



Building Standards Service

Annual Verification Performance Report 2025 to 2026

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Introductory 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.

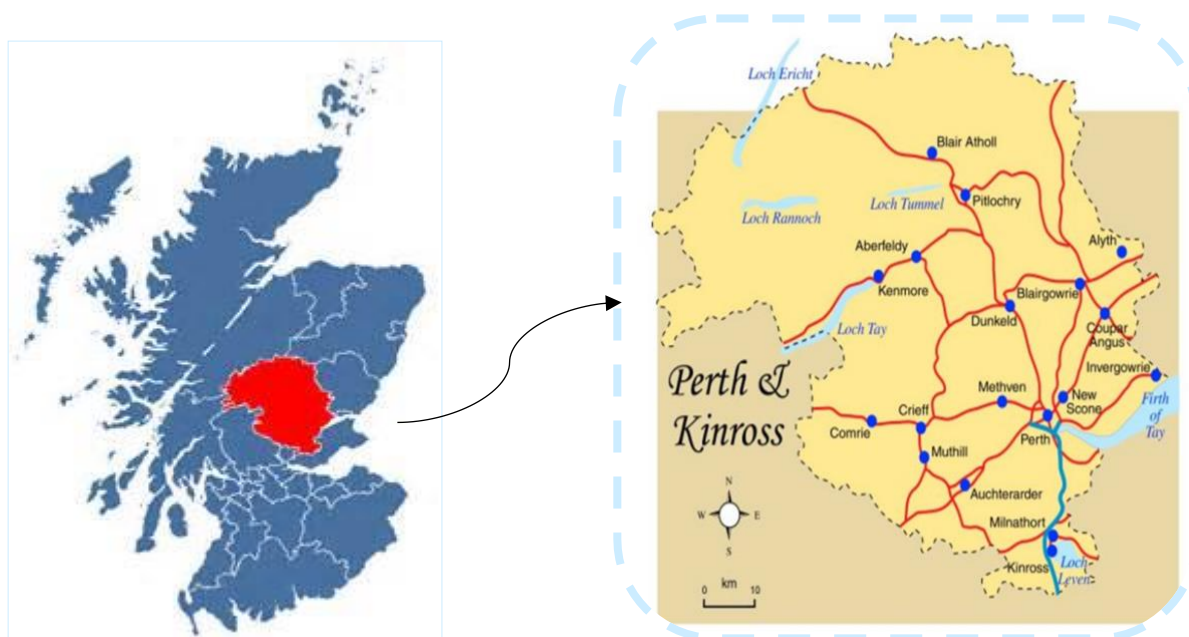
Building standards verifiers in Scotland are required to utilise the performance report to manage, monitor, review and develop strategies for their business, and should focus on the performance framework's core perspectives and cross-cutting themes.

1. Introduction to Perth and Kinross

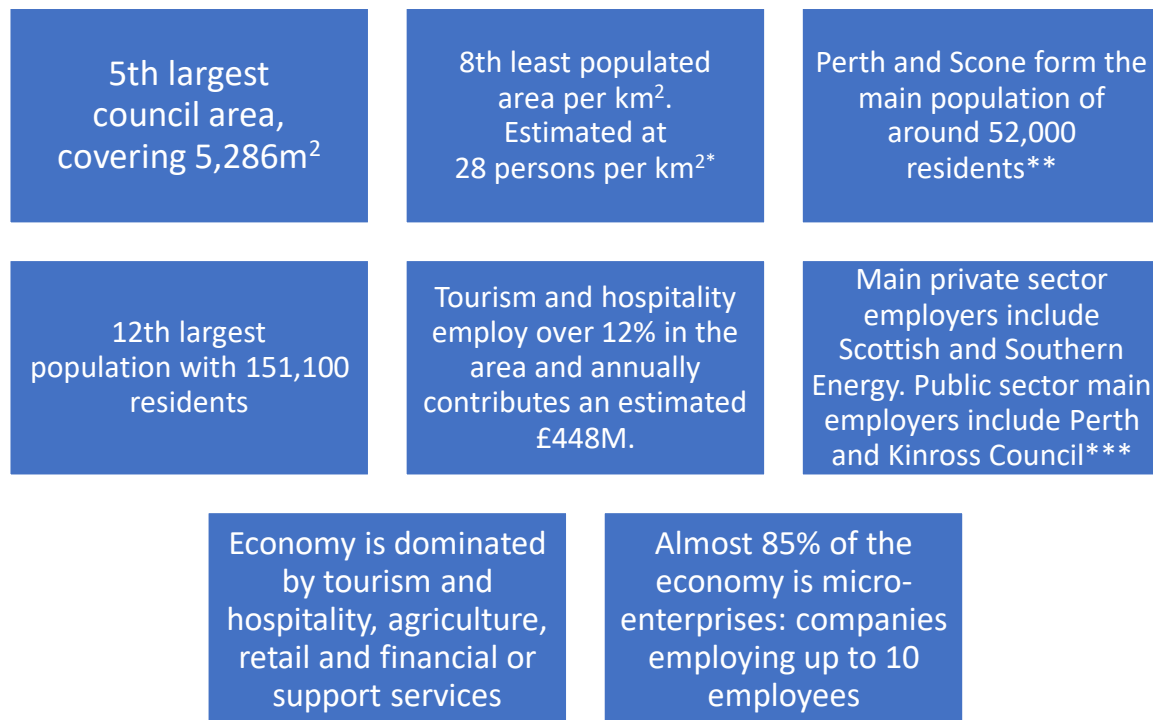
1.1 Perth and Kinross

Perth and Kinross occupies a large swathe of the centre of Scotland as can be seen from the maps below. It extends from the Drumochter Pass on the A9 in the north to beyond Loch Leven in the south and from Meigle in the east to Loch Lyon at the remote head of Glen Lyon in the west. The main centre of population is the Fair City of Perth, the newest of Scotland's seven cities, once capital of Scotland.

Location of Perth and Kinross Council



Perth and Kinross statistics



* The Scottish average being 69 people per square kilometre reflects the diverse nature of the district with large very sparsely populated mountainous areas particularly to the north.

** Other main centres of population are Blairgowrie with around 9,100, followed by Crieff with over 7,400 and Kinross of around 5,100.

*** The main private sector employers in the area include Scottish and Southern Energy, Crieff Hydro Ltd, 2 Sisters Food Group, The Gleneagles Hotel, Aviva and Perth College/University of Highlands and Islands. NHS Tayside and Perth and Kinross Council remain key employers in the public sector.

1.2 Perth and Kinross Council Operational Structure

Throughout 2023 to 2024 the Council transformed its operational structure. These changes were deemed essential to meet the needs of our communities. These structural changes have seen the four main services reduced to three:

Strategy, People and Resources

Economy, Place and Learning

Health and Social Care Partnership

Under the Directors with these portfolios, there will be 11 Strategic Leads who replace the 13 Heads of Service. The Directors will have expanded portfolios, requiring less direct involvement in the operational service areas. Within their operational portfolios, Strategic Leads will be expected to exercise greater leadership responsibility in terms of decision-making and accountability.

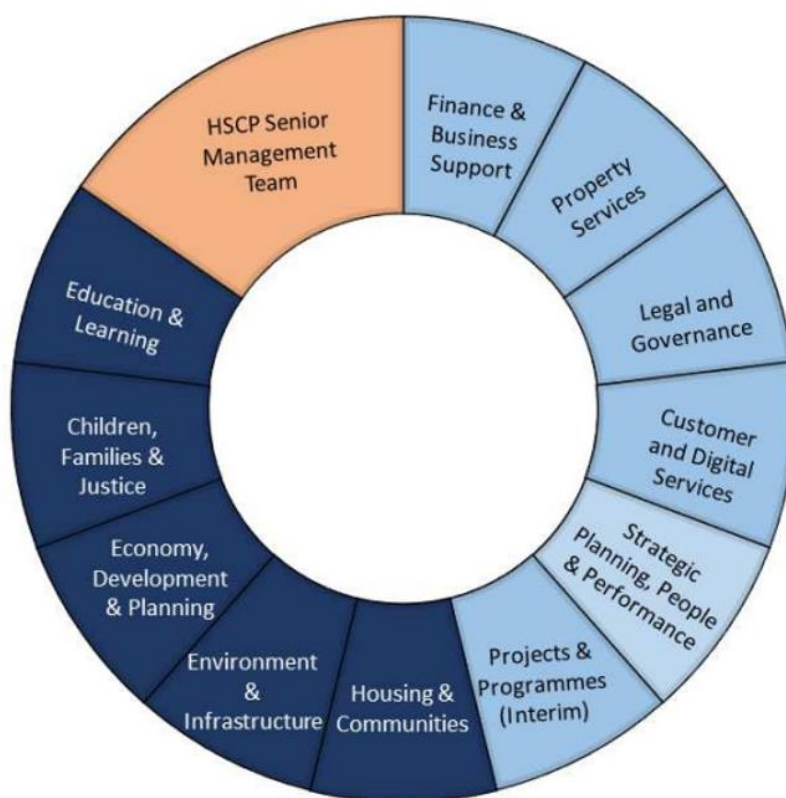
Council Executive Leadership Team



The main accountabilities for each of the Strategic Lead roles within the structure are shown in the table below and grouped for each Director's portfolio of services. Whilst the main strategy responsibilities will sit within the Strategy, People and Resources portfolio, the Economy, Place and Learning Portfolio brings together the main frontline services under one grouping with a focus on the development and delivery of integrated locality-based services. The strategic responsibility for locality planning will sit with the Strategy, People and Resources portfolio while implementation and delivery will sit with Economy, Place and Learning. It is anticipated that this will lead to better cross-service working to meet the complex environment that the Council operates.

Building Standards is a function under the Strategic Lead for Economy, Development and Planning and sits within the Economy, Place and Learning portfolio.

Strategic Leadership Team



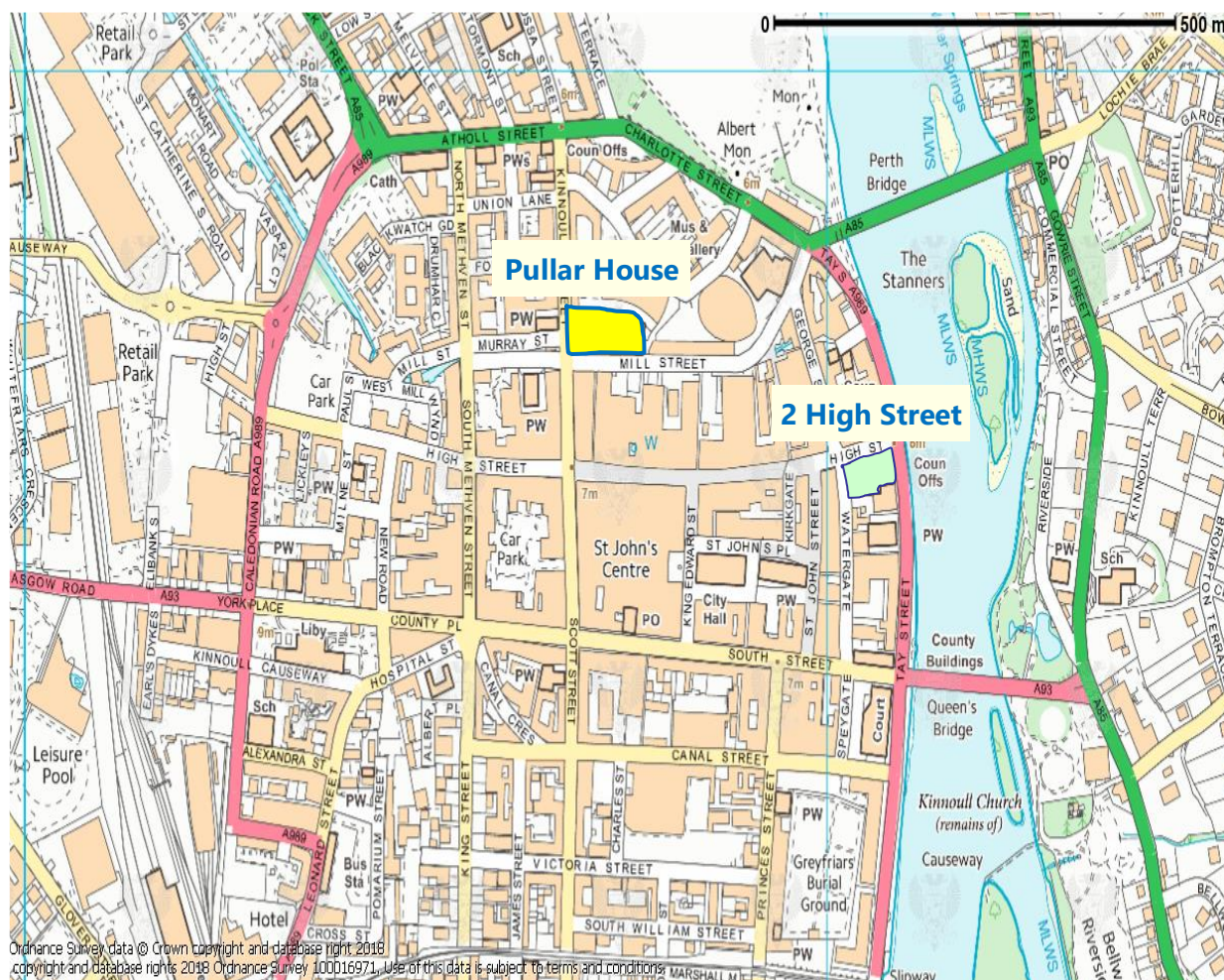
2. Building Standards as a function of Perth and Kinross Council

2.1 Where to find Building Standards

The Building Standards team, along with colleagues in related Planning teams, are all based on the top floor of Pullar House in Kinnoull Street, Perth. This building houses the main operational frontline services of the Council. The Council has adopted a hybrid working pattern with employees working in the office, on-site and from home. A minimum of two days must be in the office or on-site.

The main corporate services, educational services and Councillors' offices are housed in the main Council headquarters which is situated at 2 High Street in Perth.

Perth office locations



2.2 Overall roles and responsibilities of Building Standards

The principal function delegated to Building Standards is the application and enforcement of the Building (Scotland) Act 2003 and its associated regulations.

The Act effectively divides the duties into two main strands of work:

The Verifier role (explained in more detail in Section 3)

- **The responsibility of processing Building Warrant applications from submission through to completion certificate acceptance.**
- **Verifiers are appointed by the Scottish Government, currently Scottish Local Authorities are sole verifiers for their own geographical areas, but this is subject to review. The Scottish Minister re-appointed Perth and Kinross Council as Verifier until 30 April 2029.**

The Enforcement and Information role in the built environment

The Act delegates these functions to the Local Authority as opposed to the verifier:

- **enforcement in terms of compliance with building regulations**
- **enforcement in relation to work which is either unauthorised or in contravention of warrant approvals**
- **enforcement in relation to dangerous buildings and defective buildings**
- **providing and maintaining a publicly available electronic Building Standards Register**
- **providing guidance on Building Standards on our website and in leaflet form.**

In addition, within Perth and Kinross, Building Standards have delegated responsibility to fulfil the following roles:

- **enforcement of the Energy Performance of Building Regulations 2008**
- **Safety of Sports Grounds certification, inspection, and enforcement – this applies to 3 main sporting venues: McDiarmid Park, home to St Johnstone FC, Perth Racecourse, and the George Duncan Athletics Arena. In dealing with sports ground safety, we work closely with the emergency services as part of a Sports Ground Safety Advisory Group**

- **membership of the Council's event Safety Advisory Group - involves pre-event planning as well as inspection at major events held in the area**
- **processing of applications for raised structures under Section 89 of the Civic Government (Scotland) Act 1982 and associated inspections**
- **processing of applications for letters of comfort, including inspection**
- **provision of a Building Standards property information system, including a warrant search and copy document/plan service**
- **co-ordination of Council's property enquiry service**

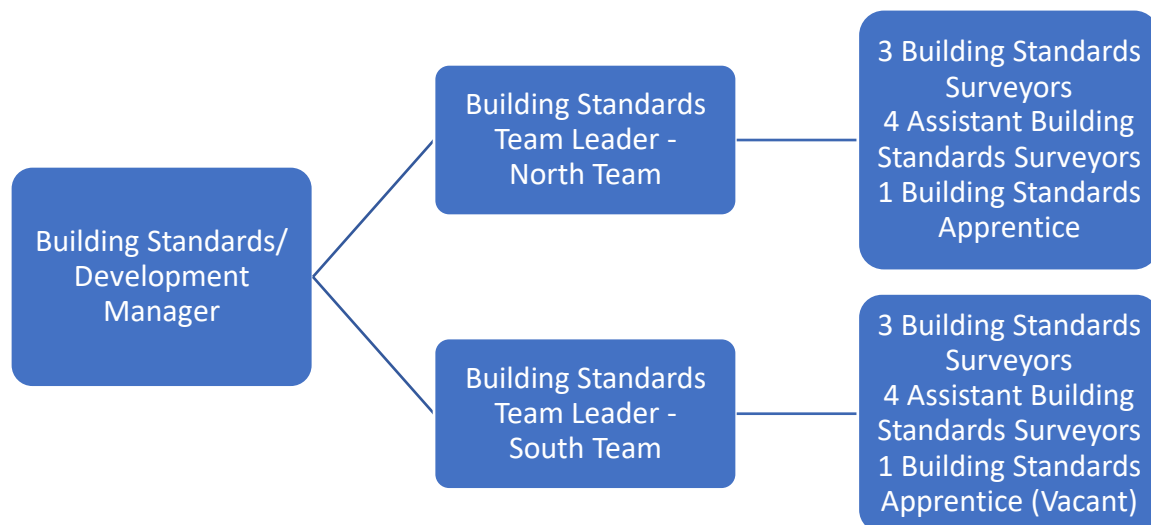
The Council's scheme of delegation for Building Standards duties is such that all work is fully delegated to the Manager/Team Leaders thus there is little involvement with Council committees. Indeed, only an appeal submitted by an applicant, aggrieved by a Building Standards decision, would be referred to committee.

Whilst Building Standards effectively runs with little or no daily input from above, there are clear lines of communication and support which are demonstrated in Appendix B to this document.

2.3 Building Standards structure

The team structure is set up to allow for career progression from Apprentice level up to manager. The Building Standards team no longer has a dedicated manager. The team is now headed by a manager with joint responsibility for Building Standards and Development Management, with the Team Leaders responsible for procedures, and legislative decision-making. The team is divided into two, covering the North and South areas of the county. Each has a Team Leader although this distinction is for line management duties only.

Team structure



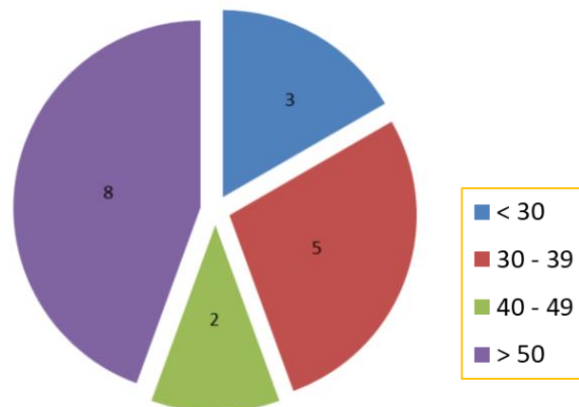
2.4 Building Standards staffing report

The operational lead for Building Standards lies with the Development Management and Building Standards Service Manager. Given the dual role of the Manager and his Development Management background, the Manager participates in Building Standards at a corporate level only, and the two Team Leaders are responsible for the day-to-day operational needs of the team.

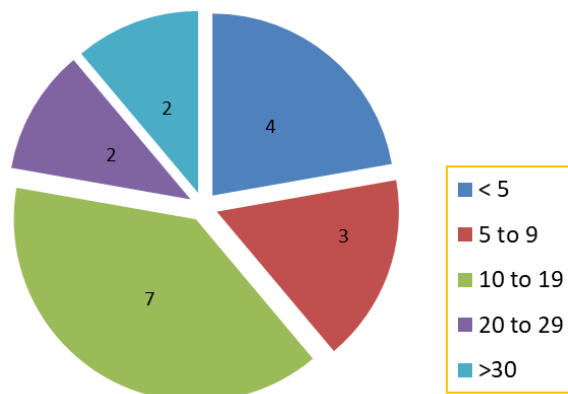
Over the past few years, Building Standards staffing has gone through some changes with retirements, employees leaving, and additional resourcing. Despite these changes in structure and employees' profile, we have maintained a balance in employee age, experience, and qualification. There is an even split between employees below and over 50 years of age. This helps us create a more resilient team as the industry as a whole faces a workforce shortage in the future. Despite the ongoing financial pressures on local authorities, we have successfully maintained our staffing levels since 2021. Building Standards is seen as a key service in the economic recovery from the COVID-19 pandemic and subsequent financial crisis, and as a result, we were given funding to take on two Apprentice Surveyors as part of the Scottish Government's Workforce Strategy. These Apprentice posts will help in building resilience into the team and will tie in with anticipated retirements and progressions. They will also feed into the industry of Building Standards where staff shortages in the future are anticipated. It is a condition of the reappointment as a verifier that the Council sufficiently resources the service to ensure workforce supply will meet long-term demand to maintain operation resilience. The introduction of apprentices and additional assistant surveyors should ensure this. Unfortunately, one apprentice decided not to continue in the role.

The current employee profile provides a mix of employees from differing backgrounds, such as degree holders and former tradesmen. This brings a broad depth of knowledge in the construction industry. Equally we are fortunate to have a core of employees who, as well as having technical expertise, have a wealth of local knowledge. We also have some of our less experienced employees studying to become chartered members of the RICS or CABE. The profile of our employees is shown in the following charts.

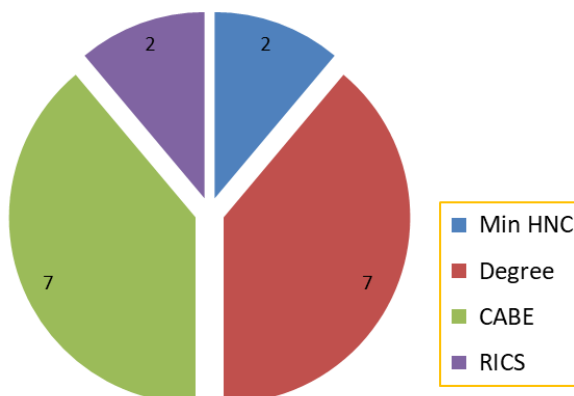
Age



Years experience in Building Standards



Qualifications

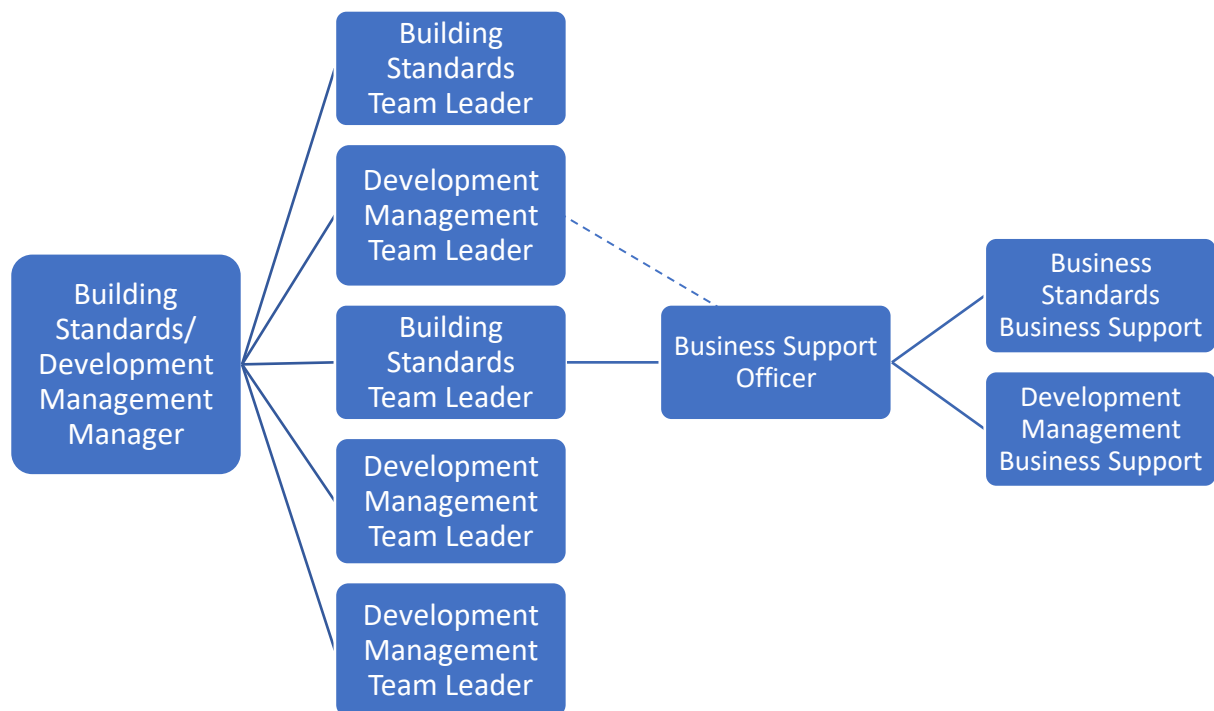


2.5 Business Support employees

The efficient and effective delivery of the Building Standards service relies heavily on input from Business Support employees. Previously, the line management responsibilities for this team sat outwith the direct control of Building Standards management. As part of the recent restructuring, the Business Support team was realigned under the Service Manager for Building Standards and Development Management.

The small team who are responsible for the day-to-day delivery of administrative support to Building Standards is led by a Senior Information and Support Officer who also has responsibility for the business support provided to Development Management. The Senior Information and Support Officer is line managed by one of the Building Standards Team Leaders, in tandem with a Development Management Team Leader. The structure is currently as shown in the chart below. The team is currently 2.8 FTE with some employees shared with DM Business Support. A 0.5 FTE post within this team was recently taken as a saving after the retirement of a member of the team.

Business Support Team structure



2.6 Customer Service Centre

The Customer Service Centre is a centralised call centre run by the Council to which all general enquiries, including those for Building Standards are directed. The Customer Service Centre staff also service the reception in the Pullar House office where they can help customers with general Building Standards enquiries.

The Customer Service Centre staff have access to a wide range of scripts as well as all IT systems including our Uniform system which enables them to answer most general enquiries at first point of contact.

Where this is not possible, the staff are trained to ensure that calls are forwarded to the person best placed to provide an answer. This would usually be either the member of staff responsible for a particular Building Warrant or to the Building Standards duty officer.

The Council has also introduced an online enquiry form which allows customers to submit service requests, enquiries, and payments for Building Standards, as well as other Council departments. Managed by the Customer Service Centre, this system allows enquiries to be allocated to teams or individuals as required and allows the status of the enquiry to be monitored.

3. Verification Service Information

3.1 Public Interest Statement provided by Scottish Government

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.

3.2 Verification services and functions delivered

As verifiers for the Perth and Kinross area, we undertake the following duties:

- **pre-warrant consultations**
- **assessment of applications for Building Warrant, including late warrant applications and by agreement, staged warrants**
- **assessment of applications for amendment of warrant**
- **consideration of applications for Determinations (alternative means of compliance with the technical standards)**
- **site inspections, (reasonable inquiry) in accordance with Construction Compliance and Notification Plans**
- **consideration of Completion Certificate submissions and Completion Certificates Without Warrant submissions, including final inspections**
- **consideration of applications for letters of comfort**
- **provision and maintenance of a Building Standards Register for Perth and Kinross**

- advice and guidance on compliance with the technical standards
- advice and guidance on exempted classes including a service offering to confirm that the exempt works will comply with building regulations
- advice and guidance on all Building Standards matters through a combination of website, leaflets and a daily duty officer
- customer service – Focus Groups, newsletters and briefing sessions

4. Strategic Objectives

4.1 The overarching goal/vision

4.1.1 Perth and Kinross Council strategic goals

The goals and vision for the Council, the Service and ultimately Building Standards are set out in the Corporate Plan 2022/2023 to 2027/2028. This document is the overarching plan setting out the Council's ambition to be an excellent organisation, delivering high-performing quality services that meet the needs of communities and users. It gives a commitment to improve services, enhance quality of life for citizens and make best use of public resources. The Corporate Plan reflects the principles of the Perth and Kinross Offer which sets out our commitments to better engage with people and communities.

The stated vision for Perth and Kinross Council is as follows:

'A Perth and Kinross where everyone can live well, free from poverty and inequalities.'

To achieve this, we will work with and within our communities to ensure that:

- **children and young people grow up safe, respected, well-educated and confident in their ability to realise their full potential**
- **people and businesses are increasingly able to prosper in a local economy which supports low carbon ambitions and offers opportunities for all**
- **people can achieve their best physical and mental health and have access to quality care and support when they need it**
- **communities are resilient and physically, digitally, and socially connected**
- **Perth and Kinross is a safe and vibrant place, mitigating the impact of climate and environmental change for this and future generations**

To deliver this vision, the Council has identified the following seven strategic priorities which the Council can directly influence and have the most impact on, and those which are most important to delivering our vision of Perth and Kinross.

These priorities are:

- **working in partnership with communities**

- tackling poverty
- tackling climate change and supporting sustainable places
- developing a resilient, stronger, and greener local economy
- enabling our children and young people to achieve their full potential
- protecting and caring for our most vulnerable people
- supporting and promoting physical and mental wellbeing

4.2 The goal/vision of the Service

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; is customer-focused taking account of customers' needs, and delivers 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
- deliver targeted, cost-effective, value for money services that meet operational needs and customer demand.

4.3 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 continue with mobile paperless working to encourage a more sustainable practice
- to train Modern Apprentices to make both the Perth and Kinross Building Standards and the national Building Standards workforce resilient by growing our own staff

5. Key Performance Outcomes and Targets

5.1 Key Performance Outcomes: 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 reviewed 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 (KPOs) for Verifiers, was introduced.

In 2017, following a further Scottish Government review, the framework was updated to bring it more in line with current practice. The image below shows the framework's three core perspectives of professional expertise and technical processes, quality customer experience and operational and financial efficiency, supported by the cross-cutting themes of public interest, continuous improvement and partnership working.

Performance Framework overview



5.2 Summary of Key Performance Outcomes (KPOs)

Below is the current list of KPOs for which targets are set by the Scottish Government. In Section 5.3, more detailed information on these KPOs is provided to explain the targets that have been set. The verifier is required to complete and submit performance reports quarterly to the Scottish Government.

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

5.3 Summary of Key Performance Outcome Target

The tables below summarise the 7 KPOs including, where appropriate, the targets against which verifiers are assessed by the Scottish Government. It is of note that not all of the Outcomes necessarily relate to performance, eg KPO6.1 and not all are within the control of the verifier, ie KPO6.2.

KPO1: Minimise time taken to issue a first report or to issue a Building Warrant or Amendment to Building Warrant

1.1	95% of first reports (for Building Warrants and Amendments) to be issued within 20 days. All first reports (including Building Warrants and Amendments issued without a first report).
1.2	90% of Building Warrants and Amendments to be issued within 10 days from receipt of all satisfactory information (not including BWs and amendments issued without a first report).

KPO2: Increase quality of compliance assessment during the construction processes

2.1	Targets to be developed as part of future review of KPO2.
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KPO3: Commit to the Building Standards Customer Charter

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: Understand and respond to the customer experience

4.1	Achieve an overall average satisfaction rating of 7.5 out of 10.
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KPO5: Maintain financial governance

5.1	Building Standards verification fee income to cover indicative verification service costs (staff costs plus 30%).
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KPO6: Commit to digital services

6.1	Details of eBuilding Standards are published prominently on the verifier's website.
6.2	75% of each key Building Warrant-related process being done electronically - Plan checking; issuing approvals; verification during construction; accepting completion certificates.

KPO7: Commit to objectives outlined in the Annual Performance Report

7.1	Annual verification performance report published prominently on website with version control. To be reviewed annually.
7.2	Annual verification performance report to include performance data in line with KPOs and associated targets (annually covering previous year).

6. Key Performance Outcomes Data

6.1 Performance summary in relation to all KPOs

As mentioned in 5.1, the verifier must report quarterly on performance against the KPO targets, this table summarises how Perth and Kinross have performed during 2023 to 2024.

Further statistical information is included in the table in Section 8 of this document.

2024 to 2025 KPO statistics

Ref	Requirement	Q1	Q2	Q3	Q4	Ave 2024/25
KPO1	Average overall number of days to obtain a Building Warrant	71	63	66	72	68
	95% of applications responded to within 20 working days	96.3	96.6	89.2	91.7	93.5%
	90% of approvals issued within 10 days of competent plans	88	93.3	91.3	93.4	91.5%
KPO2	What % of CCNPs complied with overall (applicant and PKC)	8.6	6.7	17.3	17.7	12.6%
KPO3	Commit to Building Standards Customer Charter	Charter clearly published on website and available in leaflet form				
KPO4	Understand and respond to the customer experience (National Customer Survey Score out of 10)	8.6	8.6	8.6	8.6	8.6
KPO5	Financial Governance (% Fee income against staff costs only)	166.5%	162%	117%	154%	150%
KPO6	75% of applications processed electronically	100	100	100	100	100

Ref	Requirement	Q1	Q2	Q3	Q4	Ave 2024/25
KPO7	Annual verification performance report published prominently on website	Published clearly on website				
	Annual performance report to include performance data					

As mentioned in 5.1 the verifier must report quarterly on performance against the KPO targets, this table summarises how Perth and Kinross have performed during 2025 to 2026.

Further statistical information is included in the table in Section 8 of this document.

2025 to 2026 KPO statistics

Ref	Requirement	Q1	Q2	Q3	Q4	Ave 2025/26
KPO1	Average overall number of days to obtain a Building Warrant	71				71
	95% of applications responded to within 20 working days	93.5%				93.5%
	90% of approvals issued within 10 days of competent plans	97%				
KPO2	What % of CCNPs complied with overall (applicant and PKC)	24.6%				24.6%
KPO3	Commit to Building Standards Customer Charter	Charter clearly published on website and available in leaflet form				
KPO4	Understand and respond to the customer experience (National Customer Survey Score out of 10)	8.3				8.6

Ref	Requirement	Q1	Q2	Q3	Q4	Ave 2025/26
KPO5	Financial Governance (% Fee income against staff costs only)	125%				125%
KPO6	75% of applications processed electronically	100	100	100	100	100
KPO7	Annual verification performance report published prominently on website	Published clearly on website				
	Annual performance report to include performance data					

6.2 How we meet expectations of the 3 core perspectives

This section provides a brief summary to demonstrate how we achieve the goals set under each of the 3 main perspectives.

6.2.1 Perspective 1: Professional Expertise and Technical Processes

6.2.1.1 Protocols setting out clear procedures for dealing with work

We have in place a suite of protocols covering the main areas of operation. The purpose is to assist staff in undertaking their duties and improve the consistency of service delivery. All of the documents are readily available to all on our SharePoint site.

The protocols are regularly reviewed, updated, and added to in order to ensure they remain relevant and accurate.

6.2.1.2 Performance management systems

At corporate level: we participate in an annual self-assessment process using the “How Good Is Our Team” model.

At service level: we contribute to the service Business Management and Improvement Plan (BMIP) which details the work and performance targets of the Service.

At divisional level: Planning and Development Management Team meet fortnightly to discuss a range of current issues, with performance management being a standing agenda item.

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.

Individually: staff have the opportunity to participate in monthly one-to-one sessions with the team leader so any performance issues can be discussed and addressed.

6.2.1.3 Staff training and development

The organisation recognises the 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 job, be it procedural or technical. This takes many forms:

- **Performance and Development Discussions are a key methodology used by the Council from which are derived individual training and development needs. To assist in this process, we have in place a competency framework against which staff are measured.**
- **We hold monthly team meetings which include training as a standing item in the agenda. This allows for those who have attended events to share knowledge with colleagues as well as identifying any training requirements.**
- **All Building Standards staff must take part in the Competency Assessment Scheme developed by Local Authority Building Standards Scotland (LABSS) and the Scottish Government. This highlights any training issues for individuals as well as any competency issues for the team and Building Standards nationally.**
- **The Council has a policy in place whereby on the first Thursday of each month they delay access to the public for two hours. This gives an opportunity for ad hoc discussions on a variety of subject matter.**
- **Staff can access our SharePoint site which includes information such as office protocols, technical determinations, guidance on interpretation and team meeting records.**
- **Staff can access an on-line technical directory which contains a wealth of information, ie all current British and European Standards and other technical papers.**
- **Staff are encouraged to participate in meetings of the Tayside Building Standards Consortium. This leads to improved levels of consistency across the region.**
- **Staff are encouraged to attend meetings of LABSS to keep abreast of national issues affecting the Building Standards profession.**

- **Staff can also attend lunchtime CPD technical presentations which are run in conjunction with our colleagues in the Architectural Section of the Property Service.**
- **Apprentices attend college as part of the workforce strategy.**

6.2.1.4 Benchmarking/shared services/partnership work

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

- **Tayside Building Standards Consortium which comprises colleagues from Angus Council, Dundee City Council and PKC. This is one of 8 consortia set up by LABSS. The consortia's 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)**

6.2.1.5 Succession planning

As noted in section 2.3 to this report, we have transformed the team structure aimed at encouraging career development with posts ranging from Apprentice to Team Leader level. Regrettably cuts to budgets resulted in the loss of the dedicated manager post. Training, in line with the Competency Assessment Scheme and the Workforce Strategy will be developed to ensure staff are capable of progressing when posts at a higher level become available.

6.2.2 Perspective 2: Quality customer experience

6.2.2.1 Customer communication strategies

Customer engagement is one of our key objectives as we have recognised the importance of listening to, as well as informing, our customers. This is recognised in our customer communication strategy which includes the following:

- **customer surveys (local and national)**
- **annual customer focus group**
- **service newsletters**

6.2.2.2 Charter (local/national)

Our customer service charter is available in leaflet form and on our website.

The charter outlines national Scottish Government commitments for all verifiers. In addition, it outlines our internal service targets, our duties, and our staff commitments together with what is expected from customers to enable us to undertake our duties efficiently and effectively.

The key performance targets extracted from the charter are contained in Appendix A.

6.2.2.3 Customer engagement and feedback

As outlined in 6.2.2.1 above, engaging with and seek views of customers is something we endeavour to achieve in several ways.

The information we glean from customer feedback is discussed at team meetings and where appropriate, fed into our team plan.

6.2.2.4 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, as outlined in Section 2.6, is manned by staff who are specifically trained to deal with most general enquiries at first point of contact.**
- **We publicise, on our website and in all correspondence, a generic email address to which general enquiries can be sent. This is monitored on a regular basis to ensure there are no delays in responding.**
- **We operate a duty officer rota so that someone is available to assist customers.**

- We include in correspondence the name and contact details of the surveyor dealing with the application.
- We are prepared to meet locally with agents to discuss proposed warrants, although more and more 'discussions' now take place through electronic means.
- We ensure our website is updated and kept relevant.
- As part of the hybrid working model, all staff have their office phone number linked to their laptop, so phone calls are received regardless of where they are working.

6.2.2.5 Pre-application service

We welcome pre-warrant application discussions for significant, complex or developments incorporating new or innovative design. We advise that this service can be undertaken at a local office if coming to Perth is inconvenient. Electronic pre-warrant "discussions" also take place on a fairly regular non-formal basis for smaller development proposals.

6.2.2.6 Customer agreements

A customer agreement in simple terms is an agreement to extend the assessment period from the standard target of 20 working days. This is rarely used but has been of benefit for example in dealing with an application that is particularly complex or when we have been inundated with applications (normally immediately prior to changes to the technical standards or fee increases).

6.2.2.7 Customer dissatisfaction (procedural or technical)

The technical standards are now framed in a manner that they are guidance as opposed 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. This involves the verifier escalating the enquiry to LABSS who then seek a national view before publishing their interpretation.

The Council have a robust complaints procedure for dealing with all forms of complaint.

6.2.2.8 Recognised external customer service accreditation

Having held the Customer Service Excellence award for 6 years, it was decided that the benefits no longer justified the costs. Our performance monitoring and reporting procedures have been maintained to ensure that we continue to provide customer satisfaction and accountability.

As an alternative, we are required to demonstrate that we meet the standards required by the Council through the Council's own system of performance reporting and monitoring. We are also now required to report performance data to the Senior Management Team.

6.2.3.1 Team structures (eg area splits/specialist teams)

Operationally we have a two-team structure as shown and described in 2.3. Having a number of staff covering an area has the benefit of helping in the distribution of work and increases levels of internal communications and discussion amongst team members. This in turn improves consistency of interpretation and application of the technical standards.

When it comes to inspections, the Assistants do retain their dedicated area as this gives some consistency to customers.

6.2.3.2 Time recording system

We utilise the time recording function in the Uniform system to gather information on the time spent on verification (vetting and inspection) and that spent on non-verification duties.

6.2.3.3 Financial monitoring/governance

The Council as a whole does take pride in how budgets and finance in general are controlled to ensure it remains well placed to cope with budgetary fluctuations.

At a service level, senior management team meetings are held weekly. Each quarter one such meeting focuses on the position with regards to meeting budgetary targets.

The BS Manager meets with finance colleagues on a two monthly basis to monitor income and expenditure against budgets. This allows for early intervention and reporting to the Council should significant issues be identified.

6.2.3.4 IT systems

We use the Uniform system linked to Idox document management system. This in turn links in to the Scottish Government eDevelopment portal which permits customers to lodge applications electronically.

In addition, we operate the Idox Enterprise management system which uses a traffic light indicator for both staff and management. This ensures workloads are evenly distributed and that workflow is monitored to ensure targets are met.

We continually look to evolve the use of the system, most recently for logging licensing responses and dangerous building reports.

All staff now have tablet devices to allow for site visits to be undertaken without need for plans to be printed. All paper submissions and subsequent revisions are scanned allowing the full assessment, inspection, and completion processes to be done electronically.

6.2.3.5 Digital services

Since the introduction of eBuilding Standards portal in August 2016 we have embraced digital submissions and have sought to promote this both in our guidance leaflets and our website.

There has been a steady growth in uptake of this service whereby now over 75% of warrant applications are submitted through the portal.

Customers do have the option of submitting paper-based applications, which are scanned to allow processing to be done electronically. The approvals are then issued in paper. Across Scotland there is no consistency of approach with anecdotal evidence that some still insist that a paper set of plans be submitted to support electronic submissions and conversely some who will not accept paper submissions at all.

We are seeking to increase the levels of business conducted electronically in accordance with recommendations of the Scottish Government as and when that becomes appropriate.

We are currently working with IT to create an online enquiry service. The system will allow enquiries to be allocated and tracked.

6.2.3.6 Finance systems

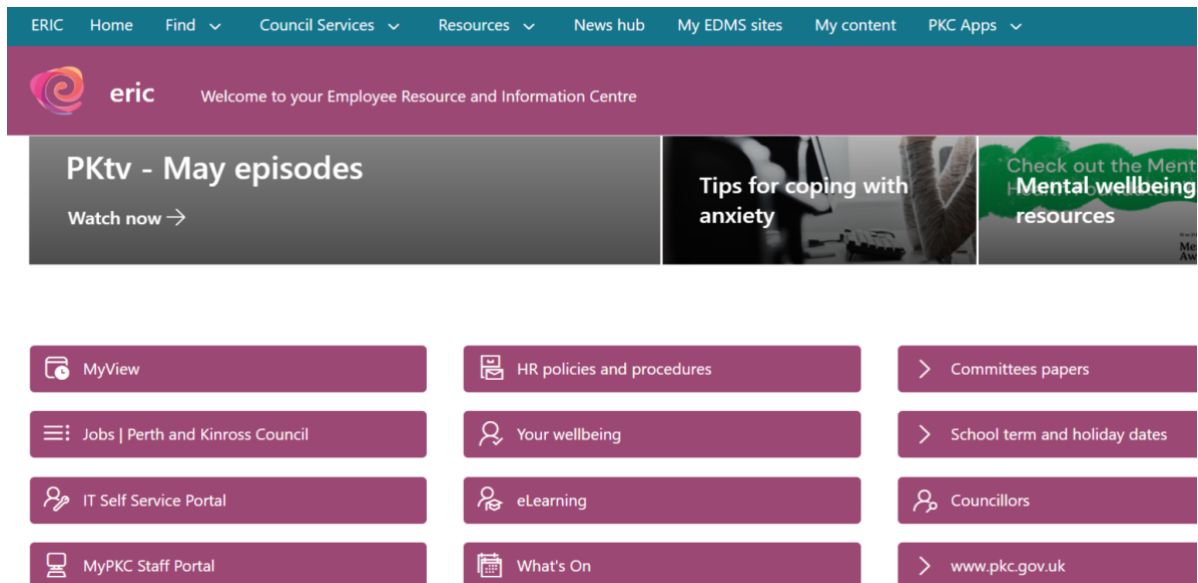
The Council utilise the Integra IT system from which the general ledger is used for routine monitoring of budgets. At a team level, all monies received in respect of Building Warrant fees are logged on Uniform and on Integra. This permits monies received and budgets to be monitored by our Finance colleagues.

6.2.3.7 Internal communication strategies

The Council recognise the importance of having clear lines of communication to ensure staff are kept motivated and feel involved. Internal communications are delivered in a number of ways as highlighted earlier in Section 2 and outlined in Appendix B. The Council have an intranet system, entitled Employee Resource and Information Centre (eric). This contains a wealth of information about the Council including all employment policies and procedures.

eric also provides an excellent means of communicating with staff when changes are being introduced and to advise of initiatives that may impact on them. It is not merely a tool for human resources; all services can utilise this to post messages, be it general information, events, or specific key messages they require to share with all staff.

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7. Service Improvements and Partnership Working

7.1 Service improvement log for 2024 to 2025

In the previous 12 months we achieved the following:

No	Improvement Action	Timescale
1	Carry out self-assessment to ensure compliance with the latest operating and performance frameworks, and update procedures where required.	Ongoing
2	Complete Sports Ground Safety Authority's self-assessment worksheet and implement any actions required.	Ongoing
3	Develop and implement a time recording system to meet the new BSD data request.	Complete
4	Engage with Local Authority Building Standards Scotland (LABSS).	Ongoing
5	Continue to engage and actively support the Scottish Building Standards Hub.	Ongoing
6	Implement follow up stages of Competency Assessment System (CAS) as part of the Competency Framework.	Ongoing
7	Feed performance results into the Council's own KPO platform, ensuring we are meeting the Council's strategic goals.	Ongoing
8	Engage with Building Conditions Working Group to identify areas of Perth in need of repair, working with Environmental Health, Planning, and Housing.	Ongoing
9	Create and participate in Consortium Business Support Forum to learn best practice for administrative processes.	Ongoing

7.2 Service improvement log for 2025 to 2026

In the next 12 months we aim to achieve the following:

No	Improvement Action	Timescale
1	Carry out self-assessment to ensure compliance with the latest operating and performance frameworks, and update procedures where required.	Ongoing
2	Complete Sports Ground Safety Authority's self-assessment worksheet and implement any actions required.	Ongoing
3	All staff to engage with the Building Standards Hub online training module in preparation for Competency Assessments.	Ongoing
4	Engage with Local Authority Building Standards Scotland (LABSS).	Ongoing
5	Continue to engage and actively support the Scottish Building Standards Hub.	Ongoing
6	Implement follow up stages of Competency Assessment System (CAS) as part of the Competency Framework.	Ongoing
7	Feed performance results into the Council's own KPO platform, ensuring we are meeting the Council's strategic goals.	Ongoing
8	Engage with Building Conditions Working Group to identify areas of Perth in need of repair, working with Environmental Health, Planning, and Housing.	Ongoing
9	Participate in Consortium Business Support Forum to learn best practice for administrative processes.	Ongoing

7.3 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 achieved success:

Within the Council

- **Development Management**

Working with the Enforcement Team to ensure unauthorised development is addressed. Working with the Conservation Team in dealing with dangerous and defective buildings that are listed or within conservation areas.

- **Environmental Health**

Working collaboratively on defective buildings. Consultations relating to contaminated land.

- **Property Services**

Ensure effective and timely delivery of Building Warrants; CPD events; carrying out works to dangerous buildings.

- **Legal Services**

We consult and discuss matters of legislative interpretation with our solicitors and process applications for Section 50 (Liquor licensing) certificates and are consulted on applications for HMO licences.

- **Roads Service**

Dangerous buildings and SUDS adoption.

- **Economic Development**

Fast-tracking Building Warrants that have significant implications for inward investment.

Outwith the Council

- **Tayside Building Standards Consortium**

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 on BW's; completion acceptance; dangerous buildings; sports ground safety.
- **Building Standards Focus Group**
Benchmarking on best practice.
- **SEPA**
Foul water discharge licences and phosphate mitigation.
- **Police Scotland**
Sports ground safety inspections.
- **Building Standards Hub**
Work collaboratively with, and support the service provided by the Building Standards Hub.

8. Additional Data

As a verifier we must provide quarterly reports to Scottish Government that detail our performance against targets and other workload statistics. 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.

2024 to 2025 data statistics

Statistical Information	Q1	Q2	Q3	Q4	Total 2024/25
Number of Building Warrant applications validated	280	241	211	281	1,013
Number of Building Warrant applications approved	279	265	221	238	1,003
Fee income (£)	£352,152	£320,742	£262,663	£346,631	£1,282,188
Value of work (£m)	£32.4	£26.7	£26.1	£34.1	£119.3
Number of Completion Certificates submitted	391	381	377	389	1538
Number of Completion Certificates Accepted	339	328	333	339	1339
Certificate of Design submitted	200	179	160	85	624
Certificates of Construction submitted	104	57	68	109	338
Energy Performance Certificates (domestic)	83	55	66	63	267
Energy Performance Certificates (non-domestic)	3	0	1	0	4
Statements of Sustainability (domestic)	73	55	55	64	247
Statements of Sustainability (non-domestic)	6	0	0	5	11

Statistical Information	Q1	Q2	Q3	Q4	Total 2024/25
Enforcement Notices served under sections 25 to 30	10	1	2	11	24
Enforcement cases referred to PF	0	0	0	0	0
Enforcement cases where local authority has undertaken work	0	0	0	0	0

2025 to 2026 data statistics

Statistical Information	Q1	Q2	Q3	Q4	Total 2025/26
Number of Building Warrant applications validated	213				213
Number of Building Warrant applications approved	244				244
Fee income (£)	£250,939	£246,769	£213,597	£392,122	£1,103,427
Value of work (£m)	£29.9m	£36.1m	£25.3m	£89.5m	£180.8m
Number of Completion Certificates submitted	421				421
Number of Completion Certificates accepted	341				341
Certificate of Design submitted	171				171
Certificates of Construction submitted	122				122
Energy Performance Certificates (domestic)	78				78
Energy Performance Certificates (non-domestic)	6				6
Statements of Sustainability (domestic)	67				67

Statistical Information	Q1	Q2	Q3	Q4	Total 2025/26
Statements of Sustainability (non-domestic)	5				5
Enforcement notices served under sections 25 to 30	7				7
Enforcement cases referred to PF	0	0	0	0	0
Enforcement cases where local authority has undertaken work	1				1

Appendix A: Customer Charter

The key commitments from our customer charter are as follows:

- We will respond in a clear and comprehensive manner to your general enquiries by email or in writing within 10 working days. Where this is not possible, we will notify you within 5 working days giving a likely response date.
- We will acknowledge receipt of your Application for Building Warrant within 3 working days.
- We will respond to your Application for Building Warrant within 20 working days of validation. In the case of major developments that will impact on the economy of the area, the target will be 15 working days.
- We will issue your Building Warrant within 10 working days of receipt of competent plans.
- We will respond to your notification for inspection/drain test in terms of your Construction Compliance and Notification Plan within 3 working days.
- We will respond to your submission of a Completion Certificate within 10 working days of receipt.
- We will issue your Completion Certificate decision notice within 3 working days of a satisfactory inspection.
- We will respond to your request for a letter of comfort within 10 working days.
- We will respond to reports of dangerous buildings within 24 hours and most urgent cases within 1 hour.
- We will respond within 5 working days to reports of buildings in disrepair.
- We will respond to your request for copies of documentation/plans within 5 working days.
- We will answer telephone calls within 6 rings.

Appendix B: Departmental Communication Framework

B.1 Chief Executive Officer

Publishes a monthly blog to inform staff of what is happening at a corporate level. He has also indicated there will be learning lunches to which staff will be invited to attend so they can communicate directly with him. He has also introduced PKTV which is a monthly video updating staff on issues within the Council.

B.2 Executive Director

Hosts “business breakfasts” to which all levels of staff are invited in small groups. The format is very similar to that of the Chief Executive Officer meetings described above, where the main corporate issues affecting the Service are discussed and attendees can share experience of what is happening within their own area of expertise.

B.3 Strategic Lead

Hosts monthly management meetings for the Planning and the Economic Development sections. These cover issues such as updates from the senior management team; staffing issues; health and safety; management priorities; significant projects, etc.

Meet each of their managers individually for a monthly one-to-one catch up.

B.4 Building Standards Manager

Attends monthly team meetings which all Building Standards staff attend. The meetings allow staff to be updated on corporate matters, LABSS, BSD and other business issues, as well as standing items such as health and safety, updates on RICS or CABE meetings, feedback from training sessions. Staff are also encouraged to bring items for discussion, including technical issues.

Meets on a weekly basis with Team Leaders to discuss strategic or performance issues within the team.

Hosts a meeting with Team Leaders from Building Standards and Development Management to cascade information from the management team.

Hosts annual Focus Group meetings with service users which are aimed at encouraging open and frank discussions.

Maintains an open-door policy so staff can discuss issues as they arise.

Annually team leaders have Employee Review and Development meetings (ERDs) to discuss personal performance and to consider training and development needs.

B.5 Team Leaders

Interact daily with staff and have invited all staff to have a monthly one-to-one meeting.

Annually all staff have Employee Review and Development meetings (ERDs) to discuss personal performance and to consider training and development needs.

B.6 Service

Quarterly, the service publishes a staff newsletter which has a mix of informative and informal articles.

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

BSL users can contact us via Contact Scotland BSL, the online British Sign Language video relay interpreting service. Find out more on the Contact Scotland BSL website <https://contactscotland-bsl.org>