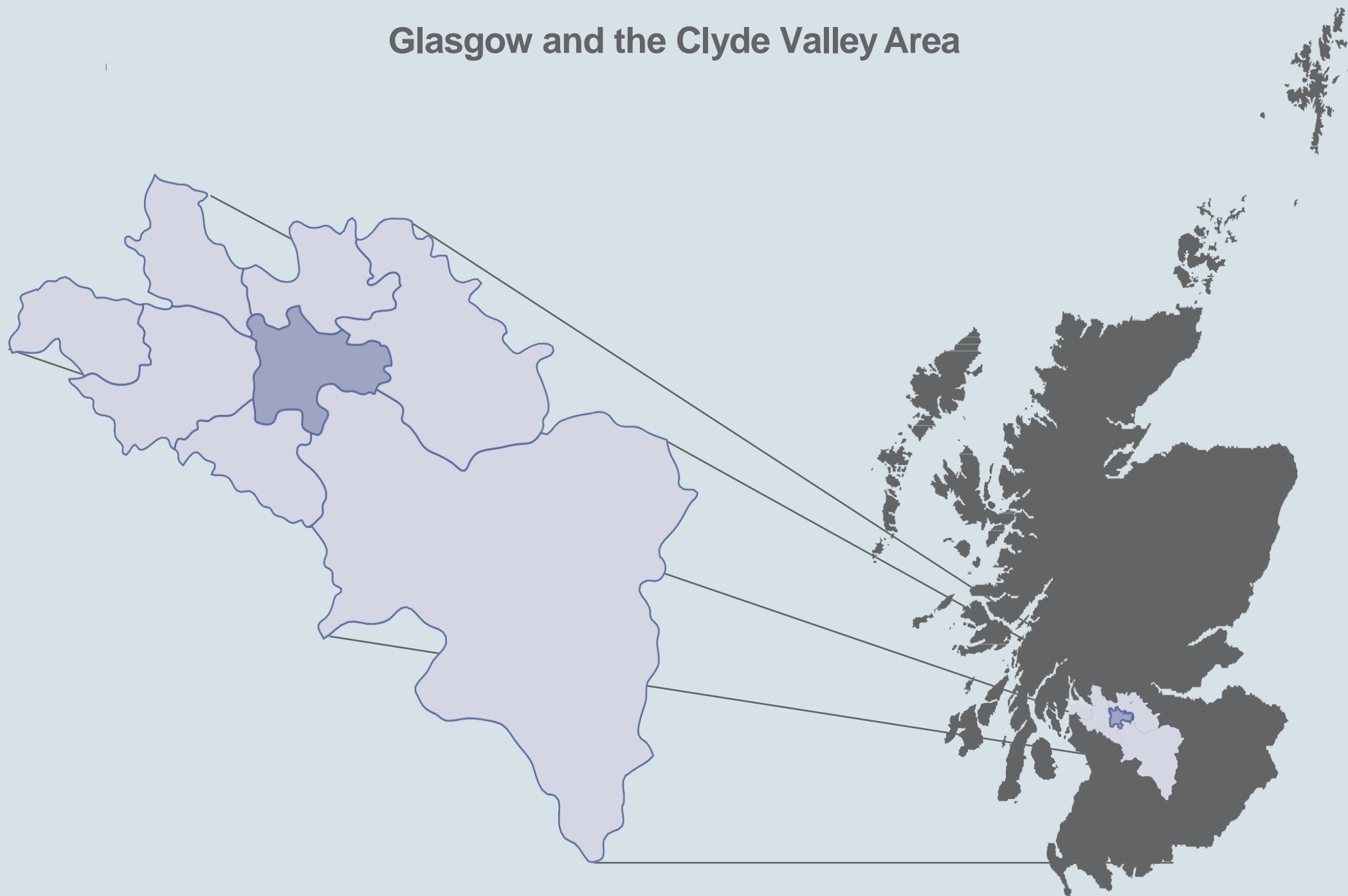GLASGOW CITY COUNCIL

BUILDING STANDARDS ANNUAL PERFORMANCE REPORT

2018 - 2019
(Including Q1 & 2 Updates 2019-20)

Glasgow and the Clyde Valley Area

Front Cover: *Glasgow Clydeside*

Contents

Version	Description or Change	Date
1.0	Publication of 2018/19 Annual Performance Report	30/04/19
1.1	Performance and service improvement updates for Quarter 1 for the year 2019/20	31/07/19
1.2	Performance and service improvement updates for Quarter 2 for the year 2019/20	30/10/19

1   Introduction

Background
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.

About Glasgow
Glasgow is Scotland's largest city, with just over 600,000 citizens covering an area of almost 17,500 hectares. It is a city with a great history and heritage built around the River Clyde. We are the centre of the largest metropolitan area in Scotland and are the most ethnically diverse city in the country.

Generating an impressive £20.7 billion Gross Value Added (GVA) for the national economy per annum – the largest of any Scottish city, Glasgow has experienced economic growth and development in recent years, bolstered by careful planning, a growing and young population, and business growth in high-tech and service sectors. Glasgow has the second fastest growing level of productivity of the UK's core cities.

Glasgow is actively attracting the right mix of business, productivity, innovation and investment to the city. Supported by initiatives such as the Glasgow City Region City Deal, the city is building on its excellent infrastructure to be one of the most diverse and forward-thinking cities in Europe. The city is home to an impressive 'who's who' of blue chip companies, major global organisations and international Small and Medium Enterprises (SME). It is the UK's third largest financial centre and ranks in the top 50 in the world. Some of the biggest names in global business and finance, international leaders in precision medicine and pharmaceuticals, research services, engineering and an impressive range of global brands call Glasgow home. In the last 5 years, the number of enterprises in Glasgow has increased by approximately 25.9%, a larger percentage increase than both that of Scotland and the UK.

The strength of Glasgow's economy is its diversity with a range of sectors and sub-sectors which generate over 16% of the countries jobs. The main employment sectors are detailed below:

- Engineering, Design and Manufacturing
- Financial and Business Services
- Low Carbon Industries
- Life Sciences
- Tourism and Events
- Higher and Further Education
- Creative Industries & Digital Technology
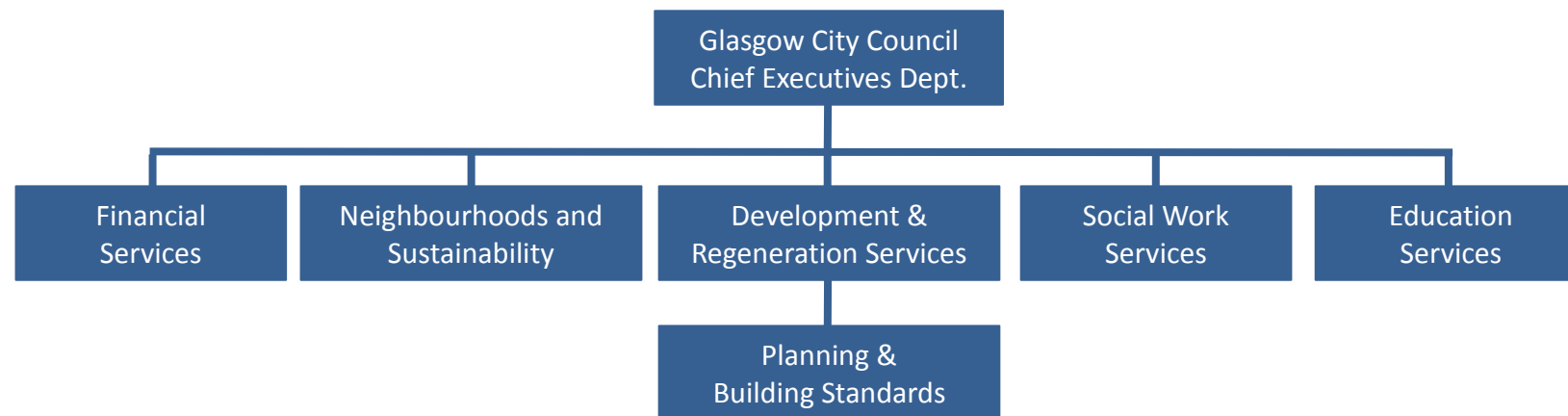- Retail
- Health & Public Services

Clusters of expertise have formed around life sciences and low carbon thanks to the Glasgow Bio-Corridor and the International Technology Renewable Energy Zone. The International Financial Services District in central Glasgow hosts a number of global financial services companies in addition to superb office accommodation. Glasgow maintains a robust skills pipeline and a talented, multilingual workforce. The city is home to 185,000 students from 140 countries across five higher education institutions and three super colleges.

Building Standards & Public Safety
Glasgow City Council was appointed by Scottish Ministers as the sole verifier for Glasgow. The verification function is performed by Building Standards & Public Safety on behalf of the Council. The full range of verification and non-verification services provided are detailed in section 2 of this report.

Since April 2010, Building Standards & Public Safety has been part of an integrated Planning & Building Standards service (PBS) within Development & Regeneration Services (DRS). DRS sits within the corporate structure shown below and has been identified as the lead service in delivering the city's first priority; economic growth and is one of seven key services providing core Council services.

Glasgow City Council Corporate Structure:

```
                    Glasgow City Council
                    Chief Executives Dept.

Financial   Neighbourhoods and   Development &        Social Work   Education
Services    Sustainability       Regeneration Services Services      Services

                                 Planning &
                                 Building Standards
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2   Building Standards & Public Safety Service at Glasgow City Council

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.

Building Standards & Public Safety is the service within Glasgow City Council which carries out the verification function.

Services and functions delivered

The primary purpose of the Building Standards & Public Safety service is to secure the health, safety, welfare and convenience of persons in and about buildings and others who may be affected by buildings or matters connected with buildings; to further the conservation of fuel and power; and to further the achievement of sustainable development. In order to achieve this aim, the service provides a range of statutory, non-statutory and advisory services as detailed below:

- **Verification Functions**
  In accordance with the Building (Scotland) Act 2003, regulations and other associated legislation
  o   Verification of compliance of applications for building warrant including amendment to warrant, staged warrants and extensions to period of validity of warrant;
  o   Inspection of approved construction work relating to building warrants during construction and on completion in accordance with project specific construction compliance notification plans;
  o   Verification of compliance of Completion Certificate Submissions where no warrant was obtained;

  During 2018 – 19, the Service received 3,480 valid Building Warrants with a value of work in excess of £1.14BN. In addition the Service received 3,637 Completion Certificate Submissions.

- **Dangerous and derelict buildings**
  There are occasions when public safety may become jeopardised by the condition of buildings. If action is required to safeguard the occupants or general public, the Service will take whatever action is necessary to remove the danger by enforcing the requirements of the Building (Scotland) Act 2003. The Service provides a 24-hour call-out service for Dangerous Buildings and responds to approximately 200 reports a year.

- **Unauthorised works**
  The Service is responsible for enforcing the requirements of the Building (Scotland) Act 2003 on buildings constructed without warrant or in contravention of conditions of warrant, and buildings whose limited life has expired. The Service processes approximately 200 requests for 'Letters of Comfort' every year where works under the previous 1959 Building (Scotland) Act did not have consent.

- **Liquor Licensing**
  The Licensing (Scotland) Act 2005 requires licensed premises to have an Operating Plan detailing the occupant capacity and how the premises intend to carry out their business. Building Standards provides the Licensing Board with advice on capacities and the condition of the premises in relation to public safety in accordance with the Building (Scotland) Act 2003. There are approximately 2,500 licensed premises in the City.

- **Structural Engineering**
  The service's structural engineers check structural calculations submitted during the building warrant process and provide structural expertise in respect of dangerous buildings. They also contribute to event licensing by inspecting up to 300 'raised structures' such as stages and grandstands. The engineers also work collaboratively with Development & Regeneration Services colleagues within Planning and Housing & Regeneration services.

- **Pop concerts and public events**
  The Service has a considerable input into the licensing of major events at both indoor and outdoor venues. The service reports to the Licensing Committee in relation to crowd capacity, means of escape, raised structures, crowd control barriers and general safety matters. Major events within the city often attract spectator capacities in excess of 50,000. The service provided advice on safety for the licensing of venues and other public events including International Sporting Events and Championships, TRNSMT music festival at Glasgow Green, concerts at Hampden Park Stadium and Glasgow Summer Sessions at Bellahouston Park.

- **Safety at sports grounds**
  Building Standards & Public Safety are the vital partners along with the Police, Fire Authority and Ambulance Service that make up Glasgow City Council's Safety Team for Sports Grounds. The Safety Team provides guidance to sports grounds managers, and advises the Licensing Committee on stadia and regulated stand suitability for Safety Certificates. There are 4 designated stadia with capacities up to 60,000 and 6 Regulated Stands (2 of which are erected and removed on an annual basis).

- **Document searches**
  The Service can provide information about properties where Building Warrants, Completion Certificates or 'Letters of Comfort' have been issued. The Service typically receives in the region of 600 requests per annum.

- **Street Naming and Numbering**
  Following consultation with Councillors, Community Councils and Royal Mail, the Service allocates street names, and thereafter postal numbers, to new properties and developments.

- **Building Standards Register**
  The service accurately records data and maintains an online interactive applications register of building warrants, completion certificates and energy performance certificates.

- **Pre-warrant application meetings**
  The service provides preliminary advice on the procedures to be followed to obtain building warrant approval and advising on the design of a building in terms of requirements of the regulations.

- **Miscellaneous Licensing**
  The service provides an advisory role to legal services, on request, in respect of miscellaneous licenses.

Information on the full range of Building Standards & Public Safety services is available on the Council website using the link provided and includes information on how to make a building warrant application, contact our staff and report dangerous buildings.
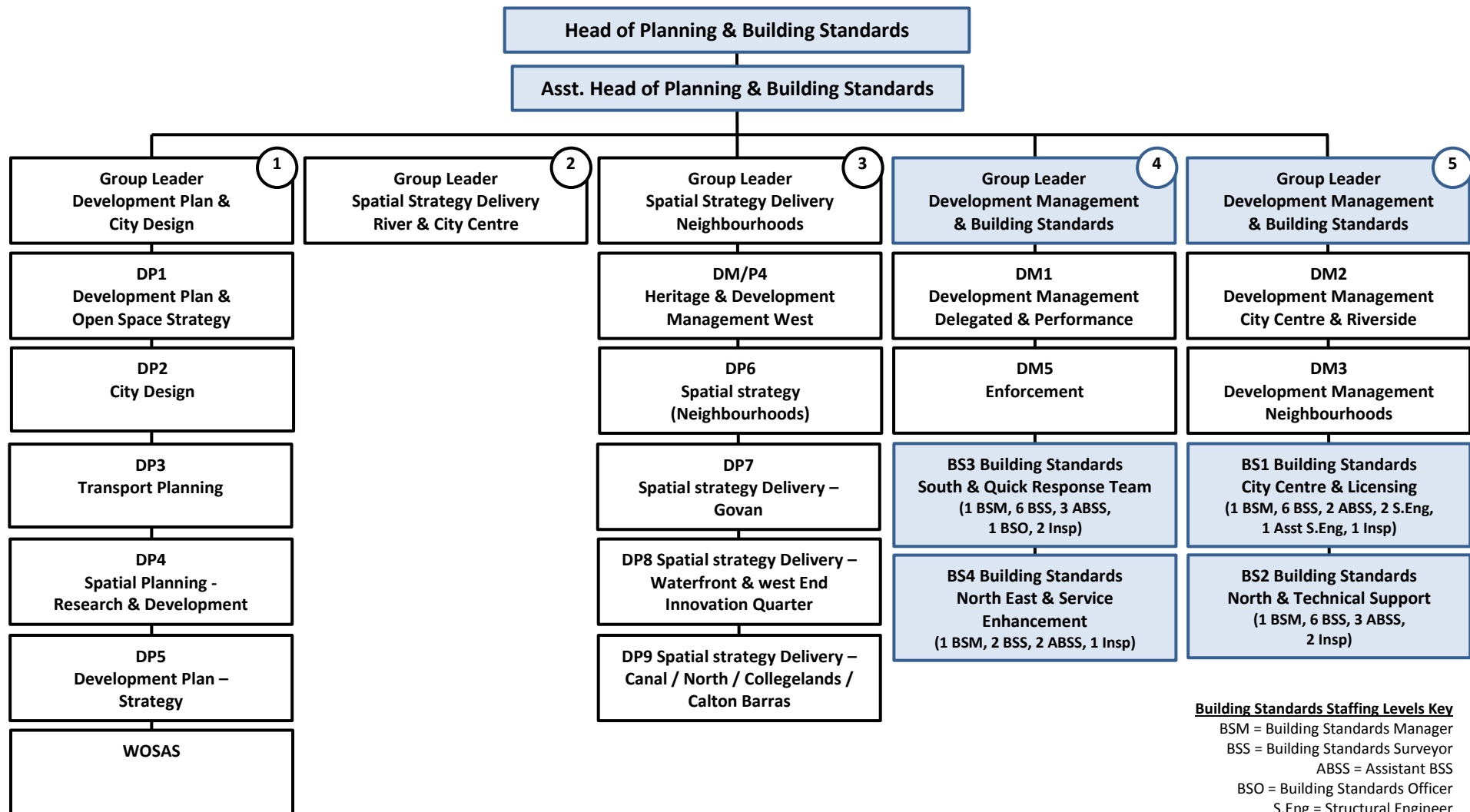
Organisation Structure
Planning & Building Standards service (PBS) has a staff compliment of 167 at 31st March 2019, with 44 related to Building Standards & Public Safety (excluding Head & Assistant Head of Service and Group Managers. The Council's Customer and Business Services section provides centralised administrative support to PBS.

The Service is wholly located within a city centre office building that was refurbished to support efficient working arrangements under the Tomorrows Council initiative to ensure efficient delivery of services.

The PBS service has four layers of management - Head of Service, Assistant Head of Service, Group Leaders and first line management of Planning Managers and Building Standards Managers. The Head and Assistant Head are also part of the Development & Regeneration Services Senior Management Team.

The senior management structure is a combination of Planning and Building Standards professionals. For Building Standards, the current post of Assistant Head of Service and the Group Manager of Development Management & Building Standards (Group 4) are from the Building Standards profession.

The Planning & Building Standards service structure is shown below highlighting the 4 area Building Standards Teams and reporting lines at 31st March 2019:

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                        ┌─────────────────────────────────────────┐
                        │  Head of Planning & Building Standards   │
                        └─────────────────────────────────────────┘
                        ┌─────────────────────────────────────────┐
                        │ Asst. Head of Planning & Building Standards │
                        └─────────────────────────────────────────┘
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① Group Leader Development Plan & City Design	② Group Leader Spatial Strategy Delivery River & City Centre	③ Group Leader Spatial Strategy Delivery Neighbourhoods	④ Group Leader Development Management & Building Standards	⑤ Group Leader Development Management & Building Standards
DP1 Development Plan & Open Space Strategy		DM/P4 Heritage & Development Management West	DM1 Development Management Delegated & Performance	DM2 Development Management City Centre & Riverside
DP2 City Design		DP6 Spatial strategy (Neighbourhoods)	DM5 Enforcement	DM3 Development Management Neighbourhoods
DP3 Transport Planning		DP7 Spatial strategy Delivery – Govan	BS3 Building Standards South & Quick Response Team (1 BSM, 6 BSS, 3 ABSS, 1 BSO, 2 Insp)	BS1 Building Standards City Centre & Licensing (1 BSM, 6 BSS, 2 ABSS, 2 S.Eng, 1 Asst S.Eng, 1 Insp)
DP4 Spatial Planning - Research & Development		DP8 Spatial strategy Delivery – Waterfront & west End Innovation Quarter	BS4 Building Standards North East & Service Enhancement (1 BSM, 2 BSS, 2 ABSS, 1 Insp)	BS2 Building Standards North & Technical Support (1 BSM, 6 BSS, 3 ABSS, 2 Insp)
DP5 Development Plan – Strategy		DP9 Spatial strategy Delivery – Canal / North / Collegelands / Calton Barras		
WOSAS				

Building Standards Staffing Levels Key
BSM = Building Standards Manager
BSS = Building Standards Surveyor
ABSS = Assistant BSS
BSO = Building Standards Officer
S.Eng = Structural Engineer
Asst S.Eng = Assistant S.Eng
Insp = Building Inspector

Staffing Position at 31st March 2019

The information detailed below provides a snapshot of the staffing position and age profile on 31st March 2019.

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

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

		Building Standards Verification Service	Other
Group Managers (2 Group Managers have joint responsibility for Planning & Building Standards functions)	No. of posts	2 x 0.5	
Building Standards Managers	No. of posts	4	
Building Standards Surveyors	No. of posts	20	
Asst. Building Standards Surveyors	No. of posts	9.6	
Building Standards Officer	No. of posts	1	
Building Inspectors	No. of posts	6	
Structural Engineers	No. of posts	2	
Asst. Structural Engineers	No. of posts	1	
	TOTAL	44.6	

Staff age profile	Number
Under 30	3
30 – 39	4
40 – 49	15
50 and over	24
*Total	46

*46 individuals = 44.6 FTE Staff

Location of Office
Our office is conveniently located within the Glasgow City Centre. Our location is easily accessible for our customers and stakeholders by road or rail. Our Service is wholly located within this office and is within a few minutes' walk from subway and railway stations and is close to a number of bus routes for those wishing to travel by public transport.

Where to find us:
If you require any further information or assistance regarding matters raised in this document, please contact:

Glasgow City Council
Development & Regeneration Services
Planning & Building Standards
Building Standards & Public Safety
231 George Street
Glasgow G1 1RX

Our office hours are Monday to Friday: 9:00am – 5:00pm (excluding national and public holidays).

If you wish to make an appointment, visit our office, make a comment, compliment or complaint about the service or the content of this document, further information including full contact details are available on our How to contact Building Standards webpage. Telephone and email contact details are given on this page including the option for submitting a Building Standards Enquiry Form.

3   Strategic Objectives

Development and Regeneration Services

Our Vision
Development and Regeneration Services will drive, direct and deliver economic growth, closing the inequality gap and tackling poverty.

Our Outcomes
Our outcomes are those contained in the City Development Plan which reflects the spatial interpretation of the Council's Strategic Plan and Glasgow Community Plan.

The aim of the service is to deliver a high quality and healthy sustainable place by delivering:

- A vibrant place with a growing economy – by providing the right environment for businesses to develop;
- A thriving and sustainable place to live and work – by providing opportunities to build new housing, and creating vibrant places and town centres to provide a good quality of life in the long term for the City's growing population;
- A connected place to move around and do business in – by improving accessibility for all citizens to employment, shopping and leisure destinations, and providing more sustainable travel options; and
- A green place – by helping to care for Glasgow's historic and green environments, increasing the City's resilience to climate change, and reducing energy use.

We will do this by:

- Developing effective city region, city-wide, and local policies and plans that will provide drivers to engage partners and focus development and regeneration activities to deliver sustainable and wide ranging social, economic, environmental and cultural benefit;
- Providing effective regulation to ensure that all development and regeneration activities are compliant with local and statutory requirements and ensure public safety;
- Developing and delivering value added projects and initiatives across social, economic, environment and cultural development fronts that will enrich the quality of people's lives by improving their social, economic, and environmental well-being; and
- Making appropriate use of resources and modernise services to ensure delivery of best value by using innovation, data and technology.

In Planning and Building Standards
- Developing appropriate policy and strategy frameworks;
- Delivering development and regeneration projects including those funded through specific funding streams such as Glasgow City Region City Deal, Strategic Housing Investment Plan, Council's capital programme and Heritage Lottery Fund;
- Managing development applications, building warrants and completion certificates;
- Managing public safety issues such as dangerous buildings, liquor and public entertainment licences;
- Delivering on our Planning and Planning Enforcement Charters; and
- Delivering on our Building Standards & Public Safety Customer Charter.

In Building Standards & Public Safety
Over the coming year, Building Standards & Public Safety service's key strategic objective is to retain the verification function for Glasgow, by adhering to the requirements of the Operating Framework for Building Standards Verifiers and by operating under the Building Standards Verification Performance Framework.

Beyond our key strategic objective relating to verification, we continue to develop to improve our statutory, non-statutory, advisory roles and non-verification functions.

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; 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	
KPO1	Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant.
KPO2	Increase quality of compliance assessment during the construction processes.
Quality Customer Experience	
KPO3	Commit to the building standards customer charter.
KPO4	Understand and respond to the customer experience.
Operational and Financial Efficiency	
KPO5	Maintain financial governance.
KPO6	Commit to eBuilding Standards.
KPO7	Commit to objectives outlined in the annual performance report.

Summary of Key Performance Targets

KPO1 Targets	
1.1	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).
1.2	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).
KOP2 Targets	
	Targets to be development as part of future review of KPO2 by the Scottish Government.
KPO3 Targets	
3.1	National customer charter is published clearly on the website and incorporates version control detailing reviews (reviewed at least quarterly).
3.2	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.
KPO4 Targets	
4.1	Minimum overall average satisfaction rating of 7.5 out of 10.
KPO5 Targets	
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).
KPO6 Targets	
6.1	Details of eBuilding Standards to be published clearly on the verifier's website.
6.2	75% of each key building warrant related process being done electronically • Plan checking • Building warrant or amendments (and plans) being issued • Verification during construction • Completion certificates being accepted
KPO7 Targets	
7.1	Annual performance report published clearly on website with version control.
7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. 1st April 2018 – 31st March 2019).

5   Performance Data

Performance Targets Snapshot 2018-19 & Quarters 1 & 2 2019-20

TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
	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).	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).	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.	Minimum overall average satisfaction rating of 7.5 out of 10	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).	Details of eBuilding Standards are published prominently on the verifier's website.	75% of each key building warrant related processes being done electronically (Plan checking; BWs and amendments (and plans) issue; Verification during construction; CC acceptance)	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).
Q1 2018-19 (April – June)	97.39%	78.06%	Published prominently	No cases referred to BSD Reporting Service	3.3	263.50%	Published prominently	2 of 4 done	Published prominently	Includes partial perf. data
Q2 2018-19 (July – Sept)	98.48%	81.75%	Published prominently (with review)	No cases referred to BSD Reporting Service	3.3	276.14%	Published prominently	2 of 4 done	Published prominently (with review)	Includes all performance data
Q3 2018-19 (Oct – Dec)	98.00%	81.23%	Published prominently (with review)	No cases referred to BSD Reporting Service	5.3 (2.0 increase over 2017)	194.26%	Published prominently	3 of 4 done (25% increase on Q2 18/19)	Published prominently (with review)	Includes all performance data
Q4 2018-19 (Jan – Mar)	97.76%	82.72%	Published prominently (with review)	No cases referred to BSD Reporting Service	5.3 (2.0 increase over 2017)	142.02%	Published prominently	3 of 4 done (25% increase on Q2 18/19)	Published prominently (with review)	Includes all performance data
Q1 2019-20 (April – June)	97.27%	81.44%	Published prominently (with review)	No cases referred to BSD Reporting Service	5.3 (2.0 increase over 2017)	190.11%	Published prominently	3 of 4 done (25% increase on Q2 18/19)	Published prominently (with review)	Includes all performance data
Q2 2019-20 (July – Sept)	98.17%	83.76%	Published prominently (with review)	No cases referred to BSD Reporting Service	5.3 (2.0 increase over 2017)	299.83%	Published prominently	3 of 4 done (25% increase on Q2 18/19)	Published prominently (with review)	Includes all performance data

BSD = Scottish Government Building Standards Division

Professional Expertise and Technical Processes

KPO1	Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant.
Target 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). **Our Performance 2018 - 2019:** **Our Performance 2019 - 2020** Q1 2018-19 (April - June) 97.39% Q1 2019-20 (April - June) 97.27% Q2 2018-19 (July - September) 98.48% Q2 2019-20 (July - Sept) 98.17% Q3 2018-19 (October - December) 98.00% Q4 2018-19 (January - March) 97.76%
Target 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). **Our Performance 2018 - 2019:** **Our Performance 2019 - 2020** Q1 2018-19 (April - June) 78.06% Q1 2018-19 (April - June) 81.44% Q2 2018-19 (July - September) 81.75% Q2 2019-20 (July - Sept) 83.76% Q3 2018-19 (October - December) 81.23% Q4 2018-19 (January - March) 82.72%
KPO2	Increase quality of compliance assessment during the construction processes.
	Targets to be developed as part of future review of KPO2.

Protocols for dealing with work

The service has in place risk management protocols for dealing with the management and allocation of work on building warrants and completion certificates. The protocols form part of the council's quality assurance procedures which apply to all building standards work. Risk management procedures are used to ensure applications are allocated to staff who are suitably qualified and experienced to deal with them. In addition, the service operates a 5% quality and technical check in relation to all building warrant applications and completion certificate submissions.

Performance management systems

The service uses a range of systems to ensure effective management of the service including Microsoft Access Database Reports, Idox Enterprise Reports and a time recording system (Plancentric). Reports are used to assist in the management of work load and the production of weekly, monthly, quarterly and annual performance monitoring reports assist in performance management. Regular meetings are held between Building Standards Managers and group managers to discuss performance and any issues arising therefrom.

Training and development/CPD

Our service recognises that is essential that staff have appropriate building standards related qualifications and experience and that it is maintained through CPD. Technical staff are members of professional organisations and complete CPD in accordance with their respective membership requirements. The service also has specialisms in structural and fire engineering to help support the verification function. Expertise on both fire and structure is being increased with two members of staff undertaking further education in Fire Risk Engineering and a research degree on the performance of tall timber buildings.

All staff have access to online advice and guidance in relation to procedures, legislation, fees and technical handbooks as well as a corporate training package for learning and development opportunities. Training needs are identified through team meetings and one to one discussions with Building Standards Managers. The introduction of eBuilding Standards in August 2016 and the continued drive to digitise services results in IT training being provided by the Departments Service Development Group as necessary.

Performance Coaching and Review (PCR) is the agreed approach within Development & Regeneration Services to help to maximise employee performance and increase engagement. PCR is a performance management system that supports the delivery of the council's and individual goals and objectives. It is a tool for development and continuous improvement that provides a way of fostering effective working relationships, behaviours and outcomes. The objective of PCR is to make sure that employees understand what is expected of them, have an opportunity to fulfil their full potential and are given honest feedback on what they are doing well and what they need to do better.

Benchmarking

We work with our fellow local authorities in [Local Authority Building Standards Scotland](#) (LABSS) to enhance national delivery of Building Standards services throughout Scotland. Our service is the lead authority for LABSS Clyde Valley Consortium. The work is extensive with 3 monthly attendance at management meetings, general meetings, consortia meetings as well as contribution to working groups and technical forums.

Glasgow's Planning & Building Standards Service senior managers meet bi-annually with their counterparts from Edinburgh City Council to discuss an agreed agenda covering areas of shared interest across both service functions.

Resourcing, Workforce and Succession Planning

Planning & Building Standards service (PBS) is nearing the completion of the corporate Development & Regeneration Services (DRS) Invest to Improve (ITI) recruitment drive which established a baseline staff compliment to deliver regeneration of the city. This has given PBS the opportunity to consider our live business priorities and importantly plan ahead in order to position PBS as a more resilient service with the skill sets we require to deliver our service work programme, statutory obligations, GCC Strategic Plan/Service Plan commitments and our regeneration and placemaking priorities as identified in the statutory Development Plan. Graduate intake through regeneration resourcing has re-established an external intake which will be built upon. The DRS 2019-2022 Workforce Plan identifies the creation of 4 new Building Standards Graduate Apprenticeship posts during 2019/20. The model for resourcing, workforce and succession planning is incorporated within the PBS Business Plan.

Quality Customer Experience

KPO3	Commit to the building standards customer charter
Target 3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly). **Our Performance:** Our Building Standards & Public Safety Customer Charter is published prominently on our website and incorporates version control.
Target 3.2	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. **Our Performance:** No cases referred to BSD 'Reporting Service'

KPO4	Understand and respond to the customer experience
Target 4.1	Minimum overall average satisfaction rating of 7.5 out of 10. **Our Performance:** Pye Tait Consulting was commissioned to undertake the 2018 national customer satisfaction survey. For this survey, the overall satisfaction with our service was given a rating of 5.3 out of 10. **Commentary:** The 2018 customer satisfaction rating represents a 2.0 point increase over our 2017 results. Whilst this reflects a number of the service improvements introduced by the service aimed at improving customer satisfaction we are not complacent. The results of the 2018 survey together with feedback from our local engagement activities will be collated, analysed and the findings used to identify further service improvements aimed at improving the customer experience.

Customer Communication Strategy

The service recognises the importance of effective communication with customers and engages with them in a number of ways including:

- Performing building warrant exit surveys;
- Hosting stakeholder events;
- Facilitating technical and procedural meetings with design team for large / complex building;
- Provision of a regularly updated and informative website;
- Publication of our Customer Charter online;
- Provision of Interactive Voice Response (IVR) telephone system including option for contacting service for general enquiries;
- Provision of online Building Standards Enquiry Form;
- Regular review of correspondence issued by the service to ensure accurate and effective customer engagement; and
- Provision of a dedicated dangerous building phone line.

Building Standards ensure that staff are aware of their responsibility for delivering improved customer engagement and that they adhere to service improvements.

Customer Charter

Our Building Standards & Public Safety Customer Charter is published prominently online and provides information about the standards of service that customers can expect. It sets out our vision, aims, and service commitments and provides general information on our service.

Customer Feedback

The service participates in the national customer satisfaction survey for building standards carried out by the Scottish Government on an annual basis. We are fully committed to the survey and would encourage all of our customers to participate in future surveys when contacted to do so.

Customer feedback is also sought through local engagement activities such as building warrant exit surveys and annual stakeholder events. Local and national feedback is collated, analysed and the findings used to identify improvements that can be made to the customer experience and which are incorporated in the services continuous improvement plan.

We provide information on how to comment, compliment or complain about the service and once again, this information is used to inform service delivery and improve the customer experience. All changes to service delivery are reviewed to ensure their effectiveness.

Accessibility of service

Our customers have the opportunity to contact us by email, telephone, letter, personal visit (pre-arranged meeting) or by using our website which includes a Building Standards Enquiry Form. Our service is located wholly within a city centre office and is readily accessible due to excellent road and rail links. We provide a 24-hour call-out service to safeguard the public from dangerous buildings. Our website is regularly reviewed and updated to ensure relevant information and guidance on the service we provide is available for customers. Our site inspection service is tailored to be as flexible as possible, within working hours, to accommodate the different needs of our customers.

Pre-application advice

For smaller projects, the enquirer is encouraged to review the service's website and to refer to the Building Standards Customer Journey guide issued by the Scottish Government. Where the project is large or complex, pre-application meetings can be arranged via the Building Standards Manager relative to the geographical area of the proposed development. The service's Building Standards Enquiry Form can also be used to seek pre-application advice on matters such as interpretation and application of standards and to request a meeting.

Customer agreements

Customer agreements are available to all applicants where the standard 20-day target may not be appropriate due to the scale or complexity of the project.

Customer dissatisfaction (procedural or technical)

Whilst we seek to resolve any issues immediately, our Customer Charter details how to make comment, compliment or complaint; 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 online Customer Charter.

Operational and Financial Efficiency

KPO5	Maintain financial governance
Target 5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%). **Our Performance 2018 - 2019:** Q1 2018-19 (April - June) 218% Q2 2018-19 (July - September) 276% Q3 2018-19 (October - December) 194% Q4 2018-19 (January - March) 142% **Our Performance 2019 - 2020** Q1 2019-20 (April - June) 190.11% Q2 2019-20 (July - Sept) 299.83%
KPO6	Commit to eBuilding Standards
Target 6.1	Details of eBuilding Standards to be published prominently on the verifier's website. **Our performance:** Details of eBuildingStandards.scot is published prominently on Building Standards & Public Safety website including a direct link there to.
Target 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 **Our Performance:** 100% of our applications are dealt with digitally, including plan checking, whether initially applied for online or otherwise. Paper applications are scanned on receipt to allow all warrant processes to be circulated using electronic workflow in the same manner as online applications. 100% of building warrants and amendments to warrants are issued electronically. 100% of Notices of Acceptance of Completion Certificate submissions are issued electronically. We are currently developing our systems to facilitate electronic verification during construction including carrying out site assessment using tablet PC's and for the acceptance of completion certificates electronically from a site location.

KPO7	Commit to objectives outlined in the annual performance report
Target 7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly). **Our Performance:** Our Building Standards Verification Annual Performance Report is published prominently on our website under "Our Performance" and includes version control.
Target 7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. 1st April 2018 – 31st March 2019). **Our Performance:** Our performance data for 2018-19 is included in the Annual Performance Report. The Report includes quarterly updates in respect of performance and service improvements.

Team structures

Our Building Standards Verification service is split on a geographic basis by council ward boundaries into four area. Each Building Standards Manager has enhanced duties on a city-wide basis as follows:

- North & Technical Support – processing of applications for alternative means of compliance (non-fire engineering), act as the service's technical representative for LABSS Clyde Valley Consortium.
- City Centre & Licensing - processing of applications for alternative means of compliance (fire- engineered solutions), functions for licensing, safety at sports grounds and raised structures.
- South & Quick Response Team – out of hours emergency service (Quick Response Team – QRT), health and safety advice including maintenance of PPE register, lead on internal electronic workflow.
- North East & Service Enhancement – service enhancement and customer engagement initiatives, performance reporting and continuous improvement plan.

Time recording system

All staff record their time within the Plancentric time recording system. This computerised system can provide a range of reports and is used by the service as an internal performance management tool. The system is also used to provide performance information to the Scottish Government in respect of % building warrant fee related income spent on verification.

Financial Monitoring

Monthly monitoring of fee income is undertaken. Verification costs are reported on a quarterly basis to the Scottish Government's Building Standards Division (BSD). Verification income is also reported on a quarterly basis to BSD.

IT systems

The main IT systems, databases and performance management tools used by the service to perform and support the verification function including electronic workflow are Uniform, IDOX DMS, Enterprise and Microsoft Access. These systems help improve our performance and efficiency and reflect our commitment to digitalisation and eBuilding Standards. Staff guidance and procedural documents continue to be migrated to Electronic Process Models.

Digital Services

All of our building warrant applications are dealt with digitally. Paper applications are scanned on receipt to allow all warrant processes to be circulated using electronic workflow in the same manner as online applications. We are currently developing our systems to facilitate electronic verification during construction including carrying out site assessment using tablet PC's and for the acceptance of completion certificates electronically from a site location.

Internal Communication Strategy

Regular meetings take place with the Building Standards Management Team with information being cascaded to staff via the most appropriate medium including regular team meetings, briefings, emails or the issue of updated guidance notes or process models. Team meetings are held regularly to discuss technical, procedural and performance issues and allow staff members to raise any issues in this forum. All staff have access to on line advice and guidance in relation to procedures, legislation, fees and technical handbooks and this system is used to disseminate information on changes or updates thereto. Staff are also encouraged to register online with LABSS for technical and procedural information and awareness of current building standards issues.

6   Service Improvements and Partnership Working

In the previous 12 months (2018/2019) the Building Standards Service progressed the following Service Improvements:

Number	Professional Expertise and Technical Processes – Continuous Improvement Actions	Timescale
1	Monitor and improve workflow processes following the successful implementation of e-building and electronic workflow including developing systems to facilitate the acceptance of completion certificates electronically from a site location.	Continuous
2	Contribute to Corporate aims in delivering the programme of investment in new social housing.	Continuous
3	Investigate the use of new mobile devices for use and performance out of the office to facilitate electronic verification during construction. This action has a continuous timescale to reflect the need to improve the functionality of the devices and to broaden their use within Building Standards.	Continuous
4	Enhance current domestic and non-domestic CCNP processes and recording.	Complete
5	Increase the Services capacity in relation to applications using a fire engineered approach. Additional capacity is required in the longer term to assist currently qualified staff with applications of this nature. A Building Standards Surveyor is attending university on day release to obtain an honours degree in Fire Risk Engineering and a member of our structural engineering staff is being sponsored on a research degree into the use of timber frames in buildings above 10 storeys including the effects of fire.	Ongoing
6	To create additional staff time on the verification function. The target is to either increase efficiency of the street naming and numbering process or pass the responsibility to another part of Development & Regeneration Services, who are involved in the corporate address management system. This item has been continued to Q2 2019/20 in order to address legislative issues associated with delegated powers.	Ongoing
7	Continue to develop Idox Enterprise Graphs and Reports in conjunction with current Access Database Reports to give best combined suite of management reporting.	Continuous
8	Develop a system for enhanced training / CPD opportunities for all Building Standards Staff building on existing training calendar which is a live document and accessible to all staff. This item has been made continuous in 2019/20 to reflect our drive for continuous improvement.	Continuous
9	In response to the re-structuring of the fire engineering sections within the Scottish Fire & Rescue Service (SFRS), revise and improve the consultation process for applications for Alternative Means of Compliance. (This item will also improve the Quality Customer Experience)	Complete

Number	Quality Customer Experience – Continuous Improvement Actions	Timescale
10	Introduce upgrades to Uniform and IDOX Enterprise to ensure we have up to date efficient systems for service delivery.	Continuous
11	Develop systems to facilitate the acceptance of completion certificates electronically.	Complete
1	Focus on specific groups for future Stakeholder Events. Actions: • Support and promote the Scottish Government's national customer satisfaction survey. • Develop building warrant exit survey (see 2 below). • Following analysis of feedback from the 2018 national customer satisfaction survey, identify and invite stakeholders to attend an event to discuss survey findings and identify potential service improvements. • Invitation to attend extended to the 100 most frequent users of the building standards verification service (during 2017/18) along with user groups and representatives of connected professional organisations. • Review methodology for publicising and inviting stakeholders to event. • Frequency and make-up of subsequent stakeholder events to be determined following review of national and local surveys and subsequent stakeholder event. Stakeholder feedback on post national survey event and subsequent format / frequency to be solicited. This item has been continued into 2019/20 in order to obtain customer contact details from the 2018 National Customer Survey for those customers that opted in to further discussions regarding service provision.	Complete Ongoing Ongoing Ongoing Ongoing Ongoing
2	Develop building warrant exit survey with stakeholder input. Actions: • Develop the content and prominence of building warrant exit survey in email in order to elicit greater response rate. • Expand methodology of issuing exit surveys including targeting of specific groups / projects. • Promote and extend availability of exit surveys by inclusion on website. • Seek stakeholder input into format and availability of exit survey. • Use feedback from exit survey to identify service and customer experience improvements. This item has been continued into 2019/20 in order to obtain feedback from customers at the proposed stakeholder event. Exit surveys have been analysed and the findings have been collated together with findings from 2018 National Customer Survey. Exit survey has been the subject of internal review, however, update subject to review with customers.	Ongoing Ongoing Ongoing Ongoing Complete

3	Seek solution for emailing of Warrant Refusal Letter (LET 3) and the warrant refusal. This item has been continued into 2019/20.	Ongoing
4	Review content and quality of information and guidance available online. Actions:	
	• Review content and quality of all Building Standards & Public Safety information available on line.	Complete
	• Improve ability to provide feedback on the service in respect of comments, compliments or complaints.	Complete
	Whilst the website and content thereof was subject to review and update during 2018/19, this item has been made continuous in 2019/20 to reflect our drive for continuous improvement.	
5	Improve customer accessibility to the service. Actions: • Review website content to help customers find information online and in respect of contactability of the service. • Further develop the Interactive Voice Response (IVR) system to improve accessibility to the service by directing enquiries more effectively and efficiently including increased access to general assistance. • Increase staff resource in order to create additional capacity to perform service functions with resultant improvement in staff availability (see 5 below). • Review methodology and accessibility of service in respect of general enquiries. • Element of increased resources to be used to review and enhance overall service delivery. This item has been made continuous in 2019/20 to reflect our drive for continuous improvement.	Complete
6	Increase staff resources across the Service in order to create additional capacity to perform service functions with resultant improvement in staff availability. Staff resources increased to create a resilient and sustainable service.	Complete
7	Undertake Staff Performance Coaching & Review (PCR) and progress any skills gaps, training or development initiatives to support the evolving needs of the service and the individual. This item has been continued into Q1 2019/20 to allow completion of review across Development & Regeneration Services.	Ongoing
Number	**Operational & Financial Efficiency – Continuous Improvement Actions**	**Timescale**
1	Increase staff resources across the service. The Council's recruitment drive, "Invest to Improve", has given the service an opportunity to increase staff resources to establish a resilient and sustainable service.	Complete
2	Participate in Development & Regeneration Services review of Health and Safety procedures and implement any changes or updates for Building Standards to ensure safe working (site and office) for all staff.	Ongoing

BSD*	Operating Framework Requirements – Continuous Improvement Actions	Timescale
1	Operational details should be developed relating to building standards to support the Planning and Building Standards Business Plan.	Complete
2	A business model should be in place in relation to staff resources and succession planning.	Complete
3	Management of processes for granting BWs should be reviewed to ensure the demolition timescales are included.	Complete
4	Documented processes should be developed for generating CCNPs for non-domestic buildings.	Complete
5	Documented processes for rejecting completion certificates should be reviewed to alert the relevant person of the reasons for rejection.	Complete
6	Documented processes for the fee payment deadlines and subsequent actions.	Complete
7	Documented processes for the rejection of application deadlines and subsequent actions.	Complete
8	Documented processes for the criteria used by team leaders to allocate the types of application to individual staff (BSS and ABSS).	Complete
9	Documented processes for the deemed determinations including issuing formal refusals.	Complete
10	Documented processes for the BW validity periods and alerting applicants in the lead up to the expiry of their BW.	Complete
11	Documented processes for the occupation or use of new or converted buildings without permission.	Complete
12	The balanced scorecard should be reviewed and put into new Annual Verification Report format to incorporate version control, and review dates.	Complete
13	The strategy for improving customer engagement and service should be reviewed in light of the results from the national survey 2016-2017.	Complete
14	The strategy for service improvement should be reviewed in light of the findings of this report.	Complete

BSD* - An audit of Glasgow's verification service was carried out by the Scottish Government's Building Standards Division (BSD) on 28-29 November 2017. Their "Report on Audit of the Operation of Verification Services" dated 23rd May 2018 identified "Recommended Actions" for improvement.

In the next 12 months (2019/2020) the Building Standards Service will progress the following Service Improvements:

Number	Continuous Improvement Actions (Performance Framework Core Perspective in brackets)	Timescale
1	Monitor and improve workflow processes in respect of e-Building Standards and electronic workflow. (Professional Expertise and Technical Processes)	Continuous
2	Contribute to Corporate aims in delivering the programme of investment in new social housing. (Professional Expertise and Technical Processes)	Continuous
3	Continue to develop Idox Enterprise Graphs and Reports in conjunction with current Access Database Reports to give best combined suite of management reporting. (Professional Expertise and Technical Processes)	Continuous
4	Continue to develop enhanced training and CPD opportunities for all Building Standards Staff building on existing training calendar. Encourage and assist staff in their personal and professional development. (Professional Expertise and Technical Processes)	Continuous
5	Upgrade Uniform and IDOX Enterprise as necessary to ensure we have up to date efficient systems for service delivery. (Professional Expertise and Technical Processes)	Continuous
6	Review content and quality of all information and guidance available online including ability to provide feedback on the service in respect of comments, compliments or complaints. (Quality Customer Experience)	Continuous
7	Monitor and review customer accessibility to the service, identify and implement improvements. (Quality Customer Experience)	Continuous
8	Working with our colleagues in Service Development to continue to develop and improve our systems and processes. (Professional Expertise and Technical Processes & Quality Customer Experience)	Continuous
9	Monitor, review and implement improvements to customer engagement in light of customer feedback (comments, compliments & complaints, stakeholder events) and in line with both local and national survey results. (Quality Customer Experience)	Continuous
Number	**Professional Expertise and Technical Processes – Improvement Actions**	**Timescale**
1	Increase the Services capacity in relation to applications using a fire engineered approach. Additional capacity is required in the longer term to assist currently qualified staff with applications of this nature. A Building Standards Surveyor is attending university on day release to obtain an honours degree in Fire Risk Engineering and a member of our structural engineering staff is being sponsored on a research degree into the use of timber frames in buildings above 10 storeys including the effects of fire.	Ongoing
2	To create additional staff time on the verification function, pass the responsibility for street naming and numbering to another part of Development & Regeneration Services who are involved in the corporate address management system. This item has been continued into Q3 to allow new process to be finalised.	~~Q2~~ Q3

3	Introduce latest upgrade to Uniform database system to ensure we have up to date efficient systems for service delivery.	Complete
4	Rollout of new IT equipment across the service including upgraded laptops and hybrid devices with associated upgrade of operating systems with aim of increased productivity and greater efficiency.	Q4
5	Improve the functionality of mobile app/devices to broaden their use within Building Standards and to facilitate the acceptance of completion certificates electronically from a site location. Note – timescale is linked to and dependent on successful implementation of IT rollout and upgrade identified in 4. above.	Q4
6	Development of "Housing Stats Report" that will automatically generate the quarterly "NB2" statistics required by Housing Statistics Section within Scottish Government. This item has been continued into Q3 to allow the report to be fully developed.	~~Q2~~ Q3
7	Develop IT systems to create unique identifier for building work categories and building types in conjunction with a suite of reports that will assist in performance monitoring, trend analysis, resource allocation and identification of work priorities.	Q3
8	Participate in testing / implementation of eDevelopment sharing solution between local authority verifiers and Scottish Fire & Rescue Service. (This item will also improve the Quality Customer Experience)	Ongoing
Number	**Quality Customer Experience – Improvement Actions**	**Timescale**
1	This item was continued from 2018/19 in order to obtain contact details from the 2018 National Customer Survey for customers that opted in to further discussions regarding service provision. Focus on specific groups for future Stakeholder Events. Actions: - Support and promote the Scottish Government's national customer satisfaction survey. - Develop building warrant exit survey (see QCE Improvement Action 2 below). - Following analysis of feedback from the 2018 national customer satisfaction survey, identify and invite stakeholders to attend an event to discuss survey findings and identify potential service improvements. - Invitation to attend extended to the 100 most frequent users of the building standards verification service (during 2018/19) along with user groups and representatives of connected professional organisations. - Review methodology for publicising and inviting stakeholders to event. - Frequency and make-up of subsequent stakeholder events to be determined following review of national and local surveys and subsequent stakeholder event. Stakeholder feedback on post national survey event and subsequent format / frequency to be solicited.	Q2/3

Number	Improvement Actions	Timescale
2	This item was continued from 2018/19 in order to obtain feedback from customers at the proposed stakeholder event. Exit surveys have been analysed and the findings have been collated together with findings from 2018 National Customer Survey. Exit survey has been the subject of internal review, however, update subject to review with customers. Develop building warrant exit survey with stakeholder input. Actions: • Develop the content and prominence of building warrant exit survey in email in order to elicit greater response rate. • Expand methodology of issuing exit surveys including targeting of specific groups / projects. • Promote and extend availability of exit surveys by inclusion on website. • Seek stakeholder input into format and availability of exit survey. • Use feedback from exit survey to identify service and customer experience improvements.	Q2/3
3	Seek solution for emailing of Warrant Refusal Letter (LET 3) and the warrant refusal. This item has been pushed back to Q4.	~~Q2~~ Q4
4	Undertake Staff Performance Coaching & Review (PCR) and progress any skills gaps, training or development initiatives to support the evolving needs of the service and the individual. This item was continued from 2018/19 to allow completion of review across Development & Regeneration Services.	Review Complete Continuous re training
5	Together with administration and Service Development colleagues, review electronic storage of plans, documents, certification etc within Part II of the Building Standards Register including an agreed naming and numbering convention in order to ensure efficient and effective storage and subsequent retrieval of information.	Q3
Number	**Operational & Financial Efficiency – Improvement Actions**	**Timescale**
1	Maintain a robust and resilient Building Standards & Public Safety Service where resourcing and succession planning is embedded within our business plan. On completion of the DRS "Invest to Improve" recruitment drive and in-line with DRS Workforce Plan, we will work closely with colleagues in Corporate Human Resources (CHR) to maintain our core Building Standards compliment to deliver our service work programme and statutory obligations, GCC Strategic Plan/Service Plan commitments and our regeneration and placemaking priorities as identified in the statutory Development Plan.	Reviewed quarterly

	The DRS Workforce Plan identifies the creation of 4 new Building Standards Graduate Apprenticeship posts to meet the succession planning aims of our PBS Business Plan. Building Standards intends to recruit these Graduates during 2019/20 in conjunction with the development of the Building Standards Degree (Graduate Apprenticeship).	Q4
	The DRS Workforce Plan also highlights the remit of the Ministerial Working Group to redefine fire and building regulatory frameworks. Additional Building Standards resource has been identified as likely, however, numbers and timescales are unknown at this point. This requirement will be monitored via the Workforce Planning Board.	Reviewed Quarterly
2	The service will initiate work in line with the European Foundation for Quality Management (EFQM) Excellence Model as an overarching framework for developing sustainable excellence.	Q4
3	Participate in Development & Regeneration Services review of Health and Safety procedures and implement any changes or updates for Building Standards to ensure safe working (site and office) for all staff.	Q4

Partnership Working
The Service actively seeks working partnerships where the co-ordination of service delivery with similar providers can lead to a better service for customers and other stakeholders.

In the previous 12 months (2018/19) we worked with:

Within Development and Regeneration Services
Building Standards liaise with Service colleagues who have a shared interest in:
- Dangerous and derelict buildings when emergency action is required.
- Listed Buildings being altered to comply with Building Standards.
- Planning enforcement.
- Engineering assistance to Planning functions.

Neighbourhoods and Sustainability
Building Standards and Environmental Health provide a co-ordinated service for public health and safety when:
- Ensuring standards at events within the City, such as pop concerts.
- Ensuring standards within licensed premises.
- Road/footpath diversions during dangerous building incidents.

Chief Executives Department

Building Standards provides advice to the Licensing section on the suitability of properties for:

- Public Entertainment Licence
- Liquor Licence
- Sports Ground Safety Certification

Local Authority Building Standards Scotland (LABSS) & Clyde Valley Consortium

We work with our fellow Local Authorities in Local Authority Building Standards Scotland (LABSS) to enhance national delivery of Building Standards services throughout Scotland. Our service is also the lead authority for the LABSS Clyde Valley Consortium Group comprising Glasgow City, Argyll and Bute, East Dunbartonshire, East Renfrewshire, Inverclyde, Renfrewshire and West Dunbartonshire Councils.

Scottish Fire and Rescue

Building Standards work in partnership with the Fire and Rescue Service:

- During building warrant verification process (where required).
- At sports grounds, as part of the Councils' Safety Team.
- When ensuring standards at events within the City, such as pop concerts.
- At dangerous buildings incidents where there is a risk to the public.
- Document exchange trial through eBuilding Standards.

Police Scotland

Building Standards work in partnership with the Police to maintain public safety:

- At sports grounds, as part of the Council's Safety Advisory Group.
- When ensuring standards at events within the City, such as pop concerts.
- Licensing of premises.
- At dangerous buildings incidents where there is a risk to the public.

Scottish Ambulance Service

Building Standards work in partnership with the ambulance service:

- At sports grounds, as part of the Council's Safety Advisory Group.
- When ensuring standards at City events, such as pop concerts.

Arms-Length External Organisations

The Service also works with various arms-length external organisations established by the Council, including:

- Glasgow Life
- City Building (Glasgow) LLP
- Glasgow Community and Safety Services Ltd
- City Property (Glasgow) LLP
- CGI (IT Service Provider & Helpdesk)

Others

- Building Standards Division of Scottish Government
- Glasgow & Edinburgh City Council Planning & Building Standards Service Liaison Meetings
- Health & Safety Executive

In the next 12 months we will work with:

We will continue to engage with our partners and customers outlined above. We will seek to strengthen existing partnership working wherever possible and consider new partnerships where the opportunity arises.

We will work closely with the Scottish Government in respect of the following initiatives:

- Electronic High Rise Inventory 2019 (domestic buildings) – Housing Standards & Quality and Building Standards Division
- Building Standards Register: Stage 2 Research – Building Standards Division through commission to Optimal Economics
- Compliance and Enforcement Working Group – Building Standards Division via LABSS
- Construction Quality Assurance Initiative
- Compliance Process Mapping to support the work on the Compliance Approach work stream
- Building Standards Technology Workshop

Building Standards will also support and contribute to the work of the Building Standards Division's Futures Board established to oversee and direct a programme of work to implement the recommendations from the recent Building Standards reviews on Fire Safety and Compliance & Enforcement.

7   Additional Data for 2018/19

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.

The table below provides additional workload data for the year 2018/19.

Building warrants and amendments to building warrant	3,480 Applications 3,085 Decisions
Completion certificates	3,637 Submissions 3,293 Decisions
Certification	963 Certificates of design submitted 5 Certificates of construction submitted
Energy Performance Certificates (EPCs)	Domestic 1,677 Non-Domestic 25
Statements of Sustainability	Domestic 1,638 Non-Domestic 19
Enforcement	2 Notices served under sections 25 to 30 0 Cases referred to procurator fiscal 0 Cases where LA has undertaken work