

# BUILDING STANDARDS

## ANNUAL VERIFICATION PERFORMANCE REPORT

1 APRIL 2024 - 31 MARCH 2025



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## Document Record:

Version	Description of Change	Date
<b>1.1</b>	<b>Issued</b>	<b>31 May 2024</b>
<b>1.2</b>	<b>Q1 Updates</b>	<b>31 July 2024</b>
<b>1.5</b>	<b>Q4 Updates</b>	<b>30 April 2024</b>

# part 1: introduction to verifier

## Standard statement:

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

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

North Lanarkshire is the fourth largest local authority in Scotland, stretching from Steps to Harthill, from the Kilsyth Hills to the Clyde, and includes Airdrie, Bellshill, Coatbridge, Cumbernauld, Kilsyth, Motherwell, Shotts and Wishaw.

North Lanarkshire forms a geographically diverse area between the urban conurbation of Glasgow which we border to the west, and the moorlands of central Scotland to the east. The southern part of our area is heavily populated, particularly in the south west around the large town of Motherwell, and adjacent settlements.

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

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

North Lanarkshire's historical legacy of the coal, steel and heavy engineering industries has resulted in vacant and derelict land accounting for over 1,363 hectares\*.

These traditional industries have now largely been replaced by a modern business infrastructure supporting new and emerging sectors.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

*\*(Source: Scottish vacant and derelict land survey 2021)*



Our main employment sectors can now be demonstrated as follows:

Occupations	Jan 2023 – Dec 2023
<b>Managers, directors and senior officials</b>	11,300
<b>Professional occupations</b>	32,600
<b>Associate professional and technical</b>	21,200
<b>Administrative and secretarial</b>	18,700
<b>Skilled trades occupations</b>	15,800
<b>Caring, leisure and other service occupations</b>	13,600
<b>Sales and customer service occupations</b>	12,100
<b>Process plant and machine operatives</b>	13,900
<b>Elementary occupations</b>	20,000
<b>Total employed (inc. Self employed)</b>	159,200

(Source: ONS Annual Population Survey)

Top six employment sectors in North Lanarkshire:

Sector	No. of employees
<b>Human Health and Social Work Activities</b>	18,000
<b>Wholesale And Retail Trade; Repair Of Motor Vehicles And Motorcycles</b>	18,000
<b>Construction</b>	16,000
<b>Public Administration And Defence; Compulsory Social Security</b>	12,000
<b>Manufacturing</b>	12,000
<b>Administrative and Support Service Activities</b>	11,000

(Source: ONS Business Register and Employment Survey)

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

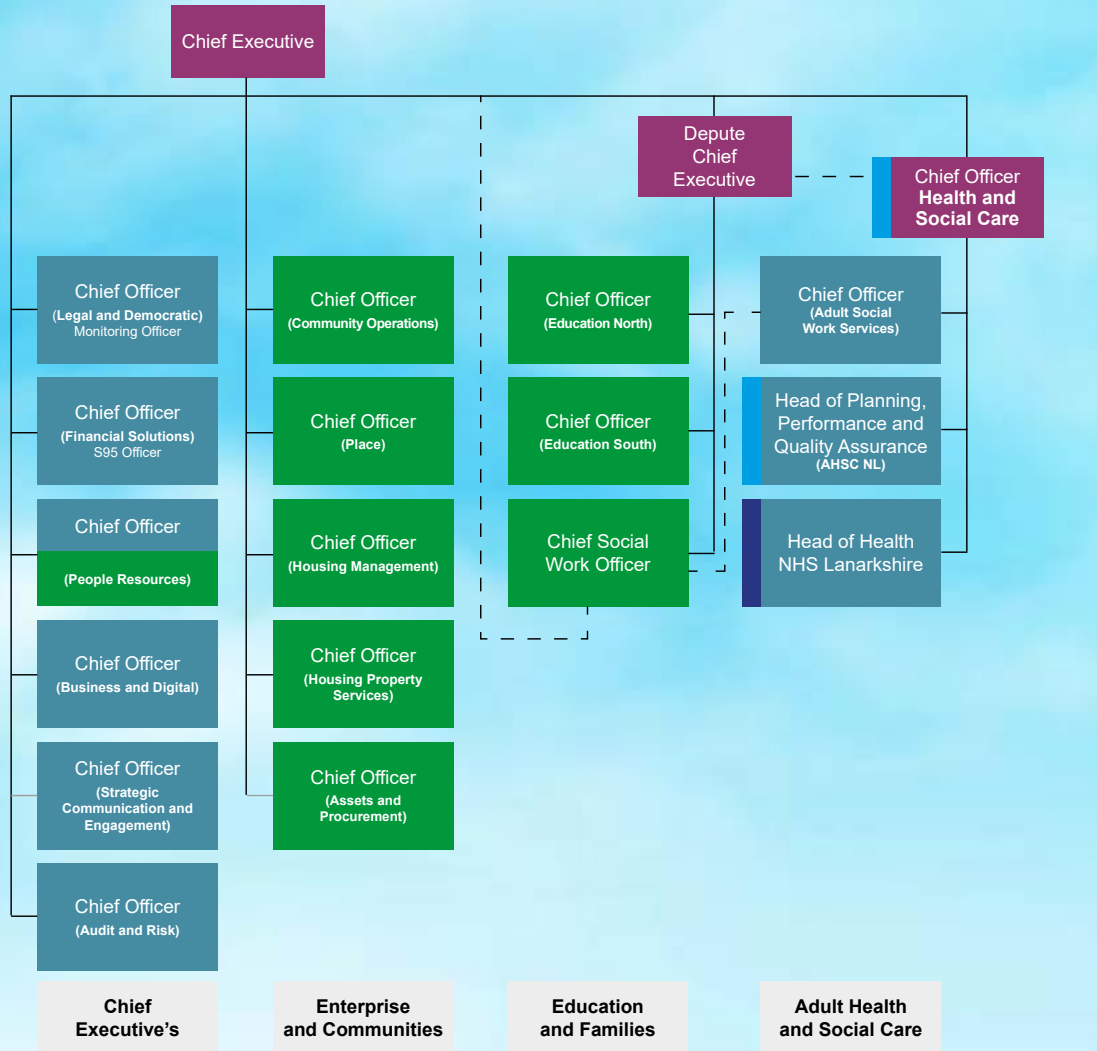
The Enterprise and Communities service has been aligned to support and enable the delivery of growth in North Lanarkshire and has a central role in the delivery of the council's priority outcomes. The structure enables us to combine skills and resources to address challenges through integrated solutions,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

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

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

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

## ORGANISATIONAL STRUCTURE



Winter Walkway at Greengairs

# part 2: buildings standards verification service information



Colzium House and Estate

## How to contact us:

Email: [Buildingstandards@northlan.gov.uk](mailto:Buildingstandards@northlan.gov.uk)

Telephone: 01236 812440

## Our Postal Address:

Civic Centre  
Windmillhill Street  
Motherwell ML1 1AB

## Building Standards in North Lanarkshire is responsible for the following:

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

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

## Public Interest Statement:

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

The building standards system checks that proposed building work or conversion of a building meets standards; inspections are limited to a minimal necessary to ensure that legislation is not avoided. The control of work on site is not down to the system but is a matter for contracts and arrangements in place between a builder and client.

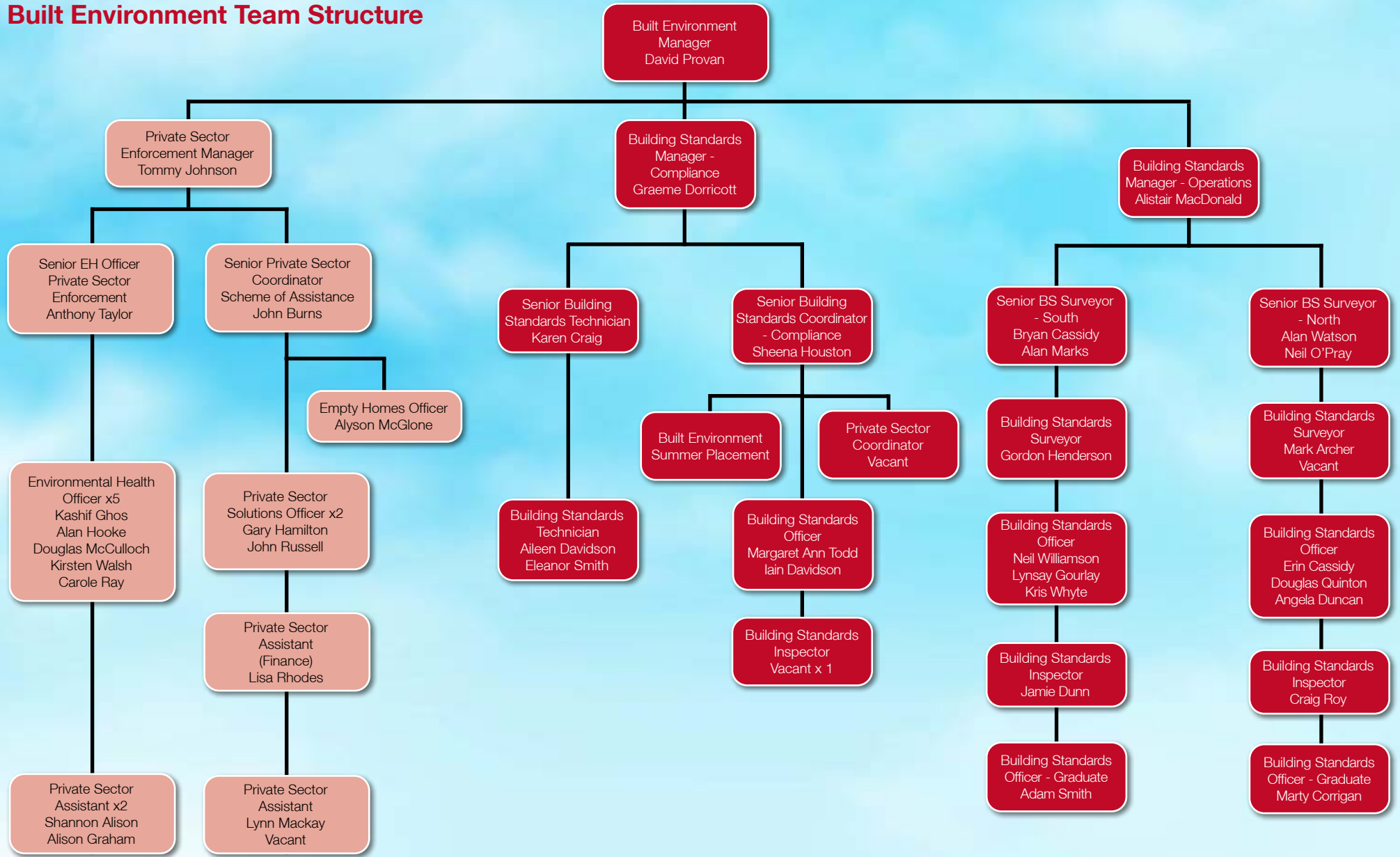
Verifiers, appointed by Scottish Ministers are responsible for the independent checking of applications for building warrants to construct or demolish buildings, to provide services, fittings or equipment in buildings, or for conversions.

Dalziel Estate





# Built Environment Team Structure



## Review of customer satisfaction 2023-24

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

Government data showed that

- 96% of customers were very satisfied/satisfied with the overall service provided.

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

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

- Staff were polite and friendly 94.8% (very/fairly satisfied)
- We treated you fairly 89.6% (very/fairly satisfied)
- Staff were knowledgeable and informative 87.4% (very/fairly satisfied)

Staff age profile	Number
61 and over	
56-60	7
50-55	8
40-49	6
30-39	4
25-29	2
16-24	2

## Staffing position on 31 March 2024 (posts are full time equivalents).

	Tier 1	Tier 2	Tier 3	Tier 4
<b>Head of Building Standards Verification Service</b>				1

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

	Building Standards Operations	Building Standards Compliance
<b>Managers</b>	No. posts Vacant	1
<b>Team Leaders</b>	No. posts Vacant	
<b>Lead Surveyors</b>	No. posts Vacant	
<b>Senior Surveyor</b>	No. posts Vacant	4
<b>Surveyor</b>	No. posts Vacant	8
<b>Assistant Surveyor</b>	No. posts vacant	1
<b>Graduate Surveyor</b>	No. posts Vacant	2
<b>Inspector</b>	No. posts Vacant	2
<b>Technician</b>	No. posts Vacant	3
<b>Administrator (dedicated)</b>	No. posts Vacant	3
<b>Administrator (pooled)</b>	No. posts Vacant	1
<b>Other Specialist (structure, fire etc.)</b>	No. posts Vacant	
<b>Other Role</b>	No. posts Vacant	
<b>TOTAL</b>	<b>22</b>	<b>7</b>

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



# part 3: strategic objectives



## 1. The overarching goal/ vision of the service:

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



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

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

### Our corporate priorities aim to:

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

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

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

Following reappointment for a period of 6 years from 1 May 2023, we aim to build on our strong performance and to continue to improve our services.

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

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

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

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

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

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

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

### 3. The key strategic objectives for the coming year:

- Attention and focus will be given to emerging priorities across the Compliance agenda.
- Support processes relating to the operating framework for building standards verifiers and realign as verifier to meet challenges posed by emerging priorities.
- Keep under review the new building standards staff structure and create 1 Summer placement post, 1 new post of a Modern Apprentice and 1 additional post of Building Standards Inspector to fulfil staffing establishment required to support growth in North Lanarkshire.
- Support workforce development strategy and objectives through Competency Assessment System and continue to enhance our commitment to the graduate apprentice scheme and to supporting the ambassador network initiative.
- Ensure our workforce is capable of delivering on our priorities and have the appropriate ongoing development and training opportunities to meet the challenges ahead through our Performance Review and Development process.
- Retain our external accreditations focusing on maintaining a high quality service will ensure our customers have confidence in our verification service.

- Maintain and deliver a high quality, customer focused service, delivering quarterly progress reporting around our key milestones in order to meet the objectives set out for the service by the Scottish Government.
- Continue to collaborate with Building Standards Division and Local Authority Building Standards Scotland colleagues to develop and promote the national agenda of compliance and safety. The building standards service will always aim to have a positive influence at both local and national level with regards to the future of building standards verification.

- Continue to engage with, and support and work with Central Authorities Consortium partners to promote consistency and predictability of the verification service across the consortium area.
- Engage with Scottish Building Standards Hub, as required, to assist in the progression of key workstreams and actions.
- Further embed our partnership arrangement with Dumfries and Galloway Building Standards service related to building warrant plan assessment. Look to develop similar partnership arrangements.
- Support the Building Standards Leader Forum at a national level in line with Building Standards Division priorities.



# part 4: key performance outcomes and targets



## 4. Key performance outcomes and targets

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

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

There are also three cross-cutting themes, comprising:

- Public Interest
- Continuous Improvement
- Partnership Working

### Summary of Key Performance Outcomes (KPOs).

#### Professional Expertise and Technical Processes

**KPO1** Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant.

**KPO2** Increase quality of compliance assessment during the construction processes

#### Quality Customer Experience

**KPO3** Commit to the building standards customer charter

**KPO4** Understand and respond to the customer experience

#### Operational and Financial Efficiency

**KPO5** Maintain financial governance

**KPO6** Commit to digital services

**KPO7** Commit to objectives outlined in the annual verification performance report

### Summary of Key Performance Targets

#### KP01 Targets

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

**1.2** 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information - all building warrants and amendments (not including BWs and amendments issued without a first report).

#### KOP2 Targets

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

#### KP03 Targets

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

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

#### KP04 Targets

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

#### KP05 Targets

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

#### KP06 Targets

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

**6.2** 75% of each key building warrant related process being done electronically

- Plan checking
- Building warrant or amendments (and plans) being issued
- Verification during construction
- Completion certificates being accepted

#### KP07 Targets

**7.1** Annual verification performance report published prominently on website with version control (reviewed at least annually).

**7.2** Annual verification performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. 1 April 2023 – 31 March 2024).

# part 5: performance data



## 5. Performance data

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

Summary of key performance targets and performance data:

### KP01

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

**Our performance:**

Q1 performance (April - June 2024-2025)	94.31%
Q2 performance (July - September 2023-2024)	88.99%
Q3 performance (October - December 2023-2024)	90.54%
Q4 performance (January - March 2023-2024)	88.51%

Our working arrangements have evolved with the introduction of hybrid working. The service has identified certain challenges and barriers in terms of the delivery of support services.

Support/admin teams have been transferred to the Built Environment Service and new management arrangements. Our performance demonstrates the ability of our team to be agile and responsive as we continue to prioritise our customers needs.

**1.2 Target:** 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information - all building warrants and amendments (not including BWs and amendments issued without a first report).

**Our performance:**

Q1 performance (April - June 2024-2025)	91.75%
Q2 performance (July - September 2023-2024)	88.99%
Q3 performance (October - December 2023-2024)	90.54%
Q4 performance (January - March 2023-2024)	88.51%

Our working arrangements have further evolved with the introduction of hybrid working. The service has identified certain challenges and barriers in terms of the delivery of support services. Support/admin teams have been transferred to the Built Environment Service and new management arrangements. Our performance demonstrates the ability of our team to be agile and responsive as we continue to prioritise our customers needs.

### KOP2 Targets

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

### KP03

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

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

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

**Our performance:** No requests recorded

### KP04

**4.1 Target:** Minimum overall average satisfaction rating of 7.8 out of 10.

**Our performance:** The National Customer Survey Dashboard showed the overall satisfaction with our service was given a rating of 9.3 out of 10.

### KP05

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

**Our performance:** During 2023/24 our fee income was £1,344,868 and our indicative verification service costs were £1,035,958 meeting the requirement of KPO5.

### KP06

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

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

**6.2 Target:** 75% of each key building warrant related process being done electronically

- Plan checking
- Building warrant or amendments (and plans) being issued
- Verification during construction
- Completion certificates being accepted

**Our performance:** We now offer a fully digitised end to end building standards verification service.

## KP07

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

**Our performance:** Our [Building Standards Verification Performance Report](#) regularly reviewed (at least quarterly) and published on our website.

**7.2** **Target:** Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2021 – March 2022).

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

## Professional Expertise and Technical Processes

### • **Protocols for dealing with work**

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

### • **Performance management systems**

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

### • **Training and development/CPD**

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

The introduction of the national building standards Competency Assessment System (CAS) has dovetailed with our PRD process to provide a framework to

evaluate competencies and to identify any skill gaps or development needs within the building standards team.

This integrated approach will further assist in improving efficiency, quality and performance.

### • **Benchmarking/shared services**

We are committed to supporting the work of Building Standards Division (BSD), Local Authority Building Standards Scotland (LABSS), Scottish Building Standards Hub and our Central Authorities Consortium group, including the Consortium Officer Working Group.

The Built Environment Team comprising building standards, environmental health and private sector housing teams has pulled resource and expertise to offer greater flexibility and economy of scale.

Bringing the teams together aims to provide a proactive approach to addressing private sector disrepair and enforcement throughout North Lanarkshire. Our workforce adopts a hybrid work style to ensure that support and resources are targeted where they are needed.

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

- **Succession planning**

We must ensure an appropriate workforce structure in place to deliver on the future priorities of the organisation and to deliver high quality, cost effective and targeted services to the people and communities of North Lanarkshire.

The building standards team possesses experience of the broad range of building standards work combined with a high level of educational (BSc), professional qualifications (RICS/CABE) and technical knowledge.

Creation of Built Environment Summer Placement post for summer 2024, creation of Modern Apprentice post and creation of an additional 1 Inspector post thus ensuring capacity across the team.

Annual PRDs offer all members of the team the opportunity to develop their skills and prepare for any future career progression opportunities. Mentoring arrangements further assist individuals to develop within the service.

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

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

## Quality Customer Experience

- **Customer communication strategies**

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

- Face to face consultation
- Targeted consultation
- Customer surveys / e-surveys
- Customer / staff suggestions / informal comments
- Fast Assessment

- GovDelivery electronic updates
- Courtesy contact
- Annual review of consultation
- Scottish Government consultations and surveys

- **Customer Charter**

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

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

Customer insight has been used to inform procedures, strategy and has been used to prioritise service improvement activity within the service. We keep our customers up to date with building standards matters through various communication channels, including Govdelivery electronic updates to over 4,800 subscribers, an annual review of our service and our web site. Our customers are aware that a national survey is carried out by Building Standards Division, in addition to the consultation work carried out by the service, the service promotes this survey to aid the process of harvesting additional insight into customer needs and priorities. The National Survey data and insight augments the consultation work carried out by the service.

- **Accessibility of service**

We are striving to be as flexible as possible with our service being accessible through a broad range of channels to meet different needs and requirements. Customers can contact us about their case by email or their case officer directly by telephone. In addition, hybrid working arrangements allow the opportunity for face-to-face consultation at our Service HQ, Civic Centre, Motherwell.

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

Our web site pages are regularly reviewed and updated to ensure up to date information and guidance on the service we provide is available online for customers.

- **Pre-application advice**

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

- **Customer agreements**

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

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

Our Customer Charter details how to make a complaint, comments and compliment, what to do if you don't agree with our technical decision and what to do if you have any concerns about our performance. For more information, please see our published [Building standards customer charter](#).

- **Recognised external customer service accreditations**

Previously we have attained the following accreditations:

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

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

We currently hold 8 CSE Compliance Plus ratings. These behaviours or practices exceed the requirements of the standard and are viewed as exceptional or as exemplar to others.

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

## Operational and Financial Efficiency

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

Our building standards service sits within the Built Environment Team and operates from a service HQ, Civic Centre, Motherwell.

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

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

- **Time recording system**

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

- **Financial monitoring/governance**

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

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

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

- **IT systems**

The main IT systems, used to assist the administration of the service, are Uniform and Idox. These software systems allow safe and efficient data storage and extraction and allow the administration of the service to run smoothly and are enhanced by the Enterprise workflow tool to enable effective case load management. IT systems and equipment are continuously developed to meet

our evolving needs and the introduction of Objective Trapeze and Objective Connect has ensured we can deliver an effective and efficient digitized end to end verification service.

- **Digital services**

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

- **Finance Systems**

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

- Our internal communication strategy encourages a planned approach to internal communication in supporting the delivery of the service. Targeted two-way communication creates a positive culture and helps focus the team to work more efficiently to achieve service goals and objectives.

Regular meetings take place with Senior Management using either digital platforms or face to face. Information is cascaded by the Built Environment Manager on a regular basis via online team meetings, ensuring key issues are communicated. The team are encouraged to put forward ideas, not only at the team meeting but via 1-2-1s. The aim of regular team meetings is not only to disseminate key messages throughout the organisation, but to ensure the team are involved in shaping the decisions that help drive the service forward.

Team members are also encouraged to become involved in particular projects to utilise skills or experience to aid personal development as well as benefit the service as a whole.

Barons Haugh, Motherwell





# part 6: service improvements and partnership working

In the previous 12 months (2023/24) we did:

### 1. Professional Expertise and Technical Process

Number	Continuous improvement action	Status
1.1	Review and update Risk Management . Introduce an annual review of overall Risk Management arrangements.	<b>Complete</b>
1.2	Undertake six monthly health checks and review on a broad range of building standards processes, such as work allocation and verification during construction.	<b>Complete</b>
1.3	Carry out a full review of Health and Safety training requirements and procure any training for any training need identified.	<b>Complete</b>
1.4	Review establishment in context of wider reconfiguration of the service and assess resource implications	<b>Complete</b>
1.5	Undertake internal review and external audit of building warrant processes relating to retention of ISO 9001:2015 accreditation and prepare/implement action plan for coming year, including risk management check quality, consistency and compliance checking	<b>Complete</b>
1.6	Undertake staff performance review and development (PRD) dovetailing with Competency Assessment System (CAS) and progress necessary training initiatives to support the evolving needs of the service and the individuals within the team.	<b>Complete</b>

### 2. Quality Customer Experience

Number	Continuous improvement action	Status
2.1	Deliver 2023/24 Customer Service Excellence action plan	<b>Complete</b>
2.2	Maintain and publish customer charter, reviewing quarterly to ensure all content is kept up to date.	<b>Complete</b>
2.3	Internal review and external audit of building standards service relating to retention of CSE accreditation and ongoing customer focus / monitoring / review feedback.	<b>Complete</b>
2.4	Provide consultant role within North Lanarkshire Access Panel.	<b>Complete</b>
2.5	Carry out stakeholder engagement exercise around new end to end digitised service delivery	<b>Complete</b>

### 3. Operational and Financial Efficiency

Number	Continuous improvement action	Status
3.1	Undertake monthly financial review and accounts meeting to examine income streams and expenditure including projections and analysis of trends and income targets	<b>Complete</b>
3.2	Continue to review and develop back office workflow system to assist with casework management and introduce new suite of indicators to support casework management.	<b>Complete</b>
3.3	Publish annual performance report online and review and update report as necessary quarterly to inform stakeholders	<b>Complete</b>



Cumbernauld Village

In the next 12 months (2024/25) we will do:

1. Professional Expertise and Technical Process		
Number	Continuous improvement action	STATUS
1.1	Introduce review and testing of Business Continuity and Risk management arrangements.	Ongoing
1.2	Undertake staff performance review and development (PRD) dovetailing with Competency Assessment System (CAS) and progress necessary training initiatives to support the evolving needs of the service and the individuals within the team.	Ongoing
1.3	Provide additional resource to support the compliance agenda including the creation of an additional Building Standards Inspector within the Building Standards (Compliance) team.  For summer 2024, a 7 week Summer Placement post has been created within the service. The strategy will be developed further with an additional Building Standards Inspector post in financial year 2025/2026 with the aim of supporting the compliance agenda.  Creation of 1 additional Building Standards Officer post within the Operations team.	Complete
1.4	Undertake internal review and external audit of building warrant processes relating to retention of ISO 9001:2015 accreditation and prepare/implement action plan for coming year, including risk management check quality, consistency and compliance checking	Ongoing
1.5	Refresh our desk guides for a range of processes	Ongoing

2. Quality Customer Experience		
Number	Continuous improvement action	Timescale
2.1	Deliver 2024/25 Customer Service Excellence Action Plan	Ongoing
2.2	Maintain and publish customer charter, reviewing quarterly to ensure all content is kept up to date.	Ongoing
2.3	Internal review and external audit of building standards service relating to retention of CSE accreditation and ongoing customer focus / monitoring / review feedback.	Ongoing
2.4	Provide consultant role within North Lanarkshire Access Panel	Ongoing

3. Operational and Financial Efficiency		
Number	Continuous improvement action	Timescale
3.1	Undertake review of Operating Framework and Performance Framework	Ongoing
3.2	Continue to review and develop back office workflow system to assist with casework management and introduce new suite of indicators to support casework management.	Ongoing
3.3	Publish annual performance report online and review and update report as necessary quarterly to inform stakeholders	Ongoing
3.4	Undertake a Business and Performance review relating to changes in National Policy/technical or procedural guidance	Ongoing



## In the previous 12 months (2023/24) we worked with

- Local Authority Building Standards Scotland (LABSS)
- Central Authorities Consortium
- Scottish Government and Stakeholder Groups on key workstreams, e.g. Enforcement & Sanction Working Group
- Scottish Building Standards Hub
- Central Authorities Consortium Technical Group
- North Lanarkshire Access Panel
- The eDevelopment and eBuilding Standards all partner working group
- Local Government Stadia Safety Working Group
- DigitalNL project team
- Local Housing Strategy group
- North Lanarkshire Council New Housing Supply group
- North Lanarkshire Council Joint working group with Planning, Building Standards and Pollution Control
- North Lanarkshire Council Safety Advisory Group

## In the next 12 months (2024/25) we will continue to work with

- Local Authority Building Standards Scotland (LABSS)
- Building Standards Division
- Scottish Building Standards Hub
- Central Authorities Consortium
- Central Authorities Consortium Technical Group
- North Lanarkshire Access Panel

- Pan Lanarkshire NLC/SLC Gypsy/Traveler Strategic Liaison Group
- The eDevelopment and eBuilding Standards all partner working group
- Local Government Stadia Safety Working Group
- Local Housing Strategy group
- North Lanarkshire Council New Housing Supply group
- North Lanarkshire Town Centre Rundown Strategy and Master Planning Group
- North Lanarkshire Council Joint working group with Planning, Building Standards and Pollution Control
- InvestNL Multiservice Working Group
- North Lanarkshire Council Safety Advisory Group
- Building Standards Leaders Forum
- Provide regular updates to the Community Board



The Civic Centre, Motherwell

# part 7: building standards - additional data



Verifiers provide returns to Scottish Government on their verification performance and workload. The performance data relates to the building standards verification performance framework and the workload data relates to the numbers of building warrant applications; completion certificates; fees; costs; certificates (certification, energy performance; sustainability); enforcement cases.

<b>Building warrants and amendments to building warrant</b>	<ul style="list-style-type: none"> <li>• 1618 Applications</li> <li>• 1280 Decisions</li> </ul>
<b>Completion certificates</b>	<ul style="list-style-type: none"> <li>• 2308 Submissions</li> <li>• 2177 Decisions</li> </ul>
<b>Certification</b>	<ul style="list-style-type: none"> <li>• 683 Certificates of design submitted</li> <li>• 80 Certificates of construction submitted</li> </ul>
<b>Energy Performance Certificates (EPCs)</b>	<ul style="list-style-type: none"> <li>• 907 Copy certificates received (domestic)</li> <li>• 15 Copy certificates received (non- domestic)</li> </ul>
<b>Statements of Sustainability</b>	<ul style="list-style-type: none"> <li>• 813 Copy certificates received (domestic)</li> <li>• 13 Copy certificates received (non-domestic)</li> </ul>
<b>Enforcement</b>	<ul style="list-style-type: none"> <li>• 10 Notices served under sections 25-30</li> <li>• 0 Cases referred to procurator fiscal</li> <li>• 8 Cases where LA has undertaken work</li> </ul>



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Produced by

## **NORTH LANARKSHIRE COUNCIL**

Enterprise and Communities

Civic Centre

Windmillhill Street

Motherwell ML1 1AB

**t.** 01236 812440

**e.** [Buildingstandards@northlan.gov.uk](mailto:Buildingstandards@northlan.gov.uk)

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