing

	<p>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.</p> <p>CIP Action: Introduce peer assessment process as required.</p>	
6	<p>OPERATIONAL FRAMEWORK 2.4: ADHERENCE TO LEGISLATIVE PROCEDURES, APPEALS AND COMPLAINTS</p> <p>Requirements of the verifier: Verifiers must have processes and controls in place to meet legislative procedures and deadlines.</p> <p>CIP Action: Review and develop appropriate policies and/or procedures based on risk assessment.</p>	Ongoing
7	<p>KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</p> <p>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.</p> <p>CIP Action: Review the Customer Charter to comply with the requirements.</p>	Achieved
8	<p>KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</p> <p>Reporting Requirement: Publish the National Customer Charter prominently on the Council website and incorporate version control detailing reviews (review frequency at least quarterly)</p> <p>CIP Action: Review the Customer Charter to comply with the requirements.</p>	Achieved.
9	<p>KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</p> <p>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.</p> <p>CIP Action: Comply with new reporting requirement.</p>	Achieved

10	<p>KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</p> <p>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.</p> <p>CIP Action: Introduce a formal method of responding.</p>	Achieved
11	<p>KPO 4: UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE</p> <p>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.</p> <p>CIP Action: Consider methods to improve customer feedback response rates as a supplement to the Scottish Customer Survey.</p>	Achieved

In the period April 2021 - March 2022 we will do:

Number	Continuous Improvement Action	Timescale
1	<p>KPO 1: MINIMISE TIME TAKEN TO ISSUE A FIRST REPORT OR ISSUE A BUILDING WARRANT OR AMENDMENT TO BUILDING WARRANT</p> <p>Reporting Requirement: Record the time taken for the issuing of building warrants and amendments following receipt of all information.</p> <p>CIP Action: Review the recording process to ensure alignment with Scottish local authority consistency.</p>	Ongoing
2	<p>KPO 2: INCREASE QUALITY OF COMPLIANCE ASSESSMENT DURING THE CONSTRUCTION PROCESS</p> <p>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.</p> <p>CIP Action: Introduce formal method of recording non-compliance trends.</p>	Ongoing
3	<p>OPERATIONAL FRAMEWORK 1.2: RESOURCING</p> <p>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.</p> <p>CIP Action: Formalise current arrangement for the professional expertise in structural engineering and fire safety.</p>	Ongoing

4	<p>OPERATIONAL FRAMEWORK 2.1: RISK MANAGEMENT OF APPLICATIONS FOR BUILDING WARRANT APPLICATIONS</p> <p>Requirements of the verifier: Verifiers must have risk assessment protocols in place for dealing with applications for building warrants.</p> <p>CIP Action: Review of all protocols.</p>	Ongoing
5	<p>OPERATIONAL FRAMEWORK 2.3: QUALITY ASSURANCE OF BUILDING WARRANT AND COMPLETION CERTIFICATE DECISIONS</p> <p>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.</p> <p>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.</p>	Ongoing
6	<p>OPERATIONAL FRAMEWORK 2.4: ADHERENCE TO LEGISLATIVE PROCEDURES, APPEALS AND COMPLAINTS</p> <p>Requirements of the verifier: Verifiers must have processes and controls in place to meet legislative procedures and deadlines.</p> <p>CIP Action: Review and develop appropriate policies and/or procedures based on risk assessment.</p>	Ongoing
7	<p>KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</p> <p>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.</p> <p>CIP Action: Review the Customer Charter to comply with the requirements.</p>	Ongoing

8	<p>KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</p> <p>Reporting Requirement: Publish the National Customer Charter prominently on the Council website and incorporate version control detailing reviews (review frequency at least quarterly)</p> <p>CIP Action: Review the Customer Charter to comply with the requirements.</p>	Ongoing
9	<p>KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</p> <p>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.</p> <p>CIP Action: Comply with new reporting requirement.</p>	Ongoing
10	<p>KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</p> <p>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.</p> <p>CIP Action: Review a formal method of responding.</p>	Ongoing
11	<p>KPO 4: UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE</p> <p>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.</p> <p>CIP Action: Consider methods to improve customer feedback response rates as a supplement to the Scottish Customer Survey.</p>	Ongoing

In the period April 2021 – March 2022 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.