



**Building Standards
Verification Annual
Performance Report
2023-2024**

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Front cover image – Old Town skyline, Edinburgh

Version Control Information

Version	Date	Comments	Date for next review
1.0	11 April 24	Draft Document Created	
1.1	16 April 24	Layout Updated for New BSD Template	
1.2	17-25 April	GG Updates	Mid May
1.3	14 May	GGil Initial Review	
1.4	30 May	GGil Updates	
1.5	19-21 June	GGil Final Edits	
1.6	25 June	Final Review of Document	01/04/2025

Introduction statement from the Scottish Government

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.

Section 1. Introduction to the Verifier

Edinburgh is known throughout the world as a historic city and our nation's capital. Over recent decades it has built a reputation as a successful and prosperous city – regularly voted as one of the best cities in the world to live in, it attracts more visitors than any UK city outside London and sits in the top 10 cities in the UK for attracting inward investment.

Population and economy

The City of Edinburgh Council's area is home to an estimated 559,000 people.

The Council area includes the City of Edinburgh which contains most of the population, as well as a large rural hinterland. Within the rural area are the towns and villages of South Queensferry, Kirkliston, Newbridge and Ratho. Edinburgh has a rich built heritage with conservation areas covering much of the city. There are two World Heritage Sites: The Old and New Towns of Edinburgh and The Forth Bridge. It is a continuously growing, densely populated city with many flatted residential properties and has a vibrant economy with a mix of employment sectors.

Between 2004 to 2024 Edinburgh's population grew by 17% against a population increase in Scotland during the same period of 7%. This growth is expected to continue with a projected population of 604,000 by 2035.

Key employment sectors include health; financial and insurance; education; retail; professional, scientific and technical; business administration and support services and accommodation and food services.

The Council is: -

- A transparent Council that works for all, committed to delivering improved public services and empowering our citizens.
- A Council that is committed to listening to local people and working together with local communities.
- A Council where co-operation, fairness, accountability, and responsibility really matter.

- A Council that supports businesses and ensures Edinburgh continues to be a city that provides opportunities for employment, innovation, growth, and investment.
- A Council that actively promotes and champions Edinburgh to the benefit of the city and its people.

Exciting and innovative pledges from the Council include:

- Further expansion of the tram network
- A drive towards the city operating on a "net-zero" carbon basis by 2030 – this is 15 years before Scotland's national net-zero target for 2045.
- Ending poverty in Edinburgh by 2030
- Building affordable and sustainable homes
- Investing in new, modern schools and early years facilities. Increased attainment in schools.
- Developing a 20 Minute Neighbourhood network where public transport and active travel are the best options.

We have made significant progress in the last ten years, however more of the same is not an option. Now is the time for bolder, more transformational action.



Map showing the extent of the Council's administrative boundary.

Section 2. Building Standards Verification Service Information

2.1 Where to find Building Standards

The Building Standards team along with colleagues in related Planning teams are all based on the ground floor of Waverley Court in East Market Street, Edinburgh. This building houses the majority of Council services.

2.2 Overall roles and responsibilities of Building Standards

The Building Standards service has a major role to play in the contribution of the overall Council commitments. The city is one of the largest Building Standards services in the UK in relation to both the number of building warrant applications processed each year and the fee income received. During the financial year 2023/24, the service received 4557 building warrant and associated applications, covering building construction work with an estimated value of just over £1 billion which generated approximately £4.4 million in fees.

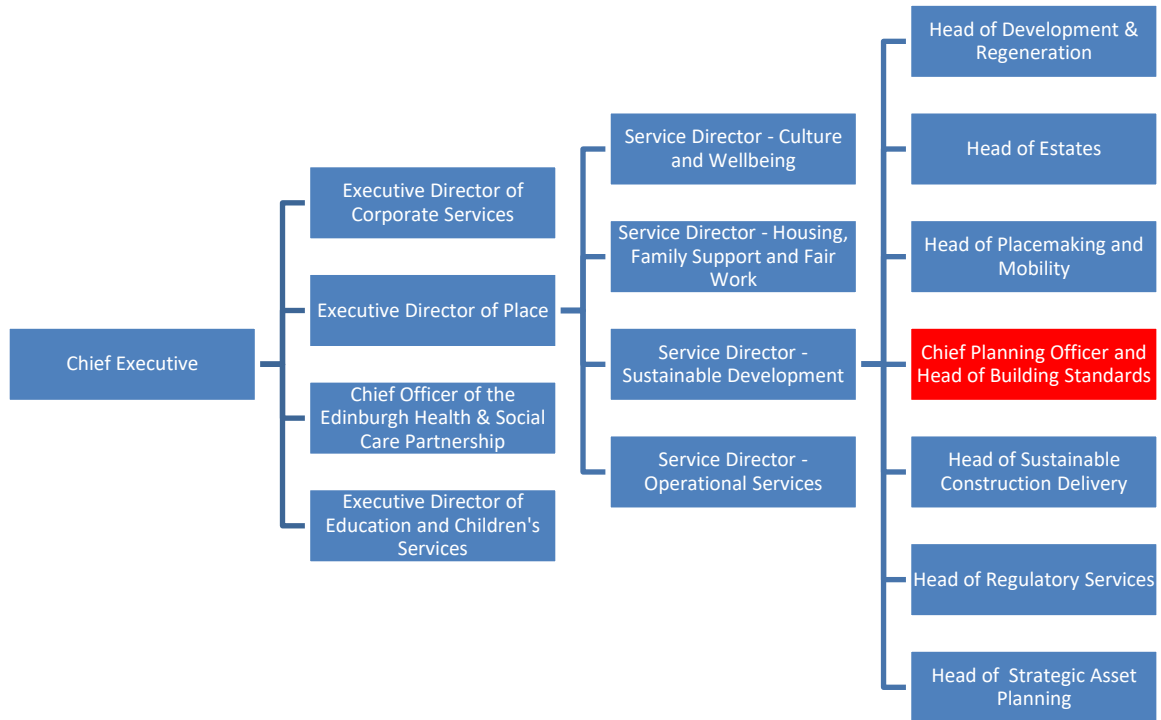
The verification services and functions carried out include:

- Verification of Building Warrants under the Building (Scotland) Act 2003.
- Enforcement in relation to Building Standards matters under the Building (Scotland) Act 2003.
- Consultee to applications in relation to Liquor Licensing.
- Providing preliminary advice on the procedures to be followed to obtain building warrant approval, in advance of a formal application.
- Maintaining a public record register of building warrants, completion certificates and energy performance certificates.
- Work with the Scottish Government's Building Standards Division, to meet the fundamental overarching principles of driving forward the future of building standards throughout Scotland.

The Council's Building Standards service is located within the wider Sustainable Development service (part of the Place Directorate). Other services within Sustainable Development include Planning, Development and Regeneration, Estates, Placemaking and Mobility, Sustainable Construction Delivery, Regulatory Services and Strategic Asset Planning. These support a wide range of services to local communities as well as the development industry.

Sustainable Development covers several of the Council's regulatory functions including enforcement, licensing, environmental services, social housing, and economic growth. The natural synergies across the directorate provide opportunities for collaboration, multi-disciplinary teams, and a high-level, consistent approach across delivery.

City of Edinburgh Council Management Structure



Senior Management within Council	Number of posts (FTE at 31 March 24)	Vacancies (not included in numbers of posts)
Chief Executive	1	
Executive Director of Place (Tier 1)	1	
Head of Sustainable Development (Tier 2)	1	
Chief Planning Officer and Head of Building Standards (Tier 3)	1	

2.3 Building Standards Organisational Structure

The Building Standards Service chart on the following page sets out the revised structure of the Building Standards service. The Head of Building Standards reports to the Service Director of Sustainable Development.

One of our commitments to our employees was to ensure that once improved performance was back to meeting the Scottish Government targets and being sustained, we would look at introducing a revised structure. The revised structure including a temporary role of Operations Manager for the Service was implemented in February 2020. One of the aims of this change was a shift in the management levels within the Service. The appointment of the Operations Manager was made permanent in April 2022. This has allowed the Service Manager to keep oversight of Building Standards and have an increased focus on the management of the Planning Service.

It was important that we engaged and listened to our employees in shaping the final structure. A series of employee engagement sessions were undertaken over a 10-week period and feedback helped shape the transition into 4 key teams:

- Site Inspection/Compliance
- Plan Reporting (all applications up to £250k)
- Majors (all applications £250k and above and multi-plot housing sites)
- Improvement Team

The indications continue to show that the change is proving to be successful. There are weekly reviews with the Management Team and subsequent reviews with the Team Managers and their own teams.

The Improvement Team has become a permanent feature within the service (using resource from the current budget envelope). Ensuring improvements are sustained and continuous improvement is embedded, are a priority. The Improvement Team share tools/techniques with colleagues across the Planning Service and other areas within the Place directorate.

Transactions Team

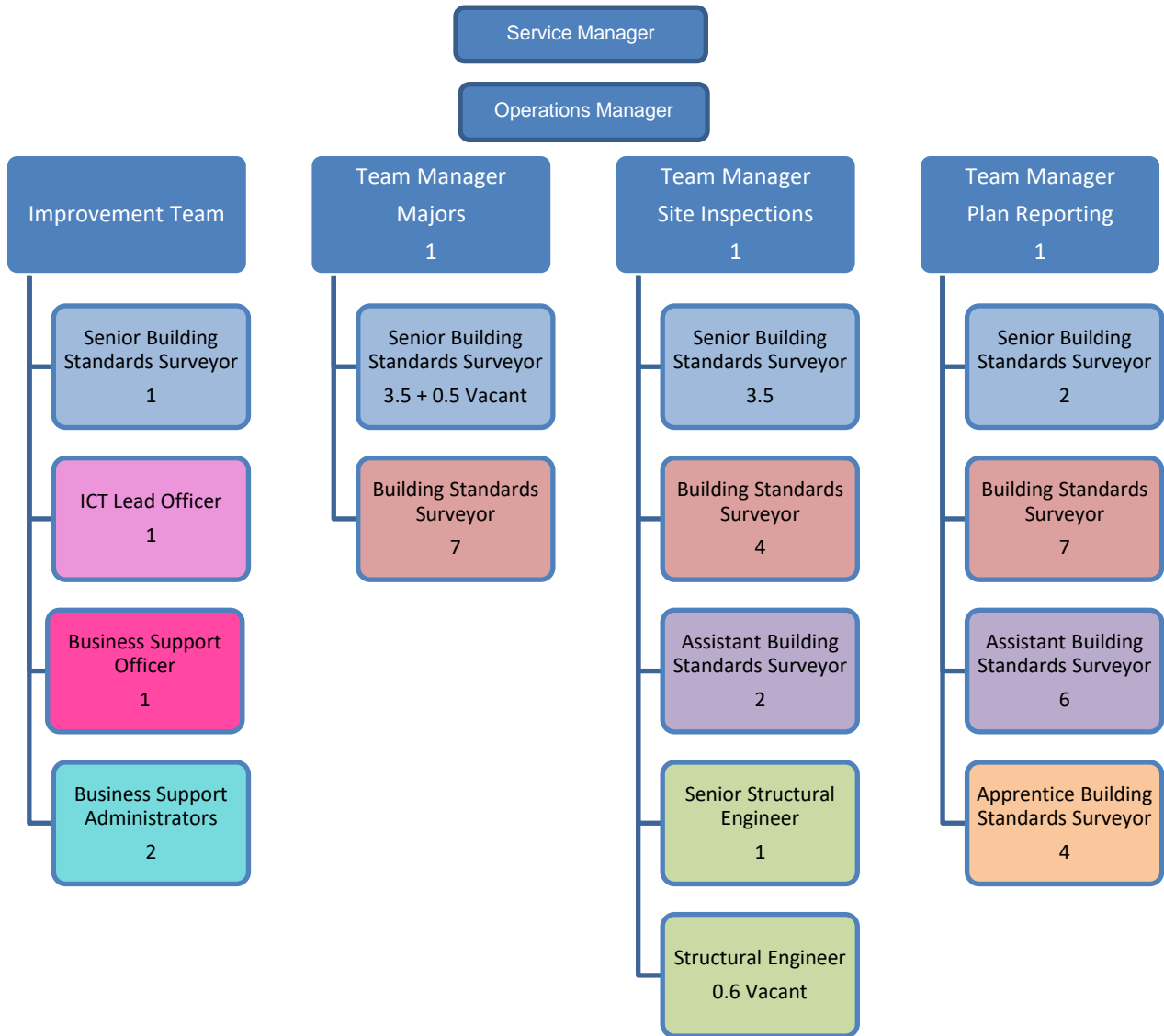
The efficient and effective delivery of the building standards service relies heavily on input from the Council's Transactions team. Whilst the line management responsibilities for this team sit out with the direct control of Building Standards management, the team are included in all team briefings, training, and improvement initiatives.

Building Standards Full Time Equivalent Posts	Number of posts (FTE at 31 March 23)	Vacancies (not included in numbers of posts)
Head of Building Standards (Tier 3)	1	
Operations Manager	1	
Team Managers	3	
Senior Building Standards Surveyors	10.1	0.5
Senior Structural Engineers	1	
Building Standards Surveyors	18	
Structural Engineers	0.6	
Assistant Building Standards Surveyors	8	
Modern Apprentice Building Standards Surveyors	4	
ICT Lead Officer	1	
Business Support Officer	1	
Business Support Administrators	2	
Total employees (FTE within service area)	50.7	0.5
Transactions Team Manager (FTE)	1	
Transactions staff (FTE)	6	

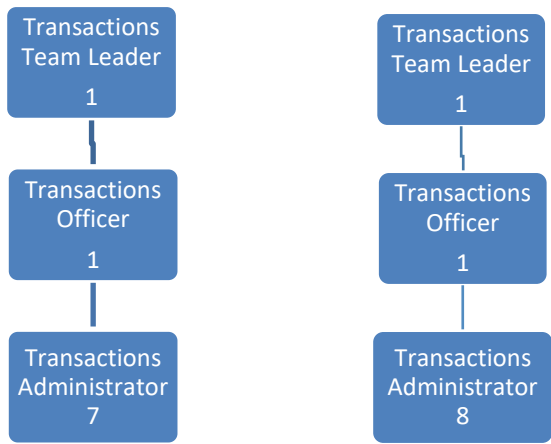
Staff age Profile within service area	Number of posts
61 and over	6
56 - 60	7
50 - 55	2
40 - 49	11
30 - 39	12
25 - 29	8
16 - 24	5

It is evident from the table above that our age profile is changing. It is more resilient and our succession planning for a more sustainable service is developing well. Nearly 50% of our staff are below the age of 40 and 70% of staff are under the age of 50. We have worked hard over the last few years to adjust this profile, bringing in and training new inexperienced staff, now resulting in nearly 70% of our workforce having 5+ years' experience within Building Standards.

Building Standards Structure



Transactions Team



Public Interest Statement

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.

How to find us

Building Standards is located in the Council's headquarters at Waverley Court:

Building Standards
The City of Edinburgh Council
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

Telephone: 0131 529 3550

www.edinburgh.gov.uk/buildingstandards

Section 3. Strategic Objectives

3.1 City of Edinburgh Council Strategic Goals

City of Edinburgh Council have three strategic priorities which shape our work during 2023 to 2027. We will

1. Create good places to live and work in Edinburgh
2. Take all the local actions needed to end poverty in Edinburgh
3. Work to deliver a net zero city by 2030.

Within these priorities, our absolute commitment will always be to make sure that those in our care are safe, protected and supported to achieve their goals.

Over the next five years this Council will continue to promote fairness and reduce inequality, while supporting Edinburgh's economy to be thriving and resilient.

We will fulfil our commitment to providing our children and young people with every opportunity to succeed by investing in new, modern inclusive schools and early years facilities.

We will build affordable and sustainable homes in safe and social 20-minute neighbourhoods where streets are designed for people, essential services are easily accessible, and public transport and active travel are the best options for moving around.

We will improve the way we empower and engage with our local communities as well as maintaining Edinburgh's iconic cultural reputation across the globe.

These are ambitious goals, but they are grounded in the important task of getting the basics right for the people of Edinburgh.

3.2 The Vision of the Service

Vision

Our aspiration of the service is to be one of the top performing Building Standards Verifiers in Scotland. We will build a reputation as a great organisation to do business with and to work for.

We strive to improve our service to:

- Deliver an excellent Verification service that fulfils the requirements of Scottish Government Ministers as set out in the Operating Framework,
- Be customer focused, taking account of customers' needs, and deliver best practice in terms of consistency of interpretation and predictability of service,
- Deliver high levels of performance in terms of meeting the targets set in the Building Standards Performance Framework,
- Review service delivery practices as required to address any issues identified through national customer surveys, and
- Deliver targeted, cost effective, value for money services that meet operational needs and customer demand.

3.3 Departmental issues to be addressed in the coming year

We have learned from our experiences during the last few years that there are many positives to be built on but still many areas for improvements and areas for continuous improvement.

Staff working model -

Staff working from home has continued in a more hybrid fashion since the pandemic with great results, but this has brought its own challenges and increased the learning curve for our junior and less experienced staff members. This is mainly because they are not getting the office experience and the benefits this brings – i.e. in person mentoring, overhearing colleagues discussing technical matters, watching how senior staff conduct themselves on calls and in meetings, being able to ask a simple question to an array of people etc. A key departmental issue to be addressed in the coming year will be to embed a suitable and sustainable hybrid model that fits the needs of both the service and offers staff a healthy work/life balance. A recent trial for a one day return to the office for all staff has shown great benefits and will be explored further.

Staff Wellbeing

The wellbeing of all our staff is a priority for our Service. We have recognised the importance of face-to-face interactions with colleagues, and this has been the driver for our soft return to the office on a hybrid model.

A staff wellbeing forum is being investigated and an away day for all staff to meet and interact is to be trialled with a view to making this a permanent annual event.

On non-office days, regular contact is maintained with staff using video technology and regular 1-1 telephone calls. Additionally, equipment has been distributed to staff to aid home working where this has been requested, with constant review to ensure staff have the tools required to safely carry out their role.

Operational plans during this period -

We constantly monitor our processes and procedures, to check performance and involve staff in the development of any improvements. We have managed to play our part in addressing the nationwide shortage of building standards surveyors. Our four Modern Apprentices have successfully completed their 2nd year of study and continue to develop within the department. We have recently employed two new Assistant Building Standard Surveyors with great industry experience which has allowed them to hit the ground running. Further, both our previous Graduate Apprentices have now been promoted to the position of Building Standard Surveyors which highlights the success of our succession planning model. From the successful recruitment to these posts and other staff training and development planned over the coming year, we will continue to build on these successes.

We will continue to work with Scottish Government and partners to explore innovative ways to improve the efficiencies of our service, along with colleagues in our Planning service, locally and nationally.

ICT -

The refresh of our ICT hardware has commenced to ensure we remain resilient and able to maintain the delivery of service in a manner that meets the ever-changing expectations of our customers. In a more informed and tech-savvy age we have to ensure we are providing services that are fit for purpose, adaptable and meet our customers' needs.

Enhance customer engagement -

We review our customer survey comments and results monthly and take measures to address matters within our control, to help improve the customer experience. This has seen a steady rise in our Customer Satisfaction score, with Q4 returning our highest ever quarterly figure. We will continue our programme of face-to-face meetings with the main housing developers operating in our area and have regular interaction with Edinburgh Chartered Architects Network and our other stakeholders. All helping to demonstrate our continued commitment to improve our customer relations.

3.4 Building Standards Strategic Objectives

For the forthcoming year the primary objectives for Building Standards are: -

- To continue to deliver timeous and consistent service to our customers.
- To maintain our current levels of performance.
- To undertake a series of customer service improvements.
- To ensure the health, safety, and wellbeing of our employees.

The role of Building Standards within the Councils strategic goals is to:

- Assist economic growth,
- Support the housing programme,
- Help ensure our built environment is protected and enhanced,
- Ensure compliance and resilience across the construction industry,
- Ensure value for money while meeting the needs of our citizens; and,
- Deliver excellent customer service.

Section 4. Key Performance Outcomes and Targets

4.1 Introduction

Continuous improvement is recognised as key in ‘raising the bar’ for quality, compliance, consistency, and predictability of verification activities. This principle was at the core of the introduction of a best value Balanced Scorecard for verifiers in 2005. This approach was assessed by the Scottish Government when the appointment of verifiers was reviewed in 2011. As a result, a Building Standards Performance Framework (BSPF) which set out 9 Key Performance Outcomes (KPO’s) that Verifiers were required to achieve was introduced. In 2017, following a further Scottish Government review, the framework was updated to bring it more in line with current practice and to reduce the KPOs in number from 9 down to 7.

The verifier is required to complete and submit performance reports quarterly to the Scottish Government. 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

4.2 Summary of Key Performance Outcomes (KPOs)

The table below sets out the current list of KPO’s for which targets are set by the Scottish Government. In Section 5 more detailed information on these KPO’s is provided to explain the targets that have been set.

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

4.3 Summary of Key Performance Targets

The table below summarises the 7 KPO's including, where appropriate, the targets against which verifiers are assessed by the Scottish Government. It is of note that not all the Outcomes necessarily relate to performance e.g. KPO6.1

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).
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 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 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).

Section 5. Performance Data

KPO1 Targets - Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant											
1.1	<table border="1"> <thead> <tr> <th>Quarter of year 2023/24</th> <th>% of 1st reports and grants of warrant with no 1st report within 20 day target</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>94%</td> </tr> <tr> <td>2</td> <td>94%</td> </tr> <tr> <td>3</td> <td>91%</td> </tr> <tr> <td>4</td> <td>94%</td> </tr> </tbody> </table> <p>The service continues to maintain a very high level of performance throughout the year whilst facing an array of challenges. A change in over 50% of the management team due to retirements and promotions has brought challenges but also a freshness and renewed drive to push the above figures for next year to achieve the national target of 95%. The first full quarter (Q4) shows the potential for this to come to fruition.</p>	Quarter of year 2023/24	% of 1 st reports and grants of warrant with no 1 st report within 20 day target	1	94%	2	94%	3	91%	4	94%
Quarter of year 2023/24	% of 1 st reports and grants of warrant with no 1 st report within 20 day target										
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Quarter of year 2023/24	% of building warrants and amendments issued within 10 days										
1	93%										
2	89%										
3	92%										
4	95%										
KPO3 Targets – Commit to the Building Standards Customer Charter											
3.1	The National Customer Charter is displayed prominently on the website. This document was reviewed quarterly to ensure it reflects current targets.										
3.2	All BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' cases are responded to by the Council within 5 days.										

KPO4 Targets - Understand and respond to the customer experience

4.1	<p>The overall satisfaction with the Building Standards service from the 2023/24 National Customer Survey conducted by the Building Standards Division was 7.0, up from 6.5 last year. With a score of 7.6 being achieved in Q4 which is our highest quarterly score to date. This is an excellent result and testimony to the work we have put in over the year.</p> <p>Key issues arising from our customers are:</p> <ul style="list-style-type: none">• Communications• Staff Availability <p>There are several measures underway to address this, examples include:</p> <ul style="list-style-type: none">• Identifying which staff have issues with customer communication. Staff sharing their knowledge and experiences of what good communication looks like through mentoring.• We issue a regular newsletter to over 1500 customers, and our Councillors. It sets out progress we are making on improvements and provides information to assist customers in understanding all our roles and responsibilities.• Promotion of the Scottish Government's guidance on how to make a good building warrant application.• Enhanced monitoring of each of our workstream generic email inboxes to ensure all queries are answered timeously.• Surveyors' individual mobile numbers and email addresses detailed on all correspondence. Given the hybrid nature of our work, landline numbers have been disconnected to give a single point of contact for customers via staff mobile numbers.• Surveyors have now returned to Waverley Court a minimum of one day a week – this will help to facilitate more face to face interactions with customers. <p>The current structure and workstreams have provided a greater degree of consistency throughout all tasks but there is still much to be done. Additionally, a number of measures have now been embedded which will further aid consistency throughout the Section. These include regular reviews and updates of our procedures, training and mentoring for staff and template checklists for smaller applications such as conservatories and extensions. Our quality assurance process has also been developed to ensure that procedures are followed and kept up to date.</p>
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KPO5 Targets - Maintain financial governance

5.1	<table border="1"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Fee income</td> <td>£1,029,050</td> <td>£970,348</td> <td>£1,220,656</td> <td>£1,136,985</td> </tr> <tr> <td>Staffing costs:</td> <td>£710,609</td> <td>£703,207</td> <td>£805,558</td> <td>£757,011</td> </tr> <tr> <td>Non staff costs:</td> <td>£68,526</td> <td>£71,623</td> <td>£132,813</td> <td>£62,395</td> </tr> <tr> <td>Other investment:</td> <td>£1,719</td> <td>£1,794</td> <td>£2,118</td> <td>£397</td> </tr> </tbody> </table> <p>Building standards verification fee income is to cover indicative verification service costs (staff costs plus 30%).</p> <p>The service continues to generate sufficient income overall, to cover staff costs plus 30%.</p>		Q1	Q2	Q3	Q4	Fee income	£1,029,050	£970,348	£1,220,656	£1,136,985	Staffing costs:	£710,609	£703,207	£805,558	£757,011	Non staff costs:	£68,526	£71,623	£132,813	£62,395	Other investment:	£1,719	£1,794	£2,118	£397
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Other investment:	£1,719	£1,794	£2,118	£397																						

KPO6 Targets - Commit to digital services

6.1	<p>Full details of the Building Standards Service in Edinburgh are available on the Council website at www.edinburgh.gov.uk/buildingstandards</p> <p>This includes a link to the eBuilding Standards website.</p>
6.2	<p>Plan checking of both building warrants and amendments are in excess of the 75% target with 100% being processed electronically during 2023/24.</p> <p>The major investment that we made in mobile technology with all members of staff receiving Microsoft Surface Pro computers, has allowed all staff to continue working a hybrid pattern and to carry out video site inspections.</p> <p>Completion certificates are submitted online and processed electronically in all cases.</p>

KPO7 Targets - Commit to objectives outlined in the annual verification performance report

7.1	<p>The annual verification performance report for 2023-24 is on the Council website at: https://www.edinburgh.gov.uk/downloads/download/13185/building-standards-performance-and-plans</p>
7.2	<p>The annual verification performance report for 2023/24 includes performance data.</p>

Professional Expertise and Technical Processes

Protocols for dealing with work –

- A fundamental review of our Procedures was undertaken in 2020. This is an ongoing area of activity to ensure we continually change and improve and that our procedures are amended to reflect these changes.
- All staff briefing sessions and workshops are held to discuss and test the procedures and to ensure that they are fully understood.
- We have a robust Quality Assurance Framework in place.
- We have a skills matrix that is used to ensure applications are allocated to staff who are suitably qualified and experienced to deal with them.
- In addition, a minimum of 5% of building warrants are checked to ensure consistency.

Performance management systems –

- At divisional level - Building Standards Senior Managers meet with colleagues across Sustainable Development to discuss a range of current issues, with performance management being a standing monthly agenda item.
- At service level - we have a dedicated Improvement Team that develops an ongoing programme of improvement, including details of the work and performance of the Service.
- At team level - staff utilise the Enterprise workflow management system; this uses a traffic light system to prioritise workloads to ensure key outcomes are met.
- Weekly management teams have a structured agenda which includes service performance.
- Individually - staff have the opportunity to participate in regular one to one sessions with their team leader so any performance issues can be discussed and addressed. They also take part in the Councils' Annual Performance Framework where individual discussions take place on "looking back" at performance in the last 12 months and "looking forward" for the next 12 months.
- The Enterprise Reporting Tool provides a clear view of workload allocation for every surveyor. It is flexible and allows reallocation of work during periods of staff absence. Targets are also set through annual performance conversations. Regular meetings are held between team managers and senior managers to discuss performance and an improvement plan is in place to remedy issues.

Training and development/CPD –

The organisation recognises that staff are key to efficient and effective service delivery. On this basis we seek to ensure they receive regular training on all aspects of the role, be it procedural or technical.

- Whilst we have captured the data from staff, we have yet to utilise fully the CAS to achieve its potential. This will be a key action moving forward for the service to review and update the data held within the staff CAS files and explore a development program to ensure maximum benefit can be achieved for all staff and the service. We will utilise all aspects of the Scottish Building Standards Hub and Learning Management System to assist us in this regard.
- We hold monthly all staff team briefings which allows all team members to come together at least one a month. This allows for those who have attended events to share knowledge with colleagues as well as identifying any training requirements.

- Formal training is provided internally to aid surveyors pursuing a professional membership (CABE/RICS/CIOB). A formal training partnership with the CIOB also provides surveyors a platform to pursue a professional membership to aid the individual and ensure the service has suitably qualified professionals.
- The service aims to provide 36 hours of training per year per member of staff.
- In addition to this, other centralised training is given which concentrates on health and safety requirements and changes to legislation. This helps to meet RICS professional training requirements.
- Staff are encouraged to attend meetings of LABSS to keep abreast of national issues affecting the Building Standards profession.
- Forums have been set up to discuss technical/procedural issues encountered by staff, the outcomes of which are adopted as best practice.
- A specific staff training forum has been initiated to allow staff to have open and detailed discussions on what training they wish to receive and to assist in the organising of both internal and external training.

Benchmarking –

We recognise the benefit of active participation in benchmarking and closer collaborative working. To this end we continue benchmarking with: -

- Southeast Scotland Consortium which comprises colleagues from Fife, Midlothian, East Lothian, West Lothian, Scottish Borders and ourselves. This is one of 7 consortia set up by LABSS. The consortia aims are: -
 - Developing best practice in the application of procedures.
 - Improving uniformity of interpretation and application of the technical standards.
 - Feeding into the work of the Local Authority Building Standards Scotland (LABSS).
- The Building Standards Division of the Scottish Government (BSD)
- The 32 Scottish Local Authorities through the work of Local Authority Building Standards Scotland (LABSS).
- The SOLACE group of authorities which share data to allow us to compare ourselves against a variety of similar authorities (with a mix of urban and large rural areas)
- The Scottish Building Standards Hub which supports transformation and improvement in building standards in Scotland.

Shared Services –

Currently CEC Building Standards provides structural engineering resource to another local authority (Midlothian) and conversations have taken place with other neighbouring authorities and departments within our own council around the possibility of sharing this resource. Conversations will continue as we look to share knowledge and expertise within a sustainable business model.

Likewise, the department is currently reviewing both its in-house and external expertise in aspects of fire engineering to ensure adequate and robust practices and procedures are in place. This includes looking at sharing fire engineering expertise with neighbouring authorities and linked departments within the council.

Succession planning –

- The age profile has changed significantly within the service, with a good mix of ages now throughout. Although the department still has a number of junior staff, their experience and knowledge is ever increasing and setting us up for future seamless progression. An example of this was a recent promotion for 3 Assistant Building Standards Surveyors who are all “home grown” and were promoted to Building Standard Surveyors at the turn of the year.
- Our ongoing commitment to Apprentices continues with 4 current Modern Apprentices employed within the service. All 4 have recently successfully completed and HNC and are moving onto university to continue their studies.

Quality Customer Experience: -

Customer communication strategies –

Ongoing reviews of the feedback from our National Customer Survey (NCS) is carried out and continues to reveal that the number 1 issue is communication. The information disclosed that the problem is not service wide and there are many examples of good communication and excellent customer service. Our ongoing strategy will:

- Focus and build on the examples of good communications and service provided by the majority of staff. Staff sharing their approach through workshops and setting out the aims and ambitions to improve the customer experience across the entire service.
- Use the more immediate feedback from the new NCS to identify problems and areas of improvement and react in a timelier manner.
- A customer newsletter continues to be issued on a quarterly basis.
- We will further investigate possible enhancements of our website and ensure up-to-date information is available both on our website and social media platforms.

Customer Charter –

- The Building Standards Customer Charter was reviewed quarterly but will move to an annual review in line with the updated performance framework. This document is published on the Council website and clearly sets out the level of service the Council will provide for the Building Standards service in Edinburgh.

Customer Engagement and feedback –

- The service has fully embraced the new NCS with the aim of obtaining timely and meaningful customer feedback from more customers.
- Complaints are monitored and lessons learned are used to make changes to the service.
- The service has also re-established meetings with national housebuilders and ECAN to build on the delivery of improvements.
- The service has also recently engaged with industry partners such as Edinburgh University to create strong working relationships for the local area.

Customer Advice –

- General advice is available through our general enquiry email service. Customers are also directed to self-serve from the information on the Council website.
- Our phone service is available from 9am to 1pm every weekday.

Accessibility of Service –

As a customer focussed service, we aim to make the service as accessible as possible which we do through the following methods: -

- The customer contact centre is manned by staff who are specifically trained to deal with general enquiries at first point of contact.
- We publicise, on our website generic e-mail addresses for our three workstreams to which enquiries can be sent. These are monitored daily to ensure there are no delays in responding.
- Our recent return to Waverley Court will allow for more face-to-face meetings within our offices.
- We are prepared to meet locally with agents to discuss proposed warrants, although more and more 'discussions' now take place through electronic means.

Pre-Application Service –

- We actively encourage pre-application discussions for all applications with a construction cost of £250,000 or greater and other complex developments incorporating new or innovative design. This helps to pre-empt any major technical matters applicable to the proposals and to also agree critical procedural elements such as the staging of the warrant. We advise that this service can be undertaken at the designer's office, if coming to our offices is inconvenient.
- Electronic pre-warrant discussions also take place on a regular non-formal basis for smaller development proposals.

Customer Agreements –

A customer agreement is offered for application which fall within the service's Major Applications Team with a construction cost of £250,000 or greater. The customer is contacted as soon as reasonably practicable after an application has been received, to open dialogue around the design and programming of works, thus aiding the appropriate allocation of resources.

Customer Dissatisfaction (procedural or technical) –

The technical standards are presented as guidance in contrast to the regulations which are mandatory. On occasion there can be differences in opinions over a technical or procedural matter, or a perceived lack of consistency with another verifier. To address this Local Authority Building Standards Scotland (LABSS) have in place a dispute resolution service administered by the Scottish Building Standards Hub (SHBS). This can involve the verifier escalating the enquiry to LABSS who then seek a national view before publishing their interpretation.

The Council has a robust complaints procedure for dealing with all forms of complaint and staff are regularly updated on the procedures and practices for dealing with these.

Recognised External Customer Service Accreditations –

City of Edinburgh Council Building Standards department, in conjunction with the Planning Department, is UKAS accredited with ISO 9001:2015. This is a globally recognised standard for quality management systems that helps organisations improve their performance, meet customer expectations, and demonstrate commitment to quality. A recent audit for the department was successfully passed with zero non-conformities noted. The department constantly reviews the benefits of an external customer service accreditation to ensure it is fit for purpose.

Operational and Financial Efficiency: -

Team Structures –

The Building Standards teams are based on a workstream structure as set out on page 9.

Time Recording System –

The council operates a flexible working policy which is based on trust between managers and staff. No core times are mandatory but to suit the needs of the service, as a customer facing department, the majority of staff work within a 7am to 7pm window. Staff are encouraged to record times to ensure that not only are they working sufficient hours, but equally to ensure they do not work too many hours for their own wellbeing and work/life balance. Constant and open communication between managers and staff is required for this to be a successful system. Staff also work from the main office at least one day a week.

Financial Monitoring/Governance –

Monthly monitoring of fee income is undertaken, and verification costs and income are reported on a quarterly basis to the BSD.

We have monthly meetings taking place with finance across the Planning & Building Standards service as well as quarterly meetings with the wider Place Directorate, these are supported with regular financial monitoring meetings with the Senior Accountants (allocated to BS) and the BS Management team.

IT Systems –

We have continued to develop the use of Uniform Enterprise to help workflow through the service. The system is linked to the IDOX document management system, which in turn links in to the Scottish Government eDevelopment Portal. This permits customers to lodge applications electronically and submit additional supporting documentation directly into their building warrant file. We have recently undergone a migration of our data to the Cloud, hosted by Idox Solutions. It is envisaged this will provide significant improvements in productivity, stability, capacity, and costs.

Digital Services –

A full range of digital services including online applications and website information is available. We are seeking to continually look at a channel shift and increase the levels of business conducted electronically. A recent investment in the appointment of an ICT Lead Officer and Assistant ICT Officer, who are dedicated to aligning our improvement programme with digital opportunities, is paying dividends.

Finance Systems –

The Building Standards service adheres to the Council's financial policies and budgets whilst spending is kept under constant review. At a team level, all monies received in respect of building warrant fees are logged. This permits money received and budgets to be monitored by our finance colleagues.

Internal communication strategies –

The Council recognises the importance of having clear lines of communications to ensure staff are kept motivated and feel involved. There are regular corporate updates, including a blog from the Chief Executive. Our internal intranet (the ORB) provides excellent updates on all news, vacancies, wellbeing, and self-service. The Building Standard service hold regular team briefs and team meetings which are very interactive and encourage participation of staff across the service.

Section 6. Service Improvement and Partnership Working

The Building Standards service has made significant improvement since the audit of November 2017, where the Scottish Government identified a range of areas for improvement. These included: -

- Leadership and Management
- Performance
- Culture of Continuous Improvement; and,
- Customer.

Specific objectives were developed as part of the Building Standards Improvement Plan 2018-2021 which was agreed with the Scottish Government.

The Service reports to the Building Standards Division, annually on key deliverables achieved, and key objectives planned for next year.

Continuous Improvement Actions delivered 2023/24: -

The Service has delivered significant improvements over the past 12 months: -

Improvement Theme	Objective	Timescale / Rating	Evidence
Leadership and Management	<p>Workforce profile</p> <p>✓ The workforce profile is a key factor in sustaining our performance and ensuring a balance of experience and attracting new talent to the service. During the course of the next year, it will be reviewed regularly. It will also recognise the recent work undertaken at national level with BSD on the</p>	Complete	<p>We appointed 2 new Assistant Building Standards Surveyors, both with extensive construction industry experience, which has allowed them to hit the ground running.</p> <p>Our Operations Manager retired during the year whilst one of our Team Managers left to take up a promoted post with another Local Authority. We have now appointed a new Operations Manager who was an internal promotion moving up from a Team Manger role. This internal promotion has allowed the service to keep a certain level of continuity throughout the transition. To fill the promoted post and the vacant post, two new external Team Managers were recruited, both with vast amounts of direct experience within Local</p>

Improvement Theme	Objective	Timescale / Rating	Evidence
	workforce planning strand of improvements.		<p>Authority Building Standards. These external promotions show the service is willing to embrace fresh talent to ensure the best possible candidates are selected.</p> <p>Although this is a new management team, it comes packed with experience which will stand us in good stead for the future.</p>
	<p>Stress/Wellbeing</p> <p>✓ Regular meetings will be held throughout the year via 1 to 1 meetings, team meetings and drop-in sessions to help assess the Stress levels/Wellbeing of staff.</p>	Complete	Our recent return to the office has allowed face-to-face formal meetings and informal chats to commence again. This has brought many benefits from newer members of staff simply getting to know each other better, to managers better being able to gauge the general wellbeing of individuals and respond appropriately.
	<p>Staff Training</p> <p>✓ Staff to be trained on all updated procedures, legislation, and the Technical Handbooks.</p>	Complete	Ongoing training sessions have taken place with all staff on Procedural and Handbook updates. A training register has also been maintained.
	<p>Training</p> <p>✓ Intensive training to be rolled out to all new start Surveyors and Managers.</p>	Complete	Intensive training in relevant Procedures and practices rolled out to all new start staff.
	<p>Future Service Delivery Model – Review</p> <p>✓ It is important to ensure the new model of operation is efficient and effective. Ongoing review will take place during 2023/2024 to</p>	Complete	The model was reviewed regularly throughout the year with resource redistributed where and when required to meet demands in workload.

Improvement Theme	Objective	Timescale / Rating	Evidence
	ensure the model is not only affordable but flexible and offers a collaborative approach with key internal services and wider Council pressures.		
	Return to Office – ✓ Trial a return to the office for all staff a minimum of 1 day per week.	Ongoing	A two month trial has now begun and is showing great benefits for all staff. On completion of the trial, feedback will be sought from staff to help shape the future model.
	Mentoring ✓ Review mentoring of Apprentice and Assistant Surveyors.	Complete	An extensive review has been undertaken with all Apprentice and Assistant Surveyors now allocated individual mentors.
Performance and Continuous Improvement	Internal Quality Audit – ✓ A running programme of quarterly Quality Audits will be undertaken by all staff members. ✓ Outcomes of the audits will be fed back to the Management Team and appropriate actions implemented.	Complete	We have now successfully completed Q1 + Q2 + Q3 audits. This has been a huge success and has helped to identify both individual and whole team training needs and highlighted some Procedures requiring further updates.
	ISO 9001 Certification ✓ Current certification to be maintained.	Complete	External Audit carried out and passed.

Improvement Theme	Objective	Timescale / Rating	Evidence
	<p>Performance</p> <ul style="list-style-type: none"> ✓ Sustain performance - above 95% of warrants being issued first reports within 20 day target and 90% of warrants being granted within 10 days of receiving satisfactory info. 	Ongoing	<p>94% of warrants were issued first reports within 20 day target and 92% of warrants were granted within 10 days of receiving satisfactory info.</p> <p>Although we did not fully meet the 95% target, high performance continues to be maintained, despite the issues around our IT migration and embedding a new management team.</p>
	<p>Performance</p> <ul style="list-style-type: none"> ✓ Error reports to be produced detailing data input errors within Uniform. 	Complete	<p>Error reports have been successfully operating throughout the year. Further reports will be established as new Enterprise tasks are launched.</p>
	<p>Performance</p> <ul style="list-style-type: none"> ✓ Rationalise all drop down menus and letters within Uniform. 	Delayed	<p>Due to delays and the prioritising of the migration of our data to a Cloud based Idox operating system, a lack of available IT resource has resulted in this being delayed. Upon completion of the project, this will once again be advanced.</p>
	<p>Efficient/Effective working</p> <ul style="list-style-type: none"> ✓ We will continue to look at the use of ICT to drive forward efficiencies and streamline the service. 	Complete	<p>This is a continual process and although most of our attention has been focussed on our data migration to the Cloud, we have still made further advances in our use of Enterprise and Uniform and are currently investigating an upgrade of our Surface Pro's.</p>
	<p>ICT</p> <ul style="list-style-type: none"> ✓ Migrate operating systems to Idox hosted Cloud. ✓ Carryout user testing. ✓ Train staff on new system. ✓ New Procedures to be completed. 	Ongoing	<p>Whilst we have successfully migrated our data to the Cloud based system, there are still some operating issues that we are working through with the provider. It is hoped to have these completed in the coming months along with the associated procedures updated.</p>

Improvement Theme	Objective	Timescale / Rating	Evidence
	ICT ✓ Rationalise our file management system.	Ongoing	A lot of work has been done around this area, but further work is required in rationalising our training file management system.
	Transactions Procedures ✓ Review the Procedures for Validating and Rejecting warrant applications.	Complete	A full review of the process was undertaken, and updated Procedures produced and circulated to staff, along with training.
	Transactions Procedures ✓ Review the Procedure for registering Certificates of Design and Schedule 1's.	Delayed	Due to delays and the prioritising of the migration of our data to a Cloud based Idox operating system, a lack of available IT resource has resulted in this being delayed. Upon completion of the project, this will once again be advanced.
	Procedures ✓ Introduce a new procedure for processing Section 50 Licensing applications.	Complete	New Procedure completed and fully implemented.
	Procedures ✓ New Procedures required for processing Structural Engineers information. ✓ New Enterprise tasks linked to the above to be created.	Delayed	Due to delays and the prioritising of the migration of our data to a Cloud based Idox operating system, a lack of available IT resource has resulted in this being delayed. Upon completion of the project, this will once again be advanced.
	Procedures ✓ Review the Procedure for Staged Warrants and update document templates as necessary.	Complete	Procedures reviewed and updated and circulated to staff, along with training.

Improvement Theme	Objective	Timescale / Rating	Evidence
	Procedures ✓ Review the Procedure for processing CCNP's and re-train all staff.	Ongoing	Although the review and update of the Procedure has been completed, the process of our Internal Quality Audit, has highlighted a need for further staff wide training.
	Procedures ✓ Develop a new Procedure for registering and processing Relaxations.	Complete	Procedure completed and circulated to staff, along with training.
	Procedures ✓ Investigate a new Procedure for checking warrant reports utilising the new Uniform Peer Review Tab.	Ongoing	We are currently running a trial for Peer Review within our Plan Reporting Team but utilising other fields within Uniform. Upon conclusion, we will determine our preferred route.
	Procedures ✓ Review the process for dealing with Fire Engineered Assessments.	Complete	Process reviewed and a new Procedure has been developed and rolled out to staff along with training.
	Procedures ✓ Develop a new protocol in relation to extension of warrants for multi-plot housing developments.	Complete	Following consultation with our Consortia and LABSS, a new protocol has been introduced. Housing developers have been informed via our in person meetings and customer Newsletter.
	Templates ✓ Review Building Warrant templates.	Complete	All Building Warrant templates have now been reviewed and updated/amended as required.

Improvement Theme	Objective	Timescale / Rating	Evidence
	<p>Collaboration</p> <ul style="list-style-type: none"> ✓ Develop collaborative working with Edinburgh Shared Repairs Service in relation to dangerous buildings. 	Complete	Surveyors have now been trained and are participating in ESRS out of hours rota for attending reports of dangerous buildings.
	<p>Enforcement</p> <ul style="list-style-type: none"> ✓ Review current Procedures around Enforcement of Works without Warrant, Occupation without Completion, Dangerous and Defective Buildings. ✓ Investigate the use of Enterprise tasks to align with the updated Procedures. 	Delayed	Although some work has been done around the Procedures, due to delays and the prioritising of the migration of our data to a Cloud based Idox operating system, a lack of available IT resource has resulted in a delay to the integration of the Enterprise tasks.
Customer Improvements	<p>Customer Satisfaction on change activities</p> <ul style="list-style-type: none"> ✓ Undertake a programme of face-to-face engagement with all major housebuilders, along with targeted, customer outbound calls, to analyse recent changes, and future improvements withing the service. 	Complete	Regular in person meetings have continued throughout the year with all major housebuilders. This has helped us sense check some new initiatives and provided valuable feedback.

Improvement Theme	Objective	Timescale / Rating	Evidence
	National Customer Survey ✓ Analyse feedback from the National Customer Survey to target improvements and training needs.	Complete	The new National Customer Survey format has allowed us to react much quicker to common issues arising from the feedback. This has permitted us to target improvements and training needs, and instantly feedback to staff on not only negative but also positive comments. This approach continues to be paying dividends, as our Survey score has continued to rise to its highest ever figure.
	Review of Contact Centre call provision ✓ We will review the use of an automated Interactive Voice Response (IVR) phone system to improve our customer journey.	Delayed	Although the preparatory work has been completed, an interface issue between our internal ICT and the system provider has resulted in a delay to implementation.
	Review of Website Content ✓ Continually review and update the website content to help improve the customer journey.	Complete	Regular reviews and updates have been carried out to our website content, in line with the corporate requirement for all documentation to be reviewed 6 monthly.
	Customer Insight / Satisfaction ✓ Continue to develop insight on customer experiences, needs and preferences and make positive changes as a result of analysing these.	Complete	This is an ongoing process through customer feedback and is helping to shape our future improvements and communication strategy.
	Behaviours ✓ All staff to be trained in the core Council Behavioural values of Respect, Integrity,	Complete	Training has now been cascaded to all staff.

Improvement Theme	Objective	Timescale / Rating	Evidence
	and Flexibility to drive positive change in our workplace.		

Continuous Improvement Actions planned for 2024/25: -

The Service has a number of improvement actions planned for the year ahead.

Improvement Theme	Objective	Timescale / Rating	Evidence
Leadership and Management	Workforce profile ✓ The workforce profile is a key factor in sustaining our performance and ensuring a balance of experience and attracting new talent to the service. During the course of the next year, it will be reviewed regularly, taking cognation of any new initiatives.	Ongoing	
	Stress/Wellbeing ✓ Regular meetings will be held throughout the year via 1 to 1 in person meetings, team meetings and drop-in sessions to help assess the Stress levels/Wellbeing of staff.	Ongoing	
	Lone Working ✓ Investigate the use of Shifts within Teams as a means of checking in/out for lone workers on site.	Nov 24	

Improvement Theme	Objective	Timescale / Rating	Evidence
	Staff Training ✓ Staff to be trained on all updated procedures and legislation.	Ongoing	
	Future Service Delivery Model – Review ✓ It is important to ensure the existing model of operation is efficient and effective. Ongoing review will take place during 2024/2025 to ensure the model is not only affordable but flexible and offers a collaborative approach with key internal services and wider Council pressures.	Ongoing	
Performance and Continuous Improvement	Internal Quality Audit – ✓ A running programme of quarterly Quality Audits will be undertaken by all staff members. ✓ Outcomes of the audits will be fed back to the Management Team and appropriate actions implemented.	Ongoing	

Improvement Theme	Objective	Timescale / Rating	Evidence
	ISO 9001 Certification ✓ Current certification to be maintained.		
	Performance ✓ Sustain performance - above 95% of warrants being issued first reports within 20 day target and 90% of warrants being granted within 10 days of receiving satisfactory info.	Ongoing	
	Performance ✓ Error reports to be produced detailing data input errors within Uniform.	Ongoing	
	Performance ✓ Rollout the use of Graphs within Uniform to help with workload monitoring.	Oct 24	
	Performance ✓ Rationalise all drop down menus and letters within Uniform.	Mar 25	
	Performance ✓ Train additional members of staff on the use of the back of house Uniform and Enterprise system to help succession planning.	Feb 25	

Improvement Theme	Objective	Timescale / Rating	Evidence
	Efficient/Effective working ✓ We will continue to look at the use of ICT to drive forward efficiencies and streamline the service.	Ongoing	
	ICT ✓ Rationalise our training, file management system.	Dec 24	
	Efficient/Effective working ✓ We will continue to look at the use of ICT in the form of upgraded software and hardware.	Mar 25	
	Training ✓ Implement a new staff training forum to continue the up skilling of all surveyors.	Nov 24	
	Training ✓ Implement a structured programme of staff rotation around workstreams to enhance surveyor skills and knowledge.	Ongoing	
	Transactions Procedures ✓ Review the Procedure for registering Certificates of Design and Schedule 1's.	Dec 24	

Improvement Theme	Objective	Timescale / Rating	Evidence
	BS Admin Procedures ✓ All Procedures associated with our Internal Admin team tasks, to be reviewed and re-written in the approved format.	Nov 24	
	Procedures ✓ Review Procedure for Scottish Fire & Rescue Service consultation.	Aug 24	
	Procedures ✓ New Procedures required for processing Structural Engineers information. ✓ New Enterprise tasks linked to the above to be created.	Feb 25	
	Procedures ✓ Review the Procedure for Site Inspections and associated Risk Assessments.	Nov 24	
	Procedures ✓ All staff to be re-trained on the updated CCNP Procedure.	Aug 24	

Improvement Theme	Objective	Timescale / Rating	Evidence
	Procedures ✓ Complete the Peer Review trial and rollout to all staff with training.	Sept 24	
	Enforcement ✓ Review current Procedures around Enforcement of Works without Warrant, Occupation without Completion, Dangerous and Defective Buildings. ✓ Investigate the use of Enterprise tasks to align with the Procedure updates.	Dec 24	
Customer Improvements	Customer Satisfaction on change activities ✓ Undertake a programme of face-to-face engagement with all major housebuilders, to analyse recent changes, and future improvements withing the service.	Ongoing	
	National Customer Survey ✓ Analyse feedback from the National Customer Survey to target improvements and training needs.	Ongoing	

Improvement Theme	Objective	Timescale / Rating	Evidence
	Customer Engagement ✓ Increasing our partnership working and engagement with National Housebuilders and Architectural and Construction Associations.	Ongoing	
	Review of Contact Centre call provision ✓ We will review the use of an automated Interactive Voice Response (IVR) phone system to improve our customer journey.	Jan 25	
	Review of Website Content ✓ Continually review and update the website content to help improve the customer journey.	Ongoing	
	Customer Insight / Satisfaction ✓ Continue to develop insight on customer experiences, needs and preferences and make positive changes as a result of analysing these.	Ongoing	

Partnership working

Building Standards does not and cannot operate effectively and efficiently by working in isolation. The following are examples of how partnership working has and will drive collaboration and improved service delivery.

<i>Within the Council</i>	
Planning Services	Working collaboratively to encourage development within the city.
Legal Services	Consult and discuss matters of legislative interpretation with our solicitors and progress applications. Consultation on enforcement.
Licensing	Consultee for applications in relation to Houses in Multiple Occupation and Liquor Licensing.
Housing Services	Work with colleagues to ensure the delivery of the Council's commitment to social housing.
Economic Development/Inclusive Growth	Collaborative working on building warrants that have significant impact for inward investment, ensuring early engagement & efficient progression through the process.
<i>Outwith the Council</i>	
Southeast Scotland Consortium which comprises colleagues from Fife, Midlothian, East Lothian, West Lothian, Scottish Borders and ourselves	Identifying best practice; improving consistency in the application and interpretation of technical standards.
LABSS	Participate in consultations and attend meetings.
Scottish Fire and Rescue Service	Consultation as and when required on dangerous buildings and other specified applications.
Scottish Government	Participation in strategy forums, benchmarking and sharing of best practice.
Midlothian Council	Sharing resource with structural engineer.
NHS Lothian	Regular discussions and updates took place during the Covid-19 Pandemic. More recently, discussions ongoing around streamlining new warrant applications.
BSD	Work with the Scottish Government's Building Standards Division, to meet the fundamental overarching principles of driving forward the future of building standards throughout Scotland.
Engagement with external stakeholder organisations and groups	Regular engagement with key stakeholders which includes various national house builders, Edinburgh Chartered Architect Network, Edinburgh University etc.

Section 7. Building Standards – Additional Data

In 2023/24, Building Standards performance was as follows:

Building warrants and amendments to building warrant	<ul style="list-style-type: none"> • 4557 building warrant and associated applications received including amendment to warrants. • 4388 decisions made on building warrant applications.
Completion certificates	<ul style="list-style-type: none"> • 5555 completion certificates submitted. • 5660 decisions made.
Certification	<ul style="list-style-type: none"> • 1313 certificates of design submitted. • 661 certificates of construction submitted.
Energy Performance Certificates (EPCs)	<ul style="list-style-type: none"> • 2016 copy certificates received (domestic). • 90 copy certificates received (non-domestic).
Statements of Sustainability	<ul style="list-style-type: none"> • 1445 copy certificates received (domestic). • 105 copy certificates received (non-domestic).
Enforcement	<ul style="list-style-type: none"> • 0 Notices served under sections 25 to 30. • 0 Cases referred to procurator fiscal. • 0 Cases where LA has undertaken work.