



Building Standards

Annual Verification Performance Report 2024 / 2025

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1. Introduction to the verifier

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.

West Dunbartonshire covers approximately 159 sq. Km / 61sq miles. The area is a mix of rural, urban and waterfront areas. There are approximately 88,000 residents. The concentration of the population is found in the urban areas of Clydebank, Dumbarton and Alexandria (including Balloch) and their surrounding settlements.

Fig. 1.1 Map Scotland (West Dunbartonshire highlighted)

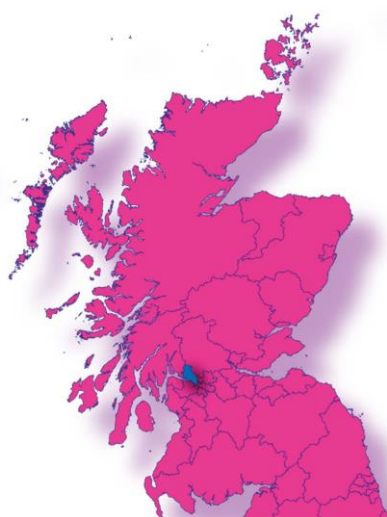
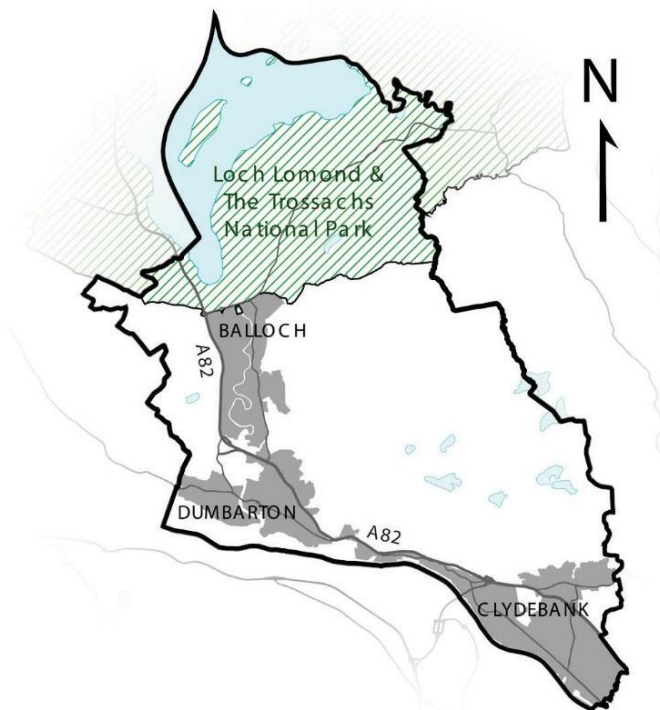


Fig. 1.2 West Dunbartonshire (Main Settlements)



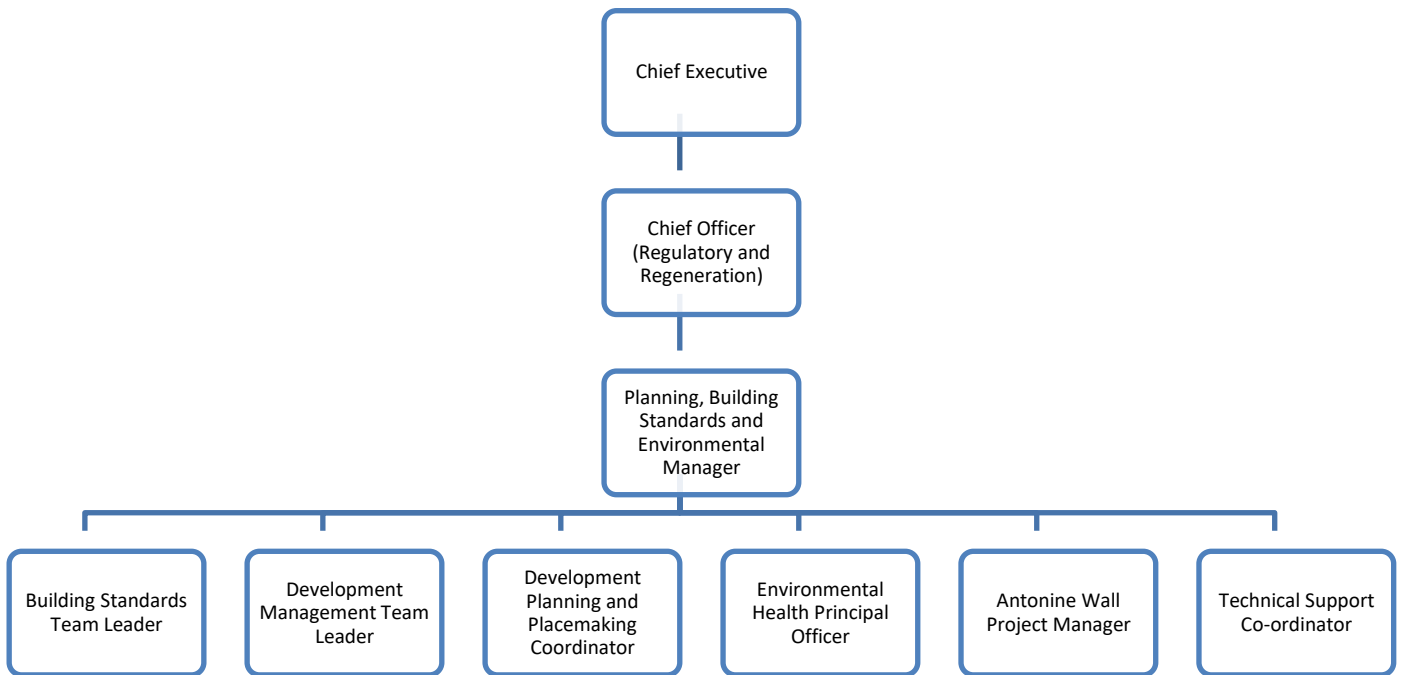
The largest job sectors in West Dunbartonshire are:

Sector	Employment (%)
Health	21.2%
Education, Public and Defence	19.7%
Wholesale/Retail	15.2%
Hospitality	7.6%
Manufacturing	6.8%

West Dunbartonshire Council was re-appointed by the Scottish Ministers as the sole verifier for the Council area on 01 May 2023 for a period of 6 years. The Building Standards section performs the verification and enforcement functions on behalf of the Council for matters relating to the Building (Scotland) Act 2003.

Building Standards also provides relevant non-verification functions, such as consultations on licensing and issuing certificates for raised structures. Section 2 of this report provides more detail of the full range of services provided.

Fig. 1.3 Organisational Chart:



2. Building Standards Verification Service Information

2.1 Location of office:

West Dunbartonshire Council

16 Church Street

Dumbarton

G82 1QL

Due to the varying nature of work within Building Standards, the team works flexibly between office, home, and site.

2.2 Verification services and functions delivered.

West Dunbartonshire Council Building Standards provide the following verification service and functions:

Verification functions

Verification of compliance with the building regulations of proposals in relation to building warrant applications, amendments to warrant, staged warrants and extensions to periods of validity of warrants;

Inspection of work on site during construction and on completion relating to building warrants, in accordance with the Construction Compliance Notification Plan (CCNP)

Verification of compliance of work in relation to Completion Certificate submissions where no warrant was obtained.

During 2023/24 we received 394 building warrant applications (including amendments) with a value of work more than £77,933,403. We received 354 completion certificate submissions in the same period.

Dangerous and defective buildings

There are occasions when public safety may be jeopardised by the condition of buildings. An emergency call out service is provided by the West Dunbartonshire Council. If action is required to safeguard the occupants or the general public, Building Standards will take enforcement action, as necessary, to remove the

danger as per the Building (Scotland) Act 2003. During 2023/2024 we responded to 12 reports and served notices in 2 cases.

Unauthorised work

We are responsible for enforcing the requirements of the Building (Scotland) Act 2003 in relation to buildings constructed without a warrant or in contravention of conditions of warrant and for buildings whose limited life span has expired. In relation to work carried out during the time of the previous Building (Scotland) Act 1959 we provide a letter of comfort service to regularise situations of historic work, which has been carried out without consent.

Licensing

We contribute to the consideration of various licensing applications made to the Council including alcohol licenses, houses in multiple occupation, sports grounds, short term lets and open-air concerts. This process has been streamlined by implementing an electronic process.

Raised structures

We consider and determine raised structure applications made to the Council under Section 89 of the Civic Government (Scotland) Act 1982 for raised structures such as seating stands for circuses, stages for events & concerts.

Document searches

We provide a document search service providing information on building warrants and completion certificates that were issued in the last 25 years.

Pre- applications meetings

We provide a pre-application meeting service for developers and designers to enable early discussion of the required procedures to obtain warrant approval. It is an opportunity to identify and discuss key areas of design of proposed buildings relative to the building regulations. We work closely with our Development Management Colleagues during this process. This service is promoted especially for major developments.

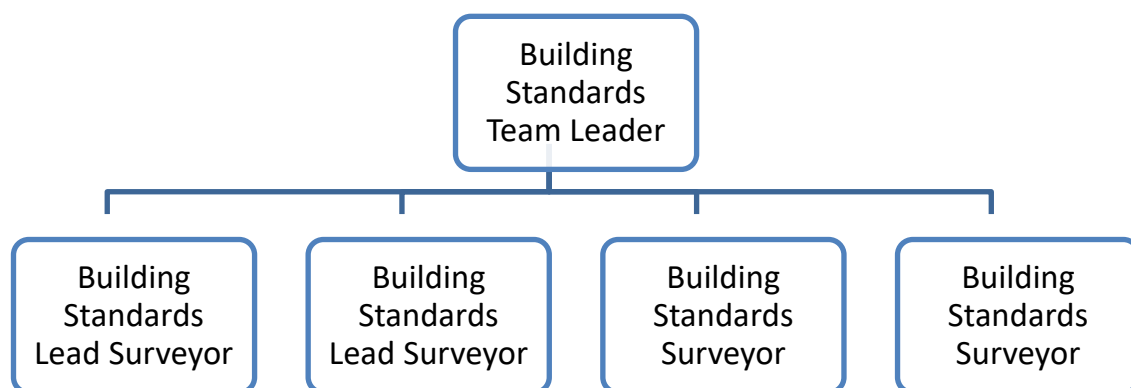
Public Interest Statement:

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.

Organisational Chart (Building Standards):



Staffing Position:

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

Note: Tier 1 = Chief Executive; Tier 2 = Director; Tier 3 = Head of Service; Tier 4 = Manager.

		Building Standards Verification Service	Other
Managers	No. posts	1	
	Vacant	0	
Team Leaders	No. posts	1	
	Vacant	0	
Lead Surveyors	No. posts	2	
	Vacant	2	
Senior Surveyor	No. posts	0	
	Vacant	0	
Surveyor	No. posts	2	
	Vacant	0	
Administrator (pooled)		8	
		0	
Other Role	No. posts	0	
	Vacant	0	
TOTAL		12	

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

Staff age profile	Number
61 and over	1
56-60	0
50-55	2
40-49	1
30-39	5
25-29	2
16-24	1

3. Strategic Objectives

This section should include a short narrative covering the following bullets under each of the headings:

3.1 Our Vision:

“Delivering services which build on the strengths and resilience of our neighbourhoods and supporting all residents to fulfil their individual potential, and that of their communities”

The Council’s Strategic Plan 2022 - 2027 sets out the vision and direction for Council services. It informs the delivery of Council services and provide a context for decision making at a service level. The strategic priorities will be delivered through the Service Delivery Plans and those of the Strategic Partners in the Community Planning Partners. The key strategic priorities and outcomes are:

- Our Communities – Resilient and Thriving
- Our Environment – A Greener Future
- Our Economy – Strong and Flourishing
- Our Council – Inclusive and Adaptable

The Building Standards Service is identified as a leading service in delivering the key strategies. The Regulatory and Regeneration Services Delivery Plan 2024/25 sets out key actions to help deliver the Strategic Plan. It outlines the performance indicators to measure our success, provides an overview of services and resources, including employees and budgets, and considers the relevant risks.

Progress is monitored and managed on a regular basis at Regulatory and Regeneration management team meetings and reported twice yearly to Corporate Services Committee, at mid-year and year end. One of the key priorities of the Delivery Plan is supporting regeneration projects and Building Standards play a key role in assisting to achieve this. In line with corporate priorities, we also continue to seek to be as effective and efficient as possible in the services we provide and our key service improvements for 2024/25 reflect this.

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

KPO1 Targets	
1.1	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including building warrants and amendments issued without a first report).
1.2	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).
KPO2 Targets	
	Targets to be developed as part of future review of KPO2.
KPO3 Targets	
3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least 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.
KPO4 Targets	
4.1	Minimum overall average satisfaction rating of 7.5 out of 10.
KPO5 Targets	
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).
KPO6 Targets	
6.1	Details of eBuilding Standards to be published prominently on the verifier’s website.
6.2	75% of each key building warrant related process being done electronically: <ul style="list-style-type: none"> · Plan checking · Building warrant or amendments (and plans) being issued · Verification during construction · Completion certificates being accepted

KPO7 Targets

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

5. Performance Data

Summary of Performance for 2023/24:

KPO 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' 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).
2023-2024 Q1	94.12%	85.06%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	9.5	97.11%	Published prominently	3 of 4 done	Published prominently (with review)	Includes all performance data
2023-2024 Q2	95.45%	95.24%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	9.5	137.68%	Published prominently	3 of 4 done	Published prominently (with review)	Includes all performance data
2023-2024 Q3	94.62%	94.67%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	9.5	91.55%	Published prominently	3 of 4 done	Published prominently (with review)	Includes all performance data
2023-2024 Q4	93.06%	94.37%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	9.5	27.41%	Published prominently	3 of 4 done	Published prominently (with review)	Includes all performance data

KPOs 1.1 and 1.2 evidence that Building Standards provide a generally high level of service timeously.

KPOS 3.2 and 4.1 demonstrate a high level of customer satisfaction.

KPO 5.1 is notably influenced by staff vacancies, large developments attracting high fees, backdated pay rises for employees, etc. As a small local authority, the relatively low numbers of employees and of Building Warrant applications, can cause considerable fluctuations quarterly.

KPO 6.2 reflects that very few inspections are carried out remotely in this local authority. Reasons are a lack of demand from customers and a small geographical area that is easy for surveyors to travel through to inspect in person.

Professional Expertise and Technical Processes

- Protocols for dealing with work

We have protocols and working practices in place to ensure that we have effective and consistent verification of warrant application and completion certificate submissions. Work allocation risk management procedures ensure that applications are given to staff who are suitably qualified and experienced to deal with them. In addition, we operate a random sample check of 5% of submissions to ensure the quality and technical aspects of our decisions is accurate. Opportunity exists within the protocol to allow less experienced staff to deal with some higher risk applications where appropriate and this is subject to an internal control/checking system.

- Performance management systems

We have systems in place to enable reports to be run from our back office database to allow workload to be managed and performance data to be collected and analysed. As well as providing data for KPO returns to the Scottish

Government, performance reports assist in the management of the team workload. Performance and workload within the team is discussed at regular team meetings.

- Training and development/CPD

The Council recognises that it is essential to have staff with the right education and skills to enable them to successfully undertake their respective roles. Building Standards Surveyors have appropriate educational qualifications, and some are members of professional organisations and complete CPD in accordance with their membership requirements.

All staff have access to corporate training packages via iLearn accounts. All staff have access to relevant legislation, statutory instruments, technical handbooks, guidance documents, procedural handbooks, etc.

The recently established Scottish Building Standards Hub (SBSH) has developed an online learning management system, with modules surveyors can work through to aid their personal development and understanding of Building Standards. The SBSH also hosts CPD training sessions throughout the year, enhancing the knowledge of Building Standards Surveyors and promoting consistency in decision making.

Additional training needs and CPD support are identified and made available via the corporate “Be the Best” initiative, Competency Assessment Scheme and with 1-2-1 discussions held throughout the year. Officers are encouraged to identify their training needs and this is supported by a corporate training budget and a small service budget. Building Standards Surveyors have their own Training Plans which the Team Leader – Building Standards oversees and reviews on a regular basis.

- Benchmarking/shared services

We are members of Local Authority Building Standards Scotland (LABSS) and work with other Local Authority colleagues to enhance national delivery of building standards in Scotland. At a regional level, we are members of the LABSS Clyde Valley consortium of verifiers (comprising Argyll & Bute, East Dunbartonshire, Glasgow, East Renfrewshire, Renfrewshire, Inverclyde and West Dunbartonshire Councils) to share best practice, encourage consistency, benchmark and discuss issues. Working with LABSS partners allows us to make progress to achieving consistency on a national level of relevant technical matters. The Planning, Building Standards and Environmental Health Manager was a member of the Scottish Government Building Standards Workforce Strategy Working Group which helped to shape the recently launched National Building Standards Workforce Strategy. Key actions of the Strategy is to ensure that local authority verifiers are able to recruit, retain and develop a skilled workforce to provide a first class Building Standards service with resilience to meet fluctuating demands. The Council supports the Strategy and will help the

Building Standards Division in meeting the actions.

- Succession planning

Our team structure in building standards allows the opportunity of internal succession for appropriately qualified and experienced staff members in the event of a current post holder leaving. We encourage our staff to assume greater responsibilities and gain broader experience within our service.

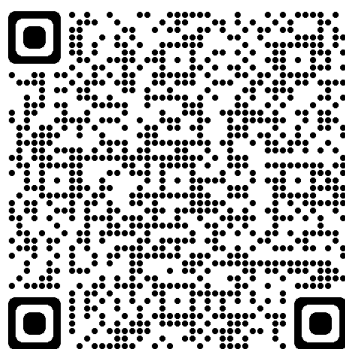
Quality Customer Experience

We recognise the importance of effective communication with our service users. Our website has a dedicated building standards sub-page which provides a single source of matters relating to the building standard service. We promote the use of the national e-building standards portal via our website and also have some additional forms available for services that do not fall within our verification function (e.g. for temporary raised structure applications). We provide various ways of communication, principally digital communication via our website and email but also including hard copy mail, face to face meetings, and telephone. While we predominantly communicate by email in relation to case management of building warrant applications, provision has been made to allow communication by post where service users do not have email. We continue to develop producing a regular newsletter to inform our customers of performance and any changes in service delivery or staffing.

- Customer Charter

We have the national customer charter in place as well as our local customer charter (joint local charter with the Planning service). Both charters are published prominently via our website and are regularly reviewed throughout the year. The charters set out our aims, vision, values and service commitments as well as providing general standards that can be expected from our team.

Both Charters can be found on our Building Standards Service and Performance webpage, available by scanning this QR Code:



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

The Council is open to receiving feedback, both good and if something has gone wrong, from all service users. This assists us in identifying areas for improvement and confirms areas in which we are doing well. We participate in and promote use of the annual national customer satisfaction survey carried out by the Scottish Government in order to gain feedback from our customers. We are committed to the survey and provide appropriate contact data to allow the survey to be undertaken. Survey results are reviewed and suggested service improvements are considered for implementation where possible.

We also seek customer feedback at a local level via an online survey; a link for participation is provided on our website and is also provided along with all completion certificate acceptance documents that are issued. However, we have regular communication with large developers and regular users of the system who are always willing to give good or bad feedback and in the coming year we will seek to evolve a method of recording this

We provide information on how to make a complaint about our service via our website and customer charter.

- Accessibility of service

Service users have the opportunity to contact us by a variety of methods; including email, website, telephone and letter or by visiting our office. Our team are located within the Council's, purpose built offices in a town centre location that is easily accessible by bus, rail and road with car parking facilities in close proximity. Staff are available to be contacted by phone or email, and the Council has public access to its offices between 9.30am to 4.00pm Monday to Friday for service users who wish to visit us in person. Meetings and site visits out with these hours can be made available by prior arrangement directly with the relevant Surveyor.

Our offices at Church Street are open 9.30am – 4pm Monday – Friday. Valid applications have a named surveyor allocated, who can be contacted directly. General enquiries for the Building Standards team can still be made through our Technical Support Team on 0141 951 7930 or by emailing building_standards@west-dunbarton.gov.uk

We maintain a regularly reviewed website containing appropriate information on the building standard system and the services we provide. We also provide a staff appointment system for project specific meetings and onsite inspections.

- Pre-application advice

We work closely with our Planning colleagues to provide a joint service to developers and designers. We provide pre-application advice meetings to enable early discussion of the procedures to be followed to obtain warrant approval, along with identification and discussion of key areas of proposed buildings relative to the technical aspects of the building regulations.

For smaller projects the use of our website is encouraged in order that service users gain useful information on the building standards system. We refer to and provide a link to the Scottish Government's publication "Building

Standards Customer Journey”; which provides a useful guide for householders to the building standards process and explanation of the roles and responsibilities involved for those carrying out work to domestic properties.

We receive ad hoc pre-application enquiries by telephone and email on specific aspects of the building regulations in relation to proposed work and these are allocated to relevant staff for investigation and response.

We meet with key customers in relation to their projects and opportunity is provided for issues of concern being raised, discussed and resolved at an early stage. As well as face to face meetings, we encourage the use of emails, video calls and phone calls to discuss these issues.

- Customer agreements

Customer agreements are available to applicants for which the standard 20 day target for initial verification may not be appropriate due to the scale or complexity of the proposed work. In conjunction with our Planning colleagues we also have a Developer Protocol which is offered in respect of our key regeneration sites. The Council is committed to taking a proactive role in order to facilitate high quality development on these key development sites and both our Planning and Building Standards teams play a key part in ensuring the redevelopment of such sites takes place.

- Customer dissatisfaction (procedural or technical)

We seek to resolve any issues of customer dissatisfaction quickly and efficiently. While our customer charter provides information on how to complain about the actual service received from the building standards team, it is recognised that there is a need to be able to resolve issues that are more of a procedural or technical nature.

In the first instance we advise customers to raise the issue higher within our own team structure for further consideration and review which would be in the first instance Team Leader - Building Standards Surveyor and then Planning, Building Standards and Environmental Health Manager.

We participate in the dispute resolution process undertaken by LABSS and will when appropriate refer any customers who are not content with our decision in relation to a procedural or technical matter to this. We participate in the dispute resolution process nationally by providing appropriate comments back to LABSS for any cases referred to us for comment or review.

We recognise that the time taken to provide our first response to building warrant applications is important to the majority our customers and we allocate a high proportion of our resources to minimising this time. For building warrant applications which do not have a customer agreement, we aim to respond within 20 working days of a valid application being received.

Operational and Financial Efficiency

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

Our operational building standards team consists of 1 Team Leader – Building Standards, 2 Lead Building Standards Surveyors (2 vacant) and 2 Building Standards Surveyors. The team has been supported by experienced agency staff whilst there remains vacant posts. The work is risk assessed and allocated to a suitably competent surveyor. When opportunities present themselves, more challenging applications are allocated to less experienced members of the team, who are mentored by a more experienced surveyor to encourage professional development. We have seen improvements in performance for both new and revised applications in the past year and hope to see further improvements as the IT systems are updated to allow automatic uploads from eBuilding Standards and the use of Enterprise.

- Time recording system

We utilise a self-developed time recording software system that allows us to monitor our costs in providing the verification system. This is used to assist us provide relevant performance information to the Scottish Government.

- Financial monitoring/governance

Our service budget is discussed regularly at Service and Management Team meetings. The Manager holds monthly meetings with the Service Accountant to ensure that outturn is being achieved. Income is monitored on a monthly basis to ensure that estimates are reflected accurately in the actual fees received. Meetings take place in advance of the budget being finalised for the following year to ensure that all costs and outgoings can be taken into account. Building Standards follow Council's policies and procedures in relation to anti-bribery, corruption and fraud. We also follow Council policy in relation to conflicts of interest and a register is kept of any declarations made.

- IT systems

We use a software system provided by Idox (Uniform) to provide us with a database of applications which allows us to keep track of and produce documentation in relation to the various applications made to us. We use our corporate electronic document management system (CIVICA) to store and view applications and their accompanying supporting documents. We also utilise the workflow functionality of CIVICA to provide case management and electronic assessment of applications.

Staff have Microsoft Office suite of programs available to assist them with their function and we use Access to run reports relative to performance and case management. In the next few months we are intending to use Enterprise for workflow and as a performance management tool and are putting together a business case for a full IDOX work system.

- Digital services

We deal with all our building warrant applications digitally. A high proportion of

applications and documents are submitted to us electronically via the national e-building standards portal and this has increased in recent months. Any paper based applications or documents that are received are scanned and imported into our electronic document management system (CIVICA) to allow digital assessment and workflow processes to be undertaken. We issue and store warrant approvals and completion certificates electronically.

The majority of our communication with applicants/agents takes place electronically via email, including provision of building warrant approvals and completion certificate acceptance documents. We have provision in place to communicate by post for any applicants/agents who do not have email facilities.

- Internal communication strategies

Corporate information is provided by a variety of means to staff; including email and intranet use as well as information posters in appropriate areas. Team meetings provide the opportunity for the exchange of information between staff and the discussion of relevant operational and technical issues. The team also benefits from its relatively small size and being located within the same open plan office environment, allowing a lot of informal communication and exchange of information. Due to our flexible working patterns, Surveyors, support staff and other officers have also been communicating through email, video and phone calls. Staff are encouraged to register with LABSS in order to obtain access to additional technical and procedural information and to be aware of current issues nationally within building standards.

6. Service Improvements and Partnership Working

This section should include a summary of service improvements and examples of partnership working performance against all KPOs and performance targets.

In the previous 12 months (year/year) we did –

Number	Continuous improvement action	Status
1	Continued to fulfill Operating and Performance Framework requirements	Complete
2	Ensured quarterly KPO reports were submitted via Scot Government portal	Complete
3	Reviewed and improved relevant processes to increase efficiencies	Complete
4	Improved processing times for building warrant applications	Ongoing
5	Supported the use of electronic service delivery	Complete
6	Tried tablets for viewing digital plans on site	Ongoing
7	Continued to attend LABSS meetings	Complete
8	Continued to attend Clyde Valley Consortium meetings	Complete
9	Continued to act as Clyde Valley Consortium technical lead	Complete
10	Retained a high level of service user satisfaction	Complete
11	Reviewed our website to ensure it is up to date, clear and user friendly	Complete
12	Ensured appropriate on the job training was provided to the new Building Standards Surveyors	Ongoing
13	Facilitate development of support staff in relation to aspiring to become qualified as a Building Standards Surveyor	Ongoing
14	Make use of social media to promote the Building Standards Service	Ongoing
15	Developed a solution for digital/electronic stamping of approved plans	Complete
16	Reviewed the Building Standards Team Structure to meet the challenges of development pressure and resources	Complete

In the next 12 months (year/year) we will do –

Number	Continuous improvement action	Time scale
1	Continue to fulfill Operating and Performance Framework requirements	Ongoing
2	Ensure quarterly KPO reports are submitted via Scot Government portal	Ongoing
3	Review and improve relevant processes to increase efficiencies	Ongoing
4	Improve processing times for building warrant applications	Ongoing
5	Continue to support use of electronic service delivery	Ongoing
6	Continue to trial tablets for viewing digital plans on site	Ongoing
7	Continue to attend LABSS meetings	Ongoing
8	Continue to attend Clyde Valley Consortium meetings	Ongoing
9	Engage with the Scottish Building Standards Hub for information sessions, CPD and consultations.	Ongoing
10	Assist and support the BSD in meeting the actions of the Workforce Strategy	Ongoing
11	Seek to retain a high level of service user satisfaction	Ongoing
12	Review our website to ensure it is up to date, clear and user friendly	Ongoing
13	Continue on the job training and ensure individual training plans are implemented for all Building Standards Surveyors	Ongoing
14	Facilitate development of support staff in relation to aspiration to become qualified as a building standards surveyor	Ongoing
15	Seek to make use of social media to promote the building standards service	Ongoing
16	Work with universities to facilitate student work experience opportunities	Ongoing
17	Continue to engage with our partners and customers and consider new partnerships where the opportunity arises.	Ongoing
18	Review processes for consultation in - house with Environmental Health Department	Ongoing
19	Review processes for Consultation with Scottish Fire & Rescue	Ongoing

In the previous 12 months (year/year) we worked with –

Scottish Government – Building Standards Division

Scottish Government – Housing Statistics Unit

Scottish Building Standards Hub

Local Authority Building Standards Scotland (LABSS) Clyde

Valley Consortium – LABSS

Planning Team – West Dunbartonshire Council

Environmental Health Team – West Dunbartonshire Council

Consultancy Services – West Dunbartonshire Council Asset

Management Team – West Dunbartonshire Council

Housing Services – West Dunbartonshire Council

Licensing Services – West Dunbartonshire Council

Trading Standards Service – West Dunbartonshire Council

Organisational Development Team (Fit for Future Review) – West

Dunbartonshire Council

Scottish Fire and Rescue Service

Police Scotland

Developers and their design agents



In the next 12 months (year/year) we will –

[Include examples of partnership working e.g.

- Engagement with other local authorities and groups, e.g. Local Authority Building Standards Scotland (LABSS), Scottish Building Standards Hub (SBSH)
- Engagement with external stakeholder organisations and groups
- External support for local training and development/CPD
- Commitment to work together on technical issues]

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 for year 2020/21 .

Building warrants and amendments to building warrant	<ul style="list-style-type: none"> • 394 Applications • 287 Decisions
Completion certificates	<ul style="list-style-type: none"> • 354 Submissions • 229 Decisions
Certification	<ul style="list-style-type: none"> • 250 Certificates of design submitted • 188 Certificates of construction submitted
Energy Performance Certificates (EPCs)	<ul style="list-style-type: none"> • 396 copy certificates received (domestic) • 4 Copy certificates received (non-domestic)
Statements of Sustainability	<ul style="list-style-type: none"> • 403 Copy certificates received (domestic) • 0 Copy certificates received (non-domestic)
Enforcement	<ul style="list-style-type: none"> • 2 Notices served under sections 25 to 30 • 0 Cases referred to procurator fiscal • 0 Cases where LA has undertaken work