

**East Lothian Council**

**John Muir House**

**Court Street**

**Haddington**

## East Lothian

**EH41 3HA**

# **Building Standards Verification Service**

Annual Performance Report 2022 to 2023

Version: 23\_24\_Q3\_Oct to Dec\_v1

Department: **Place**

Division: **Infrastructure**

Business Unit: **Engineering Services &**

**Building Standards**

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**1.0 Introduction to East Lothian Council**



Statement

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

Building standards verifiers in Scotland are required to utilize 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.

**1.1** Population & Geographical Size

East Lothian is approximately 270 square miles in area, and includes 43 miles of coastline. It extends from Musselburgh, immediately east of Edinburgh's suburban edge, eastwards to Dunbar and beyond to its boundary with the Scottish Borders. From the coastline of the Firth of Forth, an agricultural plain extends southwards before rising gently into the Lammermuir Hills.

More than half the population live in its western half, the main towns being Musselburgh incl. Wallyford (population 22,264), Prestonpans (9,140), Tranent (11, 565) and Cockenzie/Port Seton (5,545).

The principal towns in the east are Haddington (8,978), North Berwick (6,455) and Dunbar (8,293) (all figures 2011 Census). Although Musselburgh is the largest town, Haddington is the administrative centre for the Local Authority and the base of the Council’s Headquarters.

In 2011, East Lothian had an estimated population of 99,717 residents. The National Records of Scotland project that by 2035 East Lothian’s population could grow to just under 130,000; an increase of 33% from 2010, which is the highest projected percentage growth rate in Scotland during this period

**1.2** Physical Environment

East Lothian’s economy was built on farming, fishing, coal mining and general manufacturing. Today, East Lothian now has a diverse economy, ranging from the primary industries of mineral extraction, energy production, agriculture and fishing, to secondary and tertiary industries such as electronics, biotechnology, construction, distribution, catering, finance and retailing. Tourism, always a significant element of the local economy, continues to grow in importance.

The quality of the urban and rural environment is one of East Lothian's greatest assets. East Lothian's towns and villages, and its coastal, hill and agricultural landscapes, combine to create an environment of considerable interest and quality. Its countryside contains a number of valuable wildlife habitats and high quality, productive farmland. Many of the towns and villages are renowned for their historic and architectural interest, and are attractive places to live in or to visit.

Tourism is an important and developing industry. East Lothian is renowned for its golf, with a total of No.19 courses. Musselburgh Links is the oldest surviving golf course in the world, but the most famous East Lothian course is Muirfield, home to the Open Championship approx., 15 times since 1892. In addition,to its golf, heritage and coastal setting, North Berwick also offers the Seabird Centre as a major tourist attraction. The Council’s economic strategy recognizes the need to encourage visitors to stay longer by providing more quality bed-spaces.

Population increase reflects East Lothian’s attraction as a place in which to live and its role in, and accessibility to, the wider Edinburgh housing and workplace market area. Trend projections suggest that this housing market area will continue to grow for the near future.

Based on the 2011 census around three quarters of East Lothian’s population live in and around the main towns with the remaining quarter spread over the rural area in the numerous villages and hamlets

Significant areas around current established Towns and villages are now experiencing substantial development such as Wallyford, Haddington, Dunbar and North Berwick. Other areas out with the above are now through the planning system for major development, such as Blindwells (Tranent) and Oldcraighall (Musselburgh) and building warrants have been submitted and work on the sites started in 2020.

**1.3** Main Employment Sectors and Major Employers

1.3.1 Main Employment Sectors

East Lothian has 21 recognized established industrial estates and business parks.

The largest employment sector within the county is tourism, which encompasses golf, visitor attractions and all hospitality businesses and employs 15% of the working age population. Followed by business services, the public sector, education and then construction/manufacturing.

Tourism is situated mainly along the coast, in the foothills of the Lammermuir’s and in the towns and surrounding areas of North Berwick, Haddington and Dunbar. Office and industrial allocations tend to be in the west of the county in locations such as Musselburgh, Wallyford / Prestonpans and Tranent / Macmerry.

One of the fundamental issues is the change in the economic environment that East Lothian and Scotland now operates in and there has been a steady decline in the manufacturing base and the requirement for large industrial units (In excess of 300 sq. meters) within the county over past years.

1.3.2 Major Employers

Major employers include East Lothian Council, NHS, EDF energy (Torness), La Farge (Cement works), Major Super market chains, Had Fab.

**1.4** Range Of Services Delivered By Building Standards

1.4.1 Verification Service Role

East Lothian Council is appointed as Verifier by Scottish Government Ministers to carry out verification duties within its geographical area. The Building Standards Service is responsible for undertaking the Council’s verification role, which entails:

* Pre-Application Advice: Pre-application advice is given to applicants, agents, developers, etc. to confirm if proposed work requires a Building Warrant and also discuss proposed designs prior to a Warrant submission to address any compliance or interpretation issues,
* Building Warrants: Building Warrant applications are assessed against the requirements of the Building Regulations and associated Technical Standards and Building Warrants are issued when submissions confirm compliance,
* Dispensations / Consultations: Where proposals that do not comply with the guidance contained in the Technical Standards, alternative designs are assessed against the requirements of the mandatory functional standard and, where appropriate, a dispensation is granted confirming the conditions and reasons why the alternative design is deemed to meet the functional standard,
* Inspection and Completion: Inspections of construction work covered by a Building Warrant are carried out to assess compliance with the approved warrant drawings and the building regulations. When, as far as reasonably practicable, this can be confirmed, acceptances of completion certificate submissions are issued to applicants/relevant persons, and
* Maintenance of Records: Electronic records of building warrants, completion certificates, and enforcement notices are maintained in the Council’s electronic register that can be accessed through the Council’s website. Record drawings and documentation are stored in electronic format since 2000. Previous to that date, hardcopies are retained in an offsite facility and documentation can be accessed, by appointment, by persons who are deemed eligible to view the information. Fees are charged if copies are required.

1.4.2 Enforcement Role

The Building Standards service carries out the council’s statutory enforcement duties in relation to unauthorised work and dangerous and defective buildings.

1.4.3 Other Services

Other services delivered by Building Standards are:

* Reporting on corporate enquiries and Solicitors’ Property Enquiries for Letters of Comfort
* Reporting on licensing applications for;
* Licensed liquor premises under the Licensing (Scotland) Act 2005.
* Licensing of Musselburgh Racecourse through the production and monitoring of the Sports Grounds Safety Certification and other sporting venues e.g. Muirfield Golf Tournaments including The Open and the Edinburgh Marathon.

**1.5** East Lothian Council’s Organizational Structure

**Director**

**Health & Social Care Ptnrs**

**Chief Executive (Tier 1)**

**Exec. Director (Tier 2)**

**(For) Education and Children’s Services**

**Exec. Director (Tier 2)**

**(For) Place**

**H. of S.**

**Development**

**H. of S.**

**Housing**

**H. of S.**

**Communities & Ptnrs**

**H. of S.**

**(Tier 3)**

**Infrastructure**

**Head of Services**

**(Various)**

**Service Manager - Bld Stds & Eng**

**(Tier 4)**

**Team Man.**

**Ops. Assets**

**Team Man.**

**Eng Servs**

**Team Man.**

**Cen. Heat.**

**Team Man.**

**Bld Stds**

**Service Manager - Roads**

**Service Manager - Leisure**

**Service Manager - Facilities**

**Service Manager - Transport**

**Service Manager - Assets**

**Service Manager – Leisure**

* + 1. Management Responsibilities

The council has three main services areas headed by the Chief Executive:

* Place,
* Education & Children’s Services, and
* Health & Social Care Partnership.

Place contains four divisions:

* Development,
* Communities & Partnerships.
* Infrastructure
* Housing

Infrastructure Division is split into six sections:

* Engineering Services & Building Standards,
* Strategic Asset & Capital Plan Management,
* Sport, Countryside & Leisure,
* Transport,
* Facilities, and
* Roads.

The duties and responsibilities of the Infrastructure Division have a major impact on the environment and health and safety of all the people who live, work and visit East Lothian.

Building Standards plays a major role in delivering health, safety, welfare, energy and sustainability standards reporting to the Service Manager – Engineering Services & Building Standards.

**2.0 East Lothian Council Building Standards Verification Service Information**

Purpose of the Building Standards System

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.

**2.1** Duties & Responsibilities of Building Standards

East Lothian Council Building Standard’s Service is provided centrally from the main Council HQ at John Muir House, Haddington. General contact with Building Standards technical staff can be through the generic e-mail address, telephone or face to face on duty mornings.

Current duty service provided: (from Sept. 2019) Tuesday and Thursday morning 09.00hrs to 12.00hrs, to tie in with the Planning Duty provision (**duty appointments with a BS Surveyor need to be booked**)

Individual warrant Applicant / Agent’s are provided with a Case Surveyor once the application has been received and validated by the Council

During 2019, the Council’s current main reception facilities were updated and created one single point of contact for the Public with all Council Services. The main reception and contact point of John Muir House was remodelled, including upgraded facilities to provide inclusion for all. This also allowed for better meeting facilities with integrated technology for the digital age **(current restrictions/safety measures apply as above)**

2.1.1 Verification Service

The Building Standards Unit is responsible for undertaking the council’s verification role as appointed by Scottish Government’s Building Standards Division (BSD) and as outlined in 1.4.1 previously.

In the financial year 2022-23, the Service received **960** warrant applications, issued **976** warrants, received **1607** completion certificate submissions and issued **1586** completion certificate acceptances.

* 1. East Lothian Council Building Standards Structure

**Team Manager Building Standards**

**BS Technician**

**Struct. Eng.**

**(Consultant)**

**Systems Supp.**

**Admin. Support**

**(UBS)**

**Senior BS Surveyor**

**Senior BS Surveyor**

**BS Survey**

**BS Survey**

**BS Survey**

**BS Survey**

**BS Survey**

**BS Insp**

**BS Insp**

**BS Survey**

**BS Insp**

**(vacant)**

**BS Graduate**

**(vacant)**

(reviewed 2021)

* 1. Staff & Other Resources (under ongoing review to fit Service needs)

Building Standards staff establishment from 2021 will comprise of 14 No. full time posts (incl. Graduate post – vacant but not incl UBS) & (currently Engineering services are delivered by Consultant Engineers):

**Level / Status No. Employment**

Manager BS 1.0 Full time

SBSS 2.0 FT

BSS 6.0 FT

BSI 3.0 (1 vacant) FT

BST 1.0 FT

BS Grad 1.0 (vacant) FT

UBS 3.0 FT

Staff Age profile (excl. UBS & Service Manager & vacant)

**Age No.’s Employment**

<30 0 N/A

30-39 1 FT

40-49 7 FT

50 & over 4 FT

Current Admin Support is provided to Building Standards by a unified business support (UBS) team of 3.0 ft staff who are part of a larger centralised admin support section covering Council’s admin. needs

System support (software) is provided by the **Management System & Admin Officer** within the main Planning Support team.

Structure reviewed and new structure implemented 2021 some vacant posts remain and further review ongoing.

* 1. Head of Building Standards Verification

See East Lothian Council’s Organizational Structure for the tier structure in relation to Building Standards (Tier 1 – Chief Exec. through to tier 4 Service Manager)

Administration of the Building Standards service is primarily through the Uniform and Idox software, incorporating case management and electronic document management and the Enterprise software, which manages workflow.

**2.5** Distribution of Duties

The day-to-day management of the service is carried out by the Building Standards Team Manager (BSM) who reports to the Service Manager - Engineering Services & Building Standards.

In addition direct service duties are undertaken on dispensations, enforcement of unauthorised work and dangerous buildings and licensing.

The BSM and team are involved with Local Authority Building Standards Scotland (LABSS) association at Local and National level to drive better consistency on building standards across Scotland involving initiatives such as the LABSS Scottish Type Approval Scheme (STAS) which promotes national approvals for repetitive building designs and construction systems.

The Team Manager and one of the Senior Surveyors also participate in the work of the South East Scotland Building Standards Consortium (SESBSC) which includes City of Edinburgh, Fife, Lothian’s and Scottish Borders Councils to promote consistency in procedures and interpretation and deliver training to Building Standards staff.

Allocation of building warrant applications is through risk assessment, to ensure BS Surveyors with the required competencies are allocated the correct level of application, monitoring workloads and performance, mentoring of BS Surveyors dealing with applications, allocation of site inspections, appraisal of legislative changes and training.

The SBSS’s are involved in the appraisal of the more complex warrant application and dispensations and in the enforcement duties relating to unauthorised work and dangerous buildings.

Building Standards Surveyors carryout the appraisal of warrants and inspection of site works for the majority of warrant applications and associated dispensation for domestic property and are mentored for complex applications and for non-domestic applications. Building Standards Surveyors can also act as witnesses on enforcement cases.

Building Standards Inspector carryout the appraisal of minor warrants and inspection of site works for the majority of warrant applications. Building Standards Inspectors can also act as witnesses on enforcement cases.

Where applications are submitted without Structural certification (through the Certifier of Design scheme) the structural appraisal of the application is carried out by the Council’s Structural Consultant and where necessary issues raising concern are then passed on to the Applicant/Agent.

**3.0 Council’s Strategic Objectives**

The East Lothian Council Plan 2017 – 2022 was approved and issued in June 2017. This document confirms the Council’s ambition, which is that East Lothian should be “…..***a prosperous, safe and sustainable place with a dynamic and thriving economy that enables our people and communities to flourish****.”*

The Council Plan key themes:

* Growing economy - to increase sustainable and inclusive economic growth as the basis for a more prosperous East Lothian,
* Growing our communities - to give people a real say in the decisions that matter most and provide communities with the housing, transport links, community facilities and environment that will allow them to flourish,
* Growing our people - to give our children the best start in life and protect vulnerable and older people, and
* Growing our capacity - to deliver excellent services as effectively and efficiently as possible within our limited resources.

Reducing inequalities within and across our communities continues to be the Council Plan’s overarching objective.

**3.1** The Goals/Vision of the Building Standards Service

Building Standards either directly or indirectly has a role in most of the goals/vision of the Council set out in the Council Plan.

The aim of Building Standards is to improve the quality of life in East Lothian by promoting the health, safety and welfare of people in and around the buildings, furthering the conservation of fuel and power and the achievement of sustainable development.

This is principally achieved through the application of the Building (Scotland) Act 2003 and associated Building Regulations and Technical Standards, which include the verification duties of considering applications for building warrant, site inspections leading to the acceptance of completion certificates and the enforcement of unauthorised work and dangerous and defective buildings. The speed, efficiency and accuracy of the Building Standards service can have significant impacts on the objectives of the Council’s.

* The minimum standards set out in the building regulations, delivered through accurate appraisal of building warrant applications and acceptance of completion certificates will provide a safe and less polluted environment in and around buildings, will aid conservation of fuel and power, contribute to sustainability and deliver a high standard for all types of buildings that will enhance the community.
* The application of regulatory requirements endeavours to ensure safe and acceptable standards for all housing, schools, health and social care buildings and community facilities.
* Enforcement duties carried out under the Building (Scotland) Act will control dangerous and defective buildings and unauthorised building works to deliver a safer community and protect the existing built environment.
* Ensuring speed, efficiency and accuracy of the Building Standards service, with the availability of fast tracking high priority projects, will help encourage enterprise within East Lothian.
* Building Standards strives to ensure the provision of equal access for all by application of the Building Regulations and its involvement at local level with the East Lothian Access Panel.

#  **Key Performance Outcomes and Targets**

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

* Professional Expertise and Technical Processes;
* Quality Customer Experience; and
* Operational and Financial Efficiency.

There are also three crosscutting themes, comprising:

* Public Interest;
* Continuous Improvement; and
* Partnership Working.

### **4.1** Summary of Key Performance Outcomes (KPOs)

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

**4.2** Summary of Key Performance Targets

|  |
| --- |
| KPO1 Targets |
| 1.1 | 95% of first reports (for building warrants and amendments) issued within 20 days– all first reports (including BWs and amendments issued without a first report). |
| 1.2 | 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report). |
| KOP2 Targets |
|  | Targets to be 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 quarterly). |
| 3.2 | 95% of BSD requests for information on a BSD ‘Verifier Performance Reporting Service for Customers’ case responded to by verifier within 5 days. |
| 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* Plan checking
* Building warrant or amendments (and plans) being issued
* Verification during construction
* Completion certificates being accepted
 |
| KPO7 Targets |
| 7.1 | Annual performance report published prominently on website with version control (reviewed at least quarterly). |
| 7.2 | Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April – March). |

**5.0 Performance Data**

East Lothian Council’s Building Standards section provides the verification for the Council’s geographical area under the requirements of the Building (Scotland) Act 2003. The three following criteria provide the basis for our performance and against which we will monitor, review and base our continuous improvement.

**5.1** Professional Expertise and Technical Processes

These criteria will be used to develop and base our requirement in terms of the level, qualification and expertise we require to ensure that we efficiently and effectively under take all the duties required in relation to Building Standards verification

It will also underpin our ongoing development and training needs. In order to achieve this we strive to ensure:

* We develop, review and maintain protocols for dealing with the management of the building warrant caseload, incl. the risk assessment of building warrants and completion certificates. We will also provide clear guidelines in relation to the protocols and how they will operate.
* An electronic performance monitoring system is in place to allow the management of case load and performance review of Surveyors. This will be reviewed and further developed to allow the production and publication of relevant performance.
* Training and development needs will be developed on an individual and team basis as required. There is also a commitment to on going CPD for all staff
* East Lothian continue to benchmark within our own consortia (Edinburgh, Fife, Scottish Borders & the Lothian’s) and the wider LABSS association (All Scottish Local Authorities). We are involved with partnership working both within these two associations and with others such as the Scottish Fire & Rescue Service, other participants within the Building Warrant process, such as Scheme Providers (SELECT, NICEIC, and SER – structural Engineers). We will continue to develop joint training and CPD.
* We continue to support initiatives such as Robust details and STAS through LABSS. These schemes promote efficiency throughout Scotland.
* We also commit to and support national guidance promoted through LABSS.
* East Lothian is committed to succession planning and staff are fully encouraged to develop of their own skills and qualifications, with the support of the Council.
* Current staff professional membership levels incl.:

 6No. staff holding at least 1No. or more of the following: full RICS, ABE, CIOB & IFE membership and a further 2No. progressing through the membership application process for one of these.

* Current staff qualifications incl.:

 MSc Building Construction (2)

 BSc (Hons) Building Surveying (2)

 BSc Building Construction (2)

 BSc Fire Risk Engineering

 BSc Architectural Technology

 BSC Built Environment

 Adv. Diploma Building Construction (3)

HNC Construction Management

### **5.2** Quality Customer Experience

These criteria will be used to develop and base our commitment to provide high quality standards and service to our customers and stakeholders:

* We will endeavour to understand our customers and stakeholders and provide clear and transparent communications and interaction between them and ourselves.
* We will also monitor and review on a regular basis to ensure we continue to meet their expectations.
* We will continue to monitor our performance in this respect through the reporting of our quarterly KPO result and initiate Service/Customer contact where required.

In order to achieve this we strive to ensure:

* We will review our customer communication strategy to ensure that it provides the level of service expected and reflects our customer/stakeholder needs.
* We aim to engage with customer/stakeholders through the use of forums
* In line with the main Council we strive to provide inclusion for all through enhance facilities to meet customer/stakeholder requirements
* The Building Standards Customer charter will be published prominently on the Council’s website and will be regularly reviewed to ensure it is accurate and up to date, also to ensure our service aligns with what we state on our charter.
* We continue to participate in the Building Standards division customer surveys through the provision of customer/stakeholder contact details (where consent is given). We will review the result of the surveys and adjust the service where possible to suit.
* We will endeavour to update Customers/stakeholders via the Council website where changes are occurring to the service, regulations or procedure when required.
* We endeavor to provide mutually suitable access between Surveyor and Applicant/Agent’s for warrant applications. Where Customer/Stakeholder wish to discuss larger projects prior to submission, we will endeavor to accommodate their requirements.
* We provide an open duty/access to Surveyor for all in line with our charter, through telephone, email to generic inbox and through a walk in duty service on a Tuesday and Thursday morning to tie in with that provided by our Planning colleagues
* Where, given complexity, workload or other issue, we cannot meet the 20 working day target to appraise and issue a report to an Applicant/Agent (or issue the actual warrant approval) we will contact them to agree a mutually acceptable timescale to respond.
* Customers are advised of the various route they have should they wish to complain or register dissatisfaction with the Service

### **5.3** Operational and Financial Efficiency

* Team structure, split and line of management are as set out in section 1. & 2. above.
* Time recording is provided through the Uniform system and is to be further developed in the future in order to accurately assess time management of the warrant process.
* Building Standards finances are monitored in line with Council practice, income generated by Building Standards is utilized to develop the Service, such as eBuilding Standards with investment in software and hardware to further facilitate and electronic service, which is accessible to all.
* We continue to look at IT and Digital services to see where we can fit these into our Service and improve our accessibility to all Customer/stakeholders
* Building Standards service plans and published and accessible to all.

**5.4** Building Standards Performance

https://www.eastlothian.gov.uk/downloads/download/13115/building\_standards\_customer\_charter\_and\_performance\_report

#  **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 (2022/2023) we did –

|  |  |  |
| --- | --- | --- |
| Number | Continuous improvement action | Status |
| 1 | Develop and then introduce a process to cover the site inspection part of the verification process that fully integrates the use of electronic devices for carrying out inspections, recording the inspection details. | On going |
| 2 | Review and develop our current site inspection procedures to bring it up to date with the current reasonable enquiry process. This will included a sampling regime for large multi plots site and will also incorporate any findings and recommendations to come from the current review group on compliance & enforcement | On going |
| 3 | Undertake a service review and evaluate current staffing levels with a view to developing a business case to increase establishment levels, incl. a post to help develop the ebuilding standards service | On going |
| 4 | Continue to monitor performance level and implement improvements where possible to alleviate Service pressures and maintain/improve performance | On going |
| 5 | Develop Building Standards profile on the ELC website, improving access to relevant information and performance making it more accessible to all | On going |

In the next 12 months (2023/2024) we will do –

|  |  |  |
| --- | --- | --- |
| Number | Continuous improvement action | Timescale |
| 1 | Develop and then introduce a process to cover the site inspection part of the verification process that fully integrates the use of electronic devices for carrying out inspections, recording the inspection details. | March 2024 |
| 2 | Review and develop our current site inspection procedures to bring it up to date with the current reasonable enquiry process. This will included a sampling regime for large multi plots site and will also incorporate any findings and recommendations to come from the current review group on compliance & enforcement | March 2024 |
| 3 | Undertake a service review and evaluate current staffing levels with a view to developing a business case to increase establishment levels, incl. a post to help develop the ebuilding standards service | March 2024 |
| 4 | Undertake a review of all current policies and processes with a view to aligning them with current and future needs | March 2024 |

In the previous 12 months (2022/2023) we worked with –

* LABSS - at both National and Consortia level, participating in working groups, promoting better shared working and practise to further the aims and outcomes of the building regulations
* Housing Developers - on a one to one basis to better understand their business demands and how we can cooperate with them to achieve these aims whilst continuing to improve the built environment.
* Local Stakeholders - on a one to one basis (as required) to deliver a service that meets their varying requirements
* Scheme Providers - (on behalf of LABSS) to help further the benefits of the certifiers schemes, local and nationally

Continuing in the next 12 months (2023/2024) we will –

* LABSS - at both National and Consortia level, participating in working groups, promoting better shared working and practise to further the aims and outcomes of the building regulations
* Housing Developers - on a one to one basis to better understand their business demands and how we can cooperate with them to achieve these aims whilst continuing to improve the built environment.
* Local Stakeholders - on a one to one basis (as required) to deliver a service that meets their varying requirements
* Scheme Providers - (on behalf of LABSS) to help further the benefits of the certifiers schemes, local and nationally
* Local Focus groups – to develop an understanding of their requirements and how we can facilitate them through the building warrant process.

# **7.0 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.

|  |  |  |  |
| --- | --- | --- | --- |
|  |   | **2022/23****(full year)** | **2023/24****(Q2)** |
| Building warrants and amendments to building warrant | * Applications
* Decisions
 | **960****976** | **See pg. 27 to 36** |
| Completion certificates | * Submissions
* Decisions
 | **1607****1586** |  |
| Certification | * Certificates of design submitted
* Certificates of construction submitted
 | **542****772** |  |
| Energy Performance Certificates (EPCs) | * Copy certificates received (domestic)

Copy certificates received (non-domestic | **458****2** |  |
| Statements of Sustainability | * Copy certificates received (domestic)
* Copy certificates received (non-domestic)
 | **259****3** |  |
| Fire Safety Design Summaries | * Non Domestic
 | **60** |  |
| Enforcement | * Notices served under sections 25 to 30
* Cases referred to procurator fiscal
* Cases where LA has undertaken work
 | **0****0****0** |  |

**8.0 National Customer Satisfaction Survey**

There is also now as of April 2022 an open survey where you can share your views and experience of the Building Standards service. This link is unique to the East Lothian geographical area and other Local Authorities Building Standards websites will have a link for their own area but these also feed into helping shape the service nationally as we go forward.

Your views are important to us, please take a moment to share your experience in the national customer satisfaction survey for building standards.

[https://www.smartsurvey.co.uk/s/BuildingStandardsNationalSurvey/?la=East Lothian](https://www.smartsurvey.co.uk/s/BuildingStandardsNationalSurvey/?la=East%20Lothian)

**9.0 Quarterly Performance data**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | **KPO1(A) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT TO WARRANT** |
|  | **CATEGORY (by building type and value of work)** | **Total number of BWs and amendments issued** | **Total number that utilised customer agreements** | **Total number of working days for total number of BWs and amendments issued** | **Average time per BW (Working Days)** |
| **DOMESTIC** | 0 - £10,000 | 80 | 0 | 5543 | 69.29 |
| £10,001 - £50,000 | 53 | 0 | 4459 | 84.13 |
| £50,001 - £250,000 | 30 | 0 | 4268 | 142.27 |
| £250,001 - £1,000,000 | 0 | 0 | 0 | 0.00 |
| £1,000,001 and above | 7 | 2 | 1383 | 197.57 |
| **NON-DOMESTIC** | 0 - £10,000 | 19 | 1 | 2432 | 128.00 |
| £10,001 - £50,000 | 7 | 0 | 395 | 56.43 |
| £50,001 - £250,000 | 8 | 0 | 773 | 96.63 |
| £250,001 - £1,000,000 | 1 | 0 | 65 | 65.00 |
| £1,000,001 and above | 1 | 0 | 255 | 255.00 |
|  |  |  |  |  |  |
| **Sub total** | **DOMESTIC - ALL** | 170 | 2 | 15653 | 92.08 |
| **Sub total** | **NON-DOMESTIC - ALL** | 36 | 1 | 3920 | 108.89 |
|  |  |  |  |  |  |
| **ALL CATEGORIES** | **Total** | 206 | 3 | 19573 | 95.01 |
| **Comments** |  |
|  |  |  |  |  |  |
| **Value bands Sub total** | **0 - £10,000** | 99 | 1 | 7975 | 80.56 |
| **Value bands Sub total** | **£10,001 - £50,000** | 60 | 0 | 4854 | 80.90 |
| **Value bands Sub total** | **£50,001 - £250,000** | 38 | 0 | 5041 | 132.66 |
| **Value bands Sub total** | **£250,001 - £1,000,000** | 1 | 0 | 65 | 65.00 |
| **Value bands Sub total** | **£1,000,001 and above** | 8 | 2 | 1638 | 204.75 |
|  |  |  |  |  |  |

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|  | **KPO1(B) - TIME TAKEN TO ISSUE A FIRST REPORT (AND BUILDING WARRANT OR AMENDMENT ISSUED WITHOUT A FIRST REPORT)** |
|  | **CATEGORY (by building type and value of work)** | **Number of first reports issued** | **No. of first reports issued within 15 days** | **No. of first reports issued in more than 15 days and within 20 days** | **No. of first reports issued in more than 20 days and within 35 days** | **No. of first reports issued in more than 35 days** | **% within 15 days** | **% more than 15 days and within 20 days** | **% more than 20 days and within 35 days** | **% more than 35 days** | **% check (should be nearly 100%)** |
| **DOMESTIC** | 0 - £10,000 | 77 | 69 | 6 | 1 | 1 | 89.61% | 7.79% | 1.30% | 1.30% | 100.00% |
| £10,001 - £50,000 | 44 | 42 | 1 | 1 | 0 | 95.45% | 2.27% | 2.27% | 0.00% | 99.99% |
| £50,001 - £250,000 | 29 | 20 | 8 | 1 | 0 | 68.97% | 27.59% | 3.45% | 0.00% | 100.01% |
| £250,001 - £1,000,000 | 4 | 4 | 0 | 0 | 0 | 100.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| £1,000,001 and above | 3 | 1 | 1 | 0 | 1 | 33.33% | 33.33% | 0.00% | 33.33% | 99.99% |
| **NON-DOMESTIC** | 0 - £10,000 | 19 | 15 | 0 | 1 | 3 | 78.95% | 0.00% | 5.26% | 15.79% | 100.00% |
| £10,001 - £50,000 | 4 | 3 | 1 | 0 | 0 | 75.00% | 25.00% | 0.00% | 0.00% | 100.00% |
| £50,001 - £250,000 | 8 | 7 | 1 | 0 | 0 | 87.50% | 12.50% | 0.00% | 0.00% | 100.00% |
| £250,001 - £1,000,000 | 1 | 0 | 1 | 0 | 0 | 0.00% | 100.00% | 0.00% | 0.00% | 100.00% |
| £1,000,001 and above | 2 | 1 | 0 | 1 | 0 | 50.00% | 0.00% | 50.00% | 0.00% | 100.00% |
|  |  |  |  |  |  |  |  |  |  |  |  |
| **Sub total** | **DOMESTIC - ALL** | 157 | 136 | 16 | 3 | 2 | 86.62% | 10.19% | 1.91% | 1.27% | 99.99% |
| **Sub total** | **NON-DOMESTIC - ALL** | 34 | 26 | 3 | 2 | 3 | 76.47% | 8.82% | 5.88% | 8.82% | 99.99% |
|  |  |  |  |  |  |  |  |  |  |  |  |
| **ALL CATEGORIES** | **Total** | 191 | 162 | 19 | 5 | 5 | 84.82% | 9.95% | 2.62% | 2.62% | 100.01% |
| **Commentary on main reasons why there are any significant changes** |  |
| **Provide main reasons why first report targets not met** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| **Value bands Sub total** | **0 - £10,000** | 96 | 84 | 6 | 2 | 4 | 87.50% | 6.25% | 2.08% | 4.17% | 100.00% |
| **Value bands Sub total** | **£10,001 - £50,000** | 48 | 45 | 2 | 1 | 0 | 93.75% | 4.17% | 2.08% | 0.00% | 100.00% |
| **Value bands Sub total** | **£50,001 - £250,000** | 37 | 27 | 9 | 1 | 0 | 72.97% | 24.32% | 2.70% | 0.00% | 99.99% |
| **Value bands Sub total** | **£250,001 - £1,000,000** | 5 | 4 | 1 | 0 | 0 | 80.00% | 20.00% | 0.00% | 0.00% | 100.00% |
| **Value bands Sub total** | **£1,000,001 and above** | 5 | 2 | 1 | 1 | 1 | 40.00% | 20.00% | 20.00% | 20.00% | 100.00% |
|  |  |  |  |  |  |  |  |  |  |  |  |

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|  | **KPO1(C) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT (FOLLOWING A FIRST OR SUBSEQUENT REPORT) FROM RECEIPT OF SATISFACTORY INFORMATION** |
|  | **CATEGORY (by building type and value of work)** | **Total number of BWs and amendments issued** | **No. of BWs and amendments issued within 6 days of receipt of satisfactory information** | **No. of BWs and amendments issued in more than 6 days and within 10 days of receipt of satisfactory information** | **No. of BWs and amendments issued in more than 10 days and within 15 days of receipt of satisfactory information** | **No. of BWs and amendments issued in more than 15 days of receipt of satisfactory information** | **% within 6 days** | **% more than 6 days and within 10 days** | **% more than 10 days and within 15 days** | **% more than 15 days** | **% check (should be nearly 100%)** |
| **DOMESTIC** | 0 - £10,000 | 66 | 53 | 3 | 6 | 4 | 80.30% | 4.55% | 9.09% | 6.06% | 100.00% |
| £10,001 - £50,000 | 53 | 45 | 6 | 2 | 0 | 84.91% | 11.32% | 3.77% | 0.00% | 100.00% |
| £50,001 - £250,000 | 30 | 26 | 3 | 0 | 1 | 86.67% | 10.00% | 0.00% | 3.33% | 100.00% |
| £250,001 - £1,000,000 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| £1,000,001 and above | 7 | 6 | 1 | 0 | 0 | 85.71% | 14.29% | 0.00% | 0.00% | 100.00% |
| **NON-DOMESTIC** | 0 - £10,000 | 13 | 9 | 0 | 4 | 0 | 69.23% | 0.00% | 30.77% | 0.00% | 100.00% |
| £10,001 - £50,000 | 6 | 6 | 0 | 0 | 0 | 100.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| £50,001 - £250,000 | 8 | 6 | 1 | 0 | 1 | 75.00% | 12.50% | 0.00% | 12.50% | 100.00% |
| £250,001 - £1,000,000 | 1 | 1 | 0 | 0 | 0 | 100.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| £1,000,001 and above | 1 | 1 | 0 | 0 | 0 | 100.00% | 0.00% | 0.00% | 0.00% | 100.00% |
|  |  |  |  |  |  |  |  |  |  |  |  |
| **Sub total** | **DOMESTIC - ALL** | 156 | 130 | 13 | 8 | 5 | 83.33% | 8.33% | 5.13% | 3.21% | 100.00% |
| **Sub total** | **NON-DOMESTIC - ALL** | 29 | 23 | 1 | 4 | 1 | 79.31% | 3.45% | 13.79% | 3.45% | 100.00% |
|  |  |  |  |  |  |  |  |  |  |  |  |
| **ALL CATEGORIES** | **Total** | 185 | 153 | 14 | 12 | 6 | 82.70% | 7.57% | 6.49% | 3.24% | 100.00% |
| **Commentary on main reasons why there are any significant changes** |  |
| **Provide main reasons why targets not met** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| **Value bands Sub total** | **0 - £10,000** | 79 | 62 | 3 | 10 | 4 | 78.48% | 3.80% | 12.66% | 5.06% | 100.00% |
| **Value bands Sub total** | **£10,001 - £50,000** | 59 | 51 | 6 | 2 | 0 | 86.44% | 10.17% | 3.39% | 0.00% | 100.00% |
| **Value bands Sub total** | **£50,001 - £250,000** | 38 | 32 | 4 | 0 | 2 | 84.21% | 10.53% | 0.00% | 5.26% | 100.00% |
| **Value bands Sub total** | **£250,001 - £1,000,000** | 1 | 1 | 0 | 0 | 0 | 100.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| **Value bands Sub total** | **£1,000,001 and above** | 8 | 7 | 1 | 0 | 0 | 87.50% | 12.50% | 0.00% | 0.00% | 100.00% |
|  |  |  |  |  |  |  |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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|  | **KPO2 - COMPLIANCE DURING CONSTRUCTION** |
|  | **CATEGORY (by building type and value of work)** | **Number of CCNPs for "accepted" completion certificates** | **Number of CCNPs fully achieved (by relevant person and verifier)** | **Number of CCNPs fully achieved by "Relevant Person"** | **Number of CCNPs fully achieved by "Verifier"** | **% of CCNPs fully achieved for "accepted" (by relevant person and verifier) completion certificates** | **% of CCNPs fully achieved by "Relevant Person"** | **% of CCNPs fully achieved by "Verifier"** |
| **DOMESTIC** | 0 - £10,000 | 19 | 5 | 5 | 19 | 26.32% | 26.32% | 100.00% |
| £10,001 - £50,000 | 65 | 7 | 11 | 61 | 10.77% | 16.92% | 93.85% |
| £50,001 - £250,000 | 28 | 5 | 8 | 25 | 17.86% | 28.57% | 89.29% |
| £250,001 - £1,000,000 | 6 | 0 | 1 | 5 | 0.00% | 16.67% | 83.33% |
| £1,000,001 and above | 313 | 0 | 27 | 286 | 0.00% | 8.63% | 91.37% |
| **NON-DOMESTIC** | 0 - £10,000 | 1 | 0 | 0 | 1 | 0.00% | 0.00% | 100.00% |
| £10,001 - £50,000 | 3 | 0 | 0 | 3 | 0.00% | 0.00% | 100.00% |
| £50,001 - £250,000 | 2 | 0 | 0 | 2 | 0.00% | 0.00% | 100.00% |
| £250,001 - £1,000,000 | 4 | 0 | 0 | 4 | 0.00% | 0.00% | 100.00% |
| £1,000,001 and above | 12 | 0 | 0 | 12 | 0.00% | 0.00% | 100.00% |
|  |  |  |  |  |  |  |  |  |
| **Sub total** | **DOMESTIC - ALL** | 431 | 17 | 52 | 396 | 3.94% | 12.06% | 91.88% |
| **Sub total** | **NON-DOMESTIC - ALL** | 22 | 0 | 0 | 22 | 0.00% | 0.00% | 100.00% |
|  |  |  |  |  |  |  |  |  |
| **ALL CATEGORIES** | **Total** | 453 | 17 | 52 | 418 | 3.75% | 11.48% | 92.27% |
| **Main reasons why CCNPs were not full achieved** |  |
| **Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person** |  |
| **Verifier's view of the main reasons why CCNPs were not fully achieved by verifier** |  |
| **Verifier's view of the main aspects of technical non-compliance identifed through reasonable inquiry (prioritised)**  |  |
| **Other comments on CCNPs** |  |
|  |  |  |  |  |  |  |  |  |
| **Value bands Sub total** | **0 - £10,000** | 20 | 5 | 5 | 20 | 25.00% | 25.00% | 100.00% |
| **Value bands Sub total** | **£10,001 - £50,000** | 68 | 7 | 11 | 64 | 10.29% | 16.18% | 94.12% |
| **Value bands Sub total** | **£50,001 - £250,000** | 30 | 5 | 8 | 27 | 16.67% | 26.67% | 90.00% |
| **Value bands Sub total** | **£250,001 - £1,000,000** | 10 | 0 | 1 | 9 | 0.00% | 10.00% | 90.00% |
| **Value bands Sub total** | **£1,000,001 and above** | 325 | 0 | 27 | 298 | 0.00% | 8.31% | 91.69% |
|  |  |  |  |  |  |  |  |  |

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| **KPO3 - COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER** |
| Customer Charter published on verifier website | Published prominently |
| Customer Charter web address on verifier website | <https://www.eastlothian.gov.uk/downloads/download/13115/building_standards_customer_charter_and_performance_report> |
| Customer Charter reviewed since last reporting period | Yes |
| Number of cases referred to LABSS Dispute Resolution Process | 0 |
| Number of cases referred to LA Complaints formal procedure | 0 |
| Number of cases referred to SG Verifier Performance Reporting Service for Customers | 0 |
| Number of SG Verifier Performance Reporting Service cases responded to by verifier within 5 days | 0 |
|  |  |
| **KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE** |
| Satisfaction rating from the last National Customer Survey | 8.9 |
| **Details of any accredited customer service awards (for example Customer Service Excellence)** | ELC have IIP but Building Standards do not have their own accreditation |
|  |  |
| **KPO6 - COMMIT TO BUILDING STANDARDS** |
| eBS published on verifier website | Published prominently |
| eBS published weblink | <https://www.eastlothian.gov.uk/downloads/download/13115/building_standards_customer_charter_and_performance_report> |
| Number of applications for building warrant or amendment submitted through SG eBS system | 204 |
| Number of completion certificates submitted through SG eBS system | 116 |
| Number of other forms submitted through SG eBS system | 378 |
| Building warrant or amendment process - plan checking done electronically | Yes |
| Building warrant or amendment process - building warrant or amendment issued electronically | Yes |
| Building warrant or amendment process - inspection done electronically | Yes |
| Building warrant or amendment process - completion certificate accepted electronically | Yes |
| **Main reasons for significant changes in digital processing** | Initially due to changes in the method of operating due to Pandemic however also now changes are occurring as part of on going improvements |
|  |  |
| **KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT** |
| Verifier Performance Report published on verifier website | [Published prominently](https://www.eastlothian.gov.uk/downloads/download/13115/building_standards_customer_charter_and_performance_report) |
| Verifier Performance Report published weblink | <https://www.eastlothian.gov.uk/downloads/download/13115/building_standards_customer_charter_and_performance_report> |
| Verifier Performance Report reviewed since last reporting period | Yes |
| Verifier Performance Report includes performance data | Includes all performance data |

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| **OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT** |
| **Building Warrants** |
| applications | Total no. of all BW applications (including "late" applications) | 137 |
| applications | "Late" BW applications (as included above) | 0 |
| applications | "Staged" BW applications (as included above) | 4 |
| decisions | No. of BW approved | 152 |
| decisions | No. of BW refused | 0 |
| amendments - applications | No. of amendment to BW applications | 53 |
| amendments - applications | Amendments to "staged" BW applications (as included above) | 0 |
| BW amendments - decisions | No. of amendment to BW applications approved | 54 |
| BW amendments - decisions | No. of amendment to BW applications refused | 0 |
| **Comments** |  |
| **Completion Certificates** |
| submissions | Total no. of CC submissions (including CCs where no BW was obtained) | 409 |
| submissions | Total no. of CC submissions where no BW was obtained (as included above) | 3 |
| decisions | No. of CC accepted | 453 |
| decisions | No. of BW rejected | 0 |
| **Comments** |  |
| **Certification** |
| Design scheme (building structures) | No. of certificates of design provided | 103 |
| Design scheme (energy - domestic) | No. of certificates of design provided | 0 |
| Design scheme (energy - non-domestic) | No. of certificates of design provided | 0 |
| Construction scheme (electrical installations) | No. of certificates of construction provided | 17 |
| Construction scheme (drainage, heating and plumbing) | No. of certificates of construction provided | 186 |
| **Comments** |  |
| **Energy Performance Certificates (EPCs)** |
| Domestic | No. of copy certificates received | 187 |
| Non-domestic | No. of copy certificates received | 1 |
| **Comments** |  |
| **Statements of Sustainability** |
| Domestic - Bronze | No. of copy certificates received | 25 |
| Domestic - Bronze Active | No. of copy certificates received | 111 |
| Domestic - Silver | No. of copy certificates received | 0 |
| Domestic - Silver Active | No. of copy certificates received | 4 |
| Domestic - Gold | No. of copy certificates received | 0 |
| Non-domestic - Bronze | No. of copy certificates received | 0 |
| Non-domestic - Bronze Active | No. of copy certificates received | 9 |
| Non-domestic - Silver | No. of copy certificates received | 0 |
| Non-domestic - Silver Active | No. of copy certificates received | 0 |
| Non-domestic - Gold | No. of copy certificates received | 0 |
| **Comments** |  |
| **Fire Safety Design Summaries** |
| Non-domestic | No. of summaries received | 12 |
| **Comments** |  |
| **Enforcement** |
| Section 25 - compliance | No. of notices served | 0 |
| Section 26 - continuing requirement | No. of notices served | 0 |
| Section 27 - enforcement | No. of notices served | 0 |
| Section 28 - defective building | No. of notices served | 0 |
| Section 29 - dangerous building emergency action | How many instances LA has taken action | 0 |
| Section 30 - dangerous building | No. of notices served | 0 |
| Procurator fiscal | No. of enforcement cases referred | 0 |
| Local authority undertaking work (in default) | No. of cases where local authority have undertaken work | 0 |
| **Comments** |  |

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|  | **SUMMARY OF KPOs** |
|  | **KPO1** | **KPO2** | **KPO3** | **KPO4** | **KPO5** | **KPO6** | **KPO7** |
| **CATEGORY (by building type and value of work)** | **Number of BWs and amendments issued (all)** | **Average number of days from receipt of a valid application to granting a BW or amendment** | **% of first reports issued within 15 days** | **% of first reports issued in more than 15 days and within 20 days** | **% of first reports issued in more than 20 days and within 35 days** | **% of first reports issued in more than 35 days** | **% of BWs and amendments issued within 6 days from receipt of all satisfactory information** | **% of BWs and amendments issued in more than 6 and within 10 days from receipt of all satisfactory information** | **% of BWs and amendments issued in more than 10 and within 15 days from receipt of all satisfactory information** | **% of BWs and amendments issued in more than 15 days from receipt of all satisfactory information** | **Number of CCNPs for "accepted" completion certificates** | **% of CCNPs fully achieved for "accepted" completion certificates** | **National customer charter is published prominently on the website with version control (reviewed at least quarterly)** | **Overall customer satisfaction rating out of 10** | **Verification fee income** | **Verification (staff) costs** | **% fee income against verification (staff) costs** | **Details of eBuilding Standards are published prominently on the verifier’s website** | **Annual performance report published prominently on website with version control (reviewed at least quarterly)** | **Annual performance report includes performance data and requirements under KPO3, 4, 5 and 6** |
| **DOMESTIC** | 170 | 92.08 | 86.62% | 10.19% | 1.91% | 1.27% | 83.33% | 8.33% | 5.13% | 3.21% | 431 | 3.94% |  |  |  |  |  |  |  |  |
| **NON-DOMESTIC** | 36 | 108.89 | 76.47% | 8.82% | 5.88% | 8.82% | 79.31% | 3.45% | 13.79% | 3.45% | 22 | 0.00% |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** | 206 | 95.01 | 84.82% | 9.95% | 2.62% | 2.62% | 82.70% | 7.57% | 6.49% | 3.24% | 453 | 3.75% | Published prominently(with review) | 8.9 |  |  | 89.30% | Published prominently | Published prominently(with review) | Includes all performance data |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 0 - £10,000 | 99 | 80.56 | 87.50% | 6.25% | 2.08% | 4.17% | 78.48% | 3.80% | 12.66% | 5.06% | 20 | 25.00% |  |  |  |  |  |  |  |  |
| £10,001 - £50,000 | 60 | 80.90 | 93.75% | 4.17% | 2.08% | 0.00% | 86.44% | 10.17% | 3.39% | 0.00% | 68 | 10.29% |  |  |  |  |  |  |  |  |
| £50,001 - £250,000 | 38 | 132.66 | 72.97% | 24.32% | 2.70% | 0.00% | 84.21% | 10.53% | 0.00% | 5.26% | 30 | 16.67% |  |  |  |  |  |  |  |  |
| £250,001 - £1,000,000 | 1 | 65.00 | 80.00% | 20.00% | 0.00% | 0.00% | 100.00% | 0.00% | 0.00% | 0.00% | 10 | 0.00% |  |  |  |  |  |  |  |  |
| £1,000,001 and above | 8 | 204.75 | 40.00% | 20.00% | 20.00% | 20.00% | 87.50% | 12.50% | 0.00% | 0.00% | 325 | 0.00% |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

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|  |  |
| **TARGETS** | **1.1** | **1.2** | **3.1** | **3.2** | **4.1** | **5.1** | **6.1** | **6.2** | **7.1** | **7.2** |
| **Local Authority** | 95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report). | 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report). | National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly). | 95% of BSD requests for information on a BSD ‘Verifier Performance Reporting Service for Customers’ case responded to by verifier within 5 days. | Minimum overall average satisfaction rating of 7.5 out of 10 | Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%). | Details of eBuilding Standards are published prominenently 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). |
| East Lothian | 94.76% | 90.27% | Published prominently(with review) | No cases referred to BSD 'Reporting Service' | 8.9 | 89.30% | Published prominently | 4 of 4 done | Published prominently(with review) | Includes all performance data |