

Moray Council Building Standards  
**ANNUAL VERIFICATION  
PERFORMANCE REPORT**

01 APRIL 2024 - 31 MARCH 2025



Moray Council Building Standards - Annual Performance Report

**Record of Document Revisions**

| Version | Description of Change              | Date         |
|---------|------------------------------------|--------------|
| 1       | Update to create 2024 - 25 version | 31 July 2024 |

**Key Contact:** William Clark, Acting Development Management and Building Standard Manager (Job Share)



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# Introduction to Moray Council as verifier

## 1.1 Introduction

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.

## 1.2 Moray

Moray is located midway between the cities of Aberdeen and Inverness and borders the Moray Firth. The geographical area of Moray extends to 861 square miles with a population of some 96,000. The principal towns within Moray are Elgin, (population 25,000); Forres, (population 12,500); Buckie, (population 11,000); Lossiemouth, (population 7,000) and Keith, (population 4,700).

Moray is principally rural, the main industries being distilling, farming and tourism. One half of all the distilleries in Scotland are located in Moray along with the major air base of RAF Lossiemouth and Kinloss Army Barracks as well as being home to the world famous family run companies Baxters of Speyside and Walkers Shortbread. Moray also is the home of two major construction companies, Robertson Group and Springfield.

Moray Council comprises of 26 Members, employs over 4000 staff and has an annual budget for the period 2024/25 of £278.8m.

## 1.3 Responsibilities

The Building Standards service has responsibility to secure the health, safety, welfare and convenience of persons in or about buildings and of others who may be affected by buildings or matters connected with buildings. It also aims to further the conservation of fuel, energy and achieve sustainable development.



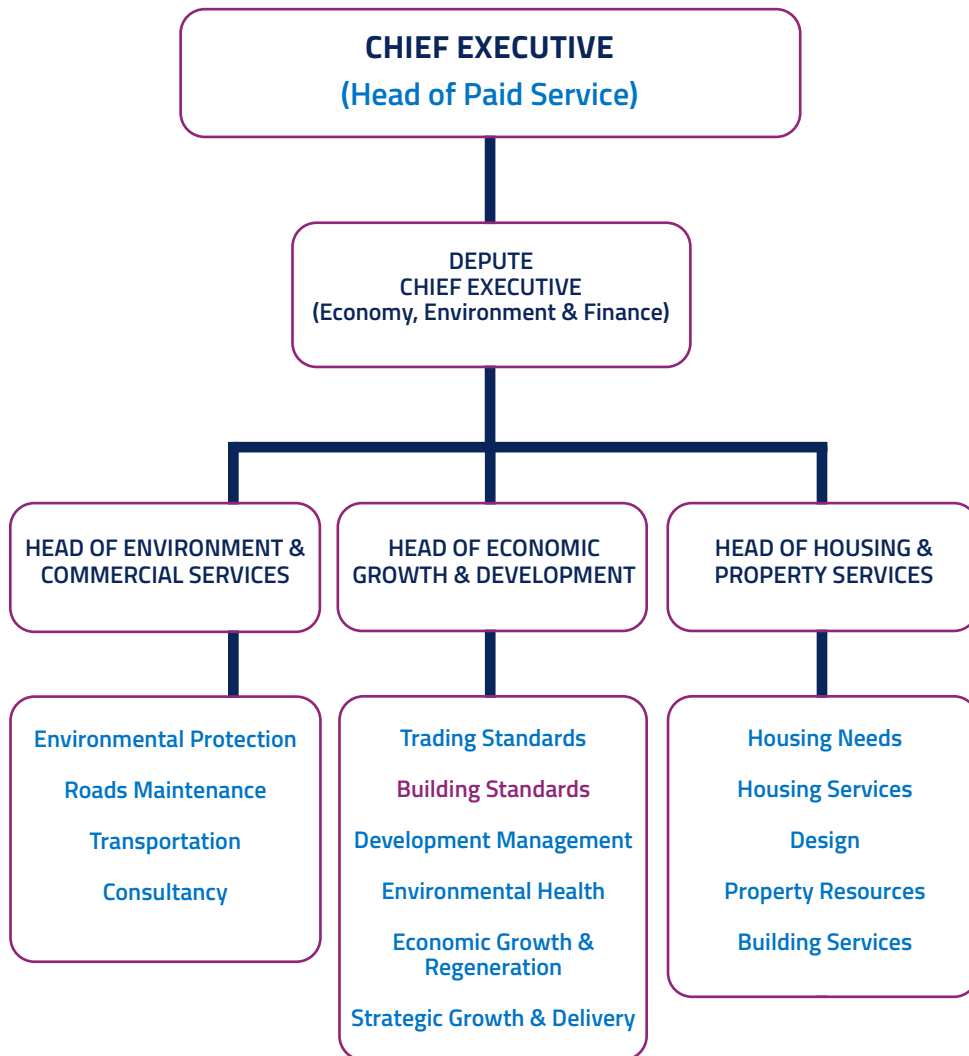
### 1.4 Moray Council – Organisational Structure

Moray Council’s Building Standard’s service is located within the Economic Growth & Development section of Economy, Environment & Finance.

Economic Growth & Development consists of six service areas and is supported by administration and systems support teams.

- Trading Standards
- Building Standards
- Development Management
- Environmental Health
- Strategic Growth & Delivery
- Economic Growth & Regeneration

The following organisational chart shows the reporting relationship within the Authority and where Building Standards is placed within it.



## 2.0 Building Standards Verification Service Information

### 2.1 Public Interest Statement

The purpose of the building standards system is to protect the public interest. The system sets out the essential standards that are required to be met when building work or conversion of a building takes place in order to meet building regulations.

The building standards system checks that proposed building work or conversion of a building meets standards; inspections are limited to a minimal necessary to ensure that legislation is not avoided. The control of work on site is not down to the system but is a matter for contracts and arrangements in place between a builder and client.

Verifiers, appointed by Scottish Ministers are responsible for the independent checking of applications for building warrants to construct or demolish buildings, to provide services, fittings or equipment in buildings, or for conversions.

### 2.2 Location and Accessibility of Service

Team members are currently working in a hybrid working pattern with office and home working utilised and centred around service needs and employee work-life balance.

The Building Standards Service is delivered from the Moray Council Headquarters in Elgin. The office facilities promote a close working relationship between all services and in particular Development Management. The facilities provide an accessible facility for applicants and agents to visit.

Building Standards Officers can be available between 7.00am and 7.00pm by appointment. In addition, a Duty Officer is available 2.00 - 4.00pm each day for general enquiries by telephone.

All forms and guidance documents are also available on our website which is kept up to date.

### 2.3 Services and Function

Building Standards has two distinct roles, verification and enforcement. Verification is principally achieved through the application of the Building (Scotland) Act 2003 when considering applications for Building Warrant and the submission of Completion Certificates.

The verification role includes:

- The verification of applications for Building Warrant.
- The verification of completed works on site - accepting or rejecting completion certificates.
- The verification of completion certificates with no building warrant.

#### Enforcement Role

The service also deals with unauthorised works and dangerous and defective buildings under sections 25-30 of the Building (Scotland) Act 2003. These being:

- Unauthorised works
- Defective buildings
- Dangerous buildings
- Building regulation compliance
- Continuing requirement enforcement

The Building Standards team provides a dangerous building and structure call-out service 24 hours a day, 365 days per year.

Over the 2023-24 period the service dealt with 39 dangerous building and enforcement cases.

### Advisory Role

The service has an advisory role relating to:

- The Licensing (Scotland) Acts 1976 and 2005
- The Civic Government (Scotland) Act 1982
- The Safety at Sports Ground Act 1976
- The Building (Scotland) Act 2003 – maintenance of the Building Standards Register.
- The Cinema Act 1985;
- The Theatres Act 1968;
- The Fire (Scotland) Act 2005;
- The Building (Scotland) Act 1959
- The Building (Scotland) Act 2003
- Pre application discussions

### Pre-application advice

We encourage and welcome requests for guidance in advance of submitting any building warrant applications. As mentioned in 2.2 above a duty officer is available each day for general enquiries by telephone. Written enquiries are also encouraged and we have an eForm available for this purpose on our website.

In addition, we promote a more formal service for pre-submission advice for larger projects. This is a chargeable service at £142 per hour but offers substantial benefits for the applicant/agent. Agreement could be reached in the way forward in terms of the Technical Standards and also to determine what information may be required to process the warrant such as fire engineer reports, structural certification, site investigations etc. Information on the service is available on our website.

### Statutory Service

The statutory services role covers:

The provision of a two part Building Standards Register:

**Part 1** web based and to be maintained for all time;

**Part 2** to be in any format and to be maintained for a minimum of 25 years or until the building is demolished; and

Energy Performance of Building (Scotland) Regulations 2008.

### Non Statutory

The non-statutory services role covers:

- Provision of a Letter of Comfort scheme;
- Provision of copy documents;
- Provision of copy plans;
- Pre-application discussions;
- Formal enquiry process.



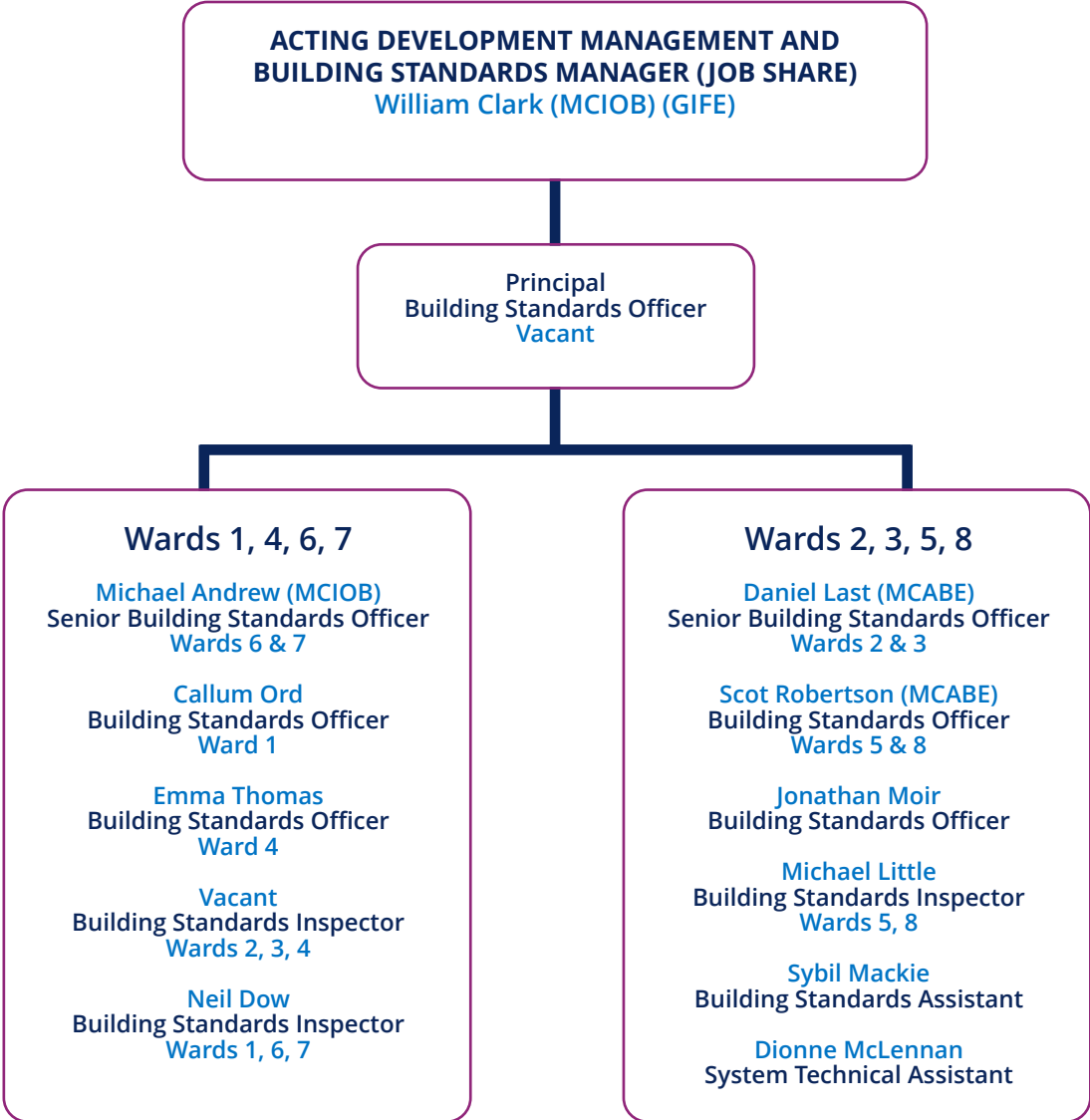


**2.4 Staffing**

The team structure provides a two team arrangement.. The structure for Building Standards is indicated below.

The service operates a career grade scheme which provides details of the qualifications and experience required for each stage.

This resourcing structure is the minimum required to provide the Building Standards Service in Moray.



The table below shows the staffing position on 30 June 2024.

|   | TIER 1 | TIER 2 | TIER 3 | TIER 4 |
|---|--------|--------|--------|--------|
| Head of Building Standards Verification Service |        |        | X      |        |

Note: Tier 1 = Chief Executive, Tier 2 = Directors, Tier 3 = Heads of Service, Tier 4 = Managers

|                               |                     | BUILDING STANDARDS VERIFICATION SERVICE | OTHERS |
|-------------------------------|---------------------|---|--------|
| Principal Officers            | No. posts<br>Vacant | 3<br>0.5                                |        |
| Main grade posts (surveyors)  | No. posts<br>Vacant | 4<br>0                                  |        |
| Main grade posts (inspectors) | No. posts<br>Vacant | 3<br>0                                  |        |
| Technician/Assistant          | No. posts<br>Vacant | 1<br>0                                  |        |
| Office support/ clerical      | No. posts<br>Vacant | 1<br>0                                  |        |
| <b>TOTAL</b>                  |                     | <b>12</b>                               |        |

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

| STAFF AGE PROFILE | HEADCOUNT |
|-------------------|-----------|
| Under 30          | 1         |
| 30-39             | 4         |
| 40-49             | 2         |
| 50 and over       | 5         |

## 3.0 Strategic Objectives

### Corporate Plan

Our **Corporate Plan Moray 2024-2029** sets out our vision and priorities as a council over the next 5 years and how we will collaborate with partners to achieve our shared Moray Community Plan (Local Outcomes Improvement Plan Moray 2027).

Our new Corporate Plan describes our ambitions for Moray and focuses on tackling inequality in all we do, targeting our services towards that goal and working with partners and communities to achieve it. The plan incorporates key areas of focussed work over 3 strategic priorities and links with our service plans and community planning partnership strategies to ensure we deliver together.

We are on a journey of change in Moray that has been informed by information about and engagement with our communities that we plan to build on as we develop our programme of actions for the future of Moray over time.

### Plan for Moray

Our Corporate Plan sits alongside the Partnership Strategies and Plans agreed with our community planning partner organisations and communities to work towards our shared ambition for Moray. This forms the wider partnership Plan for Moray that we are all committed to delivering.



# VISION

## A Moray where people prosper, free from poverty and inequality

- Our young people grow up safe, well-educated and reach their full potential
- People lead healthy lives and have access to quality care when they need it
- Our businesses and communities prosper
- We leave a better environment for future generations

| Fair  | Ambitious  | Improving  | Responsive   |
|---|--|--|--|
| <ul style="list-style-type: none"> <li>● Tackle inequalities</li> <li>● Treat people fairly</li> <li>● Promote equalities and awareness</li> <li>● Consider our impact on others</li> </ul> | <ul style="list-style-type: none"> <li>● Be outward looking</li> <li>● Promote and celebrate Moray</li> <li>● Be a great place to work</li> <li>● Ensure sustainable and efficient council services</li> </ul> | <ul style="list-style-type: none"> <li>● Drive improvement</li> <li>● Encourage innovation</li> <li>● Take commercial opportunities</li> <li>● Invest in transforming to meet future needs</li> </ul>  | <ul style="list-style-type: none"> <li>● Be open and transparent</li> <li>● Promote community participation and involvement</li> <li>● Listen to and involve our Communities</li> </ul>  |
| Priorities  | Tackle Poverty and Inequality  | Build Stronger Greener Vibrant Economy   | Build thriving, resilient, empowered communities   |
| <b>Challenges</b>   | <ul style="list-style-type: none"> <li>● Growing child poverty levels</li> <li>● Young people do not do so well at school as they could</li> <li>● Supporting pupils with additional support needs</li> </ul>  | <ul style="list-style-type: none"> <li>● Low wage economy dependent on public sector organisations for employment</li> <li>● Young people leave the area after leaving school and do not return</li> <li>● Effects of climate change on our natural environment</li> </ul> | <ul style="list-style-type: none"> <li>● A town/rural divide in relation to outcomes</li> <li>● Impact of social isolation and access to services due to rural nature</li> <li>● Managing the financial and resourcing pressures of our learning estate</li> </ul> |
| <b>Opportunities</b>  | <ul style="list-style-type: none"> <li>● Routes to earlier intervention and prevention</li> <li>● Quality education and high skills, maximising life chances</li> </ul>  | <ul style="list-style-type: none"> <li>● Creating choices that encourage young people to remain in Moray</li> <li>● Achievement of Climate Change targets</li> </ul>   | <ul style="list-style-type: none"> <li>● Vibrant town centres to support local communities</li> <li>● Distinctive communities with strong identities</li> <li>● Learning estate fit for the future and financially sustainable</li> </ul>                          |

### **Plan for Moray**

Our corporate plan describes how we will deliver on the ambitions we have for our communities and is underpinned by and aligned with our:

**Financial Strategy:** Plans ahead taking account of the main elements the council will use to make strategic shifts in expenditure to achieve financial sustainability in the context of government policy, the economy, cost drivers, future service demands and other factors the influence the financial environment.

**Workforce Strategy:** to enable the council to develop and maintain a skilled, motivated and flexible workforce and to adapt as an organisation in order to be able to ensure it can meet both the current and future demands and deliver sustainable services to the community.

**Digital Strategy:** provides efficient and effective technology to enable services to meet current and future service requirements in delivering the Council's priorities and enabling and supporting transformational change required for modernisation and improvement within and across services.

**Transformation Plan/Strategy:** to deliver transformational change to meet future requirements and support the council to achieve a sustainable budget position

**Performance Management Framework:** sets out the approach to performance and continuous improvement activity in the delivery of Best Value

### **3.3 Key Service Objectives**

The Building Standards key strategic objectives for the coming year are:

- Ensure that the terms of the Verification Operating Framework are met and/or implemented.
- Work to achieve the targets set out in the National Performance Framework ensuring no red markers.
- In May 2022 the service was appointed as verifier for Moray for a 6-year period to April 2029.
- Address the actions for improvement set out in the Appointment of Verifiers to maintain and improve upon this appointment.
- Implement key directives from an Improvement Framework improvement workshop
- Review processes and procedures.

## 4.0 Key Performance Outcomes and Targets

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

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

There are also three cross-cutting themes, comprising:

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



### Summary of Key Performance Outcomes (KPOs)

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

**Summary of Key Performance Targets**

| <b>KPO1 Targets</b> |   |
|---------------------|---|
| 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).   |
| <b>KPO2 Targets</b> |   |
| 2.1                 | Targets to be developed as part of future review of KPO2.   |
| <b>KPO3 Targets</b> |   |
| 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.  |
| <b>KPO4 Targets</b> |   |
| 4.1                 | Minimum overall average satisfaction rating of 7.5 out of 10.   |
| <b>KPO5 Targets</b> |   |
| 5.1                 | Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).   |
| <b>KPO6 Targets</b> |   |
| 6.1                 | Details of eBuilding Standards to be published prominently on the verifier's website.   |
| 6.2                 | 75% of each key building warrant related process being done electronically <ul style="list-style-type: none"> <li>▪ Plan checking</li> <li>▪ Building warrant or amendments (and plans) being issued</li> <li>▪ Verification during construction</li> <li>▪ Completion certificates being accepted</li> </ul> |
| <b>KPO7 Targets</b> |   |
| 7.1                 | Annual performance report published prominently on website with version control (reviewed annually).  |
| 7.2                 | Annual performance report to include performance data in line with KPOs and associated targets.   |

# 5.0 Performance Data

Moray Council requires to satisfy the requirements of the verification Operating Framework (2024) and the verification Performance Framework (2024).

This section includes a summary of performance against both frameworks and provides an accompanying narrative.

## 5.1 SUMMARY OF PERFORMANCE AGAINST KEY PERFORMANCE OUTCOMES

### PROFESSIONAL EXPERTISE AND TECHNICAL PROCESSES

#### PERFORMANCE FRAMEWORK KPO 1:

#### Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant

##### Requirements of the verifier:

- Maintain records of applications received for for building warrant and amendment to building warrant with breakdowns for reporting work categories and value of work categories.
- Maintain records of the time taken from receipt of a valid application to issue a 'first report'.
- Maintain records of the time taken from receipt of all satisfactory information to issue a building warrant or amendment to a building warrant.
- Maintain records of the overall time taken from receipt of a valid application to the time to issue a building warrant, or amendment to a building warrant.
- Seek to minimise the time taken to issue a building warrant whilst maintaining high standards of verification.
- Maintain records of applications for building warrants that utilised customer agreements.

##### In 2023-24 we...

- Ensured all requirements to maintain records were achieved and these are demonstrated through the quarterly return.

##### Performance management systems

- A suite of reports are run weekly and monthly to monitor performance and individual workloads. These are used to provide reports to the Planning and Regulatory Services Committee and quarterly information to the Building Standards Division of Scottish Government.
- We continued to develop the Enterprise Workflow Management system from Idox and this has proven to be an essential tool in the daily operations of the service including allocation of work.
- The average time to determine a building warrant over the period was 89 days.

##### Improvement areas.....

- Review and develop processes to minimise the time taken to issue a first report and to issue a building warrant or amendment of warrant whilst maintaining high standards of verification.
- Develop a system and proforma for records of applications for building warrants that utilised customer agreements and promote their use.



### Targets:

- 95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including building warrants and amendments issued without a first report).
- 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – (not building warrant and amendments issued without a first report).

### In 2023-24 we...

- Provided 96.93% of first reports within 20 days and issued 98.81% of building warrants and amendment of warrants within 10 days.

### Improvement areas.....

- Maintain performance targets and continue to develop the service.

## PERFORMANCE FRAMEWORK KPO 2:

### Increase quality of compliance assessment during the construction processes

#### Requirements of the verifier:

- Embed risk assessment methodologies into normal working practices for undertaking reasonable inquiry before accepting a completion certificate.
- Issue Construction Compliance Notification Plans (CCNP) in accordance with the nationally agreed VDC guidance with all building warrants issued.
- Maintain records of CCNPs for 'accepted' completion certificates with breakdown into reporting work categories and value of work categories.
- Maintain records of number of CCNPs that were fully achieved in terms of notification by the relevant person and inspection by the verifier.
- Maintain records of construction non-compliance locally and report trends and issues with a national impact to drive forward improvements in verification.

### In 2023-24 we...

- Provided a Construction Compliance Notification Plan (CCNP) with all building warrants issued.
- We maintained records of CCNPs for 'accepted' completion certificates with breakdown into reporting work categories and value of work categories.
- We maintained records of number of CCNPs that were fully achieved in terms of notification by the relevant person and inspection by the verifier.

### Improvement areas.....

- Develop a strategy to seek increase in the number of CCNP's complied with the outcome of improving the performance relating to KPO2.
- Review the quality of compliance assessment during the construction processes.
- Introduce methods of collating compliance trends and review at team meetings.
- Develop our processes for maintaining records of construction non-compliance locally and report trends and issues with a national impact to drive forward improvements in verification.
- Develop Training Strategy with key emphasis on competency and post grades/experience as part of CAS process
- All protocols to be reviewed to build upon new work practices.
- Increased usage of Remote Verification Inspection and training delivered.

## Operating Framework 1.2 - Resourcing

### Function:

Verifiers must have staff with appropriate competence, building standards related qualifications and experience, and have contingencies for when resourcing is not available in-house.

Verifiers must have sufficient staff numbers to meet targets set out in the performance framework.

### Prescription:

- Verifiers must demonstrate that they have the appropriate staff and record their qualifications, experience and training.
- Staff competence, qualifications, experience and training must be maintained through CPD records, which are maintained and available for inspection. Staff holding professional membership are responsible for maintaining and recording their CPD records, and their availability for inspection.
- Verifiers must demonstrate they have measures in place for resourcing staff when specialisms which are not available in-house, for example for checking structural designs and fire engineered designs. Support for verifiers can be accessed through the Scottish Building Standards Hub.
- Verifiers must have plans in place to address any forecasted workload capacity gap.

### In 2023-24 we...

- Ensured information relating to staffing, qualifications and relevant experience was available for inspection and demonstrated in the annual performance report. Workforce data was provided to the Building Standards Division when requested.
- Recruitment process completed and team structure in place with no vacant posts.
- Continual Professional Development (CPD) records were recorded and collated by the service. These records are maintained and available for inspection.
- Ensured Employee Review & Development Process (ERDP's) were carried out annually across the service
- Attended various CPD events and staff training days which were provided throughout the year including corporate leadership events and on line training modules.
- The Council has a corporate succession planning policy in place but in addition Building Standards team supports staff to progress through their career grade and encourages them to obtain Professional qualifications.
- Moray Council Building Standards service are part of the Grampian Consortium and includes Aberdeen City and Aberdeenshire Council Building Standards teams. The Consortium currently has agreed to meet every 12 weeks remotely and this provides the service the opportunity to share information/best practice and develop joint initiatives with the aim of improving service delivery and to establish a consistent approach to interpretation of policies/technical guidance as well as facilitate shared training events.
- Moray Council and the Grampian Consortium Group are actively involved with national policy and working groups via LABSS.
- Agreements are in place with external consultants for use when expertise is not available in-house i.e. Structural and Fire Engineers.

The Building Standards Service provides workforce data to the Building Standards Division. The data provided on 30 June 2024 is listed below:

| <b>WORKFORCE SUPPLY - LENGTH OF BS SERVICE<br/>(the current workforce)</b> | <b>CURRENT EMPLOYEES<br/>(as at 31 August 2022)</b> |
|--|---|
| 0-5  | 2   |
| 06-10  | 4   |
| 11-15  | 3   |
| 16-20  | 1   |
| 21-25  | 1   |
| 26-30  | 0   |
| 31-35  | 1   |
| 36-40  | 0   |
| 40+  | 0   |

| <b>WORKFORCE SUPPLY - QUALIFICATION<br/>(the current workforce) - see guidance note 11</b> | <b>CURRENT EMPLOYEES<br/>(as at 31 August 2022)</b> |
|--|---|
| SCQF Level 7 – Higher National Certificate   | 4   |
| SCQF Level 8 – Higher National Diploma   | 1   |
| SCQF Level 9 – Ordinary Degree   | 1   |
| SCQF Level 10 – Honours Degree   | 3   |
| SCQF Level 11 – Masters Degree, Post Graduate Certificate                                  | 1   |

| <b>WORKFORCE SUPPLY - PROFESSIONAL MEMBERSHIP<br/>(the current workforce)</b> | <b>CURRENT EMPLOYEES<br/>(as at 31 August 2022)</b> |
|---|---|
| Member of the Association of Building Engineers (CABE)                        | 2   |
| Chartered Institute of Building (CIOB)  | 2   |
| Graduate of the Institute of Fire Engineers (iFire)                           | 1   |
| Royal Town Planning Institute (RTPI)  | 0   |

### Improvement areas.....

- Develop the training strategy with the key objective of setting out competencies required for each grade of post relating to the Building Standards Officer post. This will align to the CAS process.
- Team meetings currently weekly on Microsoft teams to be expanded to facilitate future individual training/CPD events

## Operating Framework 1.3 - Business management and operational resilience

### Function:

Verifiers must have business planning in place and have embedded risk management and continuous improvement in their service. Verifiers must have provisions in place to minimise disruption to service operation as a result of unforeseen circumstances.

### Prescription:

Verifiers must demonstrate that they meet their appointment criteria, have business planning in place and have embedded risk management and continuous improvement in their service.

Verifiers must demonstrate measures are in place:

- to fulfil their appointment criteria and meet the performance framework
- to work collaboratively with the Scottish Building Standards Hub
- for the proportionate risk management of processes which enable identification, management and mitigation of risks that may prevent verification services, threaten sustainability of the business and the reputation of buildings standards compliance generally
- to ensure operational continuity in the face of events such as the loss of key staff, staff illness, fire and flood damage
- to protect data from unrecoverable loss, unauthorised access or theft
- to ensure that, in the case of ceasing to trade, core information and resources have been maintained in such a way that a successor organisation can be appointed to take over responsibility for ongoing operation of verification services

Desk instructions must be provided for essential processes to support operational integrity should changes to staff or systems occur.

Desk instructions must be regularly maintained and reflect current practices.

### In 2023-24 we...

- In circumstances where there are reduced resources in-house, for example long-term absences or unforeseen increase in Building Warrant applications arrangements are in place with our Grampian Consortium partners Aberdeenshire and Aberdeen City Council in addition to assistance through Local Authority Building Standards Scotland (LABBS) to assist with the verification of warrant applications as and when deemed necessary. Links have been maintained with Argyll and Bute Council who have previously assisted with verification checks. Links are also in place with an external recruitment agency if deemed to be required.
- The Building Standards team is set up to work completely remotely from home including admin support. Corporate procedures are in place to retrieve paper files, copy documents to support the core service.
- Procedures are set out in the Document Management System and are kept updated when changes are deemed to be required - this is an ongoing process of review.

- Moray Council ICT section have a business continuity plan covering flood/fire events relating to ICT servers to ensure data is backed up and stored. File storage in the event of a flood (recent event) has resulted in paper files being relocated to alternative storage buildings. Corporate Business Continuity Plans also cover these sets of circumstances

#### **Improvement areas.....**

- Identify the processes in place which require review and set out an action plan with timescales and nominated officers to review each process identified.
- Review the current process for carrying out structural checks on design (external Structural Engineer currently used where deemed necessary) and assess whether utilising the services of consortium group members and/or Moray Council's own consultancy service would result in resource savings and or improved delivery of service.
- Investigate methods of procedural notifications either through SharePoint or DMS

### **Operating Framework 2.1 - Risk management of applications for building warrants**

#### **Function:**

Verifiers must have risk assessment protocols in place for dealing with applications for building warrants.

#### **Prescription:**

- Verifiers must demonstrate a risk-based approach to dealing with applications for building warrants.
- Verifiers must integrate 'local' project and process related risks to 'local authority' operational and strategic risks.

#### **In 2023-24 we...**

- Had risk management protocols in place for dealing with building warrant applications.

#### **Improvement areas.....**

- Current processes for risk management for Building Warrants will be reviewed to be clearly demonstrate a risk-based approach to dealing with applications.
- All complaints received will be the subject of a review and any improvement actions identified will be incorporated into the Improvement Plan. More emphasis to be placed on improved risk matrix and process maps.

### **Operating Framework 2.2 - Risk management of completion certificate submissions (including inspection regimes)**

#### **Function:**

Verifiers must have risk assessment protocols in place for dealing with completion certificate submissions and determining inspection regimes.

#### **Prescription:**

- Verifiers must demonstrate a risk-based approach to determining and undertaking inspection regimes and dealing with completion certificate submissions.
- Verifiers must integrate 'local' project and process related risks to 'local authority' operational and strategic risks.

### **In 2023-24 we...**

- Had risk assessment protocols are in place for dealing with completion certificate submissions.

### **Improvement areas.....**

- A review of protocols for dealing with completion certificates will be undertaken and take specific account of the need to carry out Remote Verification Inspections.
- Ensure that procedures are aligned with Digital Transformation and make the best use of technology currently available whilst identifying future opportunities that could assist with saving resources.

## **Operating Framework 2.3 - Quality assurance of building warrant and completion certificate decisions**

### **Function:**

Verifiers must have quality assurance procedures in place for building warrant decisions (granted/refused) and completion certificate submission decisions (accepted/rejected), and to undertake appropriate corrective action where the required standard is not met.

### **Prescription:**

- Verifiers must ensure that a minimum sample (5%) of the total number of building warrant applications decided and completion certificate submissions decided are checked for accuracy.
- Verifiers must ensure that samples are checked regularly, and sampling considers risk profiles of applications and submissions and staff competencies.
- The sample should be based upon a random sample, augmented by any identified need for targeted audit as a result of complaints or requests from other organisations identified by the Scottish Government.

### **In 2023-24 we...**

- Ensured risk assessment protocols are in place for dealing with completion certificate submissions.

### **Improvement areas.....**

- A review of protocols for dealing with completion certificates will be undertaken and take specific account of the need to carry out Remote Verification Inspections.
- Ensure that procedures are aligned with Digital Transformation and make the best use of technology currently available whilst identifying future opportunities that could assist with saving resources.

## **Operating Framework 2.4 - Adherence to legislative procedures, appeals and complaints**

### **Function:**

Verifiers must adhere to legislative procedures and deadlines, appeals processes and complaints processes.

### **Prescription:**

- Verifiers must have processes and controls in place to meet legislative procedures and deadlines.

- Verifiers must demonstrate they have measures in place for managing decisions and non-compliance, and must record compliance with legislation and other processes.
- Verifiers must pro-actively communicate with applicants at relevant times regarding key decisions and implications.
- These measures must be applied in a fair and open way, including that those carrying out the assessment of applications and complaints declare any conflict of interest.

#### **In 2023-24 we...**

- Had a complaints procedure in place.
- Ensured we had no conflict of interest between operation as a verifier and any other activities – corporately and individual staff. All team members were requested to confirm this during this period.

#### **Improvement areas.....**

- We will review the current processes in place to ensure that they meet or exceed the requirements of this outcome.

### **Operating Framework 3.1 - Provision of information for business and performance management (including minimum requirements for review and record keeping)**

#### **Function:**

Verifier must maintain and review all procedures, documentations and systems to ensure they remain relevant to their role as a Verifier.

#### **Prescription:**

This must include local and national policies, technical and procedural guidance, and management information systems (casework and documents). Reviews must address changes:

- to meet amended requirements issued by Scottish Government
- arising from changes in national or local policy
- arising from working collaboratively with the Scottish Building Standards Hub
- where improvements are identified by internal review or examples of wider good practice

Verifiers must advise staff and ensure they are adequately trained in changes to procedures, documents and software requirements, and changes should be clearly identified.

#### **In 2023-24 we...**

- Ensured maintenance and review of procedures resulting in legislative changes and procedural guidance was done on a regular basis as changes were made and circulated widely to all members of the Building Standards team and briefings carried out at regular weekly team meetings.

#### **Improvement areas.....**

- Areas identified for immediate action are as follows:
  - Dangerous Building procedures
  - Licensing process
- A review of performance management information has been carried out for assessing KPO's to improve measures for assessing performance. Areas highlighted for improvement and actions.

## QUALITY CUSTOMER EXPERIENCE

### KPO 3: COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER

#### Requirements of the verifier:

- Maintain their customer charter and incorporate national performance targets and national and local information into the template.
- Publish their customer charter prominently on the verifier website.
- Ensure the facility for online applications through the Scottish Government eBuilding standards system is detailed in the customer charter.
- Ensure the customer charter includes details of customer dispute resolution, complaints and performance procedures (e.g. Local Authority Building Standards Scotland Dispute Resolution Process, local authority complaints procedures, Scottish Government Verifier Performance Reporting Service for Customers).
- Review the National Customer Charter regularly (at least quarterly) maintaining localised information to ensure contact details and appropriate website links are kept up-to-date.
- Apply national building standards verification policies and interpretations.
- Adhere to the commitments in the national customer charter.

#### In 2023-24 we...

- The customer charter was provided and reviewed the Principal Building Standards Officer quarterly. The facility for online applications through the Scottish Government eBuilding standards system is detailed in the customer charter and it includes details of customer dispute resolution, complaints and performance procedures.
- Ensured Policies were updated accordingly and information relayed at weekly and monthly team meetings

#### Improvement areas.....

- We will ensure that the customer charter is updated in line with the above requirements and that the team are aware of the content.
- Ensured Policies were updated accordingly and information relayed at weekly and monthly team meeting following alerts to updated national building standards policies and interpretations.

#### Targets:

- National Customer Charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).
- 95% of Building Standards Division (BSD) requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days - Not Currently Operational

#### In 2023-24 we...

- Published the National Customer Charter prominently on the website and incorporates version control detailing reviews. This document was reviewed at least quarterly.

#### Improvement areas.....

- Continue to review and update the customer charter



## **KPO 4: UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE**

### **Requirements of the verifier:**

- To monitor and analyse customer feedback data received via the national customer survey platform.
- Promote the national customer survey platform directly to customers and through customer engagement activities.
- Use findings from the Scottish Customer Survey for the purpose of customer segmentation.
- Use findings from the Scottish Customer Survey and local engagement to identify and make improvements to the customer experience.
- Incorporate actions to improve the customer experience into the continuous improvement plan and monitor progress.

### **In 2023-24 we...**

- Promote and support the National Customer Survey for Building Standards.
- Information relevant to the Building Standards service is available on our website. In addition, eNews bulletins are sent to agents with service updates and other important developments. This form of communication also provides a vehicle for the transfer of information back to the Building Standards team by promoting feedback on the service we provide.
- Provided a link to a questionnaire within all emails, paper correspondence and on our website.
- Internal communication strategies. Regular communications between staff are undertaken face to face and by e-mail and informal discussions are held on a daily basis.
- Our meeting structure consists of weekly workload briefings and monthly technical meetings.

### **Improvement areas.....**

- Develop a communication strategy.
- Engage further with customers to inform them of the process in advance through newsletters and interactions with customers.
- Set up focus groups and hold seminars with our regular agents.
- Any improvements made to be advertised on our website.
- Use findings of the Scottish government to promote the industry. Analyse results and provide an action plan for areas to focus on.
- Use findings from the Scottish Customer Survey and local engagement to identify and make improvements to the customer experience. We will consider all suggestions on service development within our resources.
- Continue to support the national customer survey and look to developing a robust communication strategy over this period with the aim to improve customer satisfaction with the service.
- Develop Liaison Channels with local partners and internal departments within Moray Council i.e. Consultancy & Development Management
- Initiate improved Business Development within the service.
- Improvement partnership working
- Involvement of others on plans/improvement areas
- Newsletter production to be enhanced
- National customer survey results to be analysed and improved methods of incorporated within the service to be developed.

- Use of technology to promote service and processes to be investigated. For example video clips to advertise services - better use of technology
- Team meeting arrangements to be enhanced and developed as service evolves.
- Review website content
- Review desk duty service

**Target:**

- Minimum overall average satisfaction rating of 7.5 out of 10.

**In 2023-24 we...**

- In 2024 we achieved an overall average customer satisfaction rating of 8.8. The national average was 7.8.

**Improvement areas.....**

- Continue to support the national customer survey and look to developing a robust communication strategy over this period with the aim to improve customer satisfaction with the service.

**Operating Framework 1.5 - Conflict of interest**

**Function:**

Verifiers must operate to ensure that there is no conflict of interest between operation as a Verifier and any other activities they undertake (corporately and individual staff).

**Prescription:**

- Verifiers must assess and record such risks and record activities and measures put in place to demonstrate that any conflict of interest is resolved.

**In 2023-24 we...**

- Ensured no conflict of interest between operation as a verifier and any other activities – corporately and individual staff. All team members requested to confirm this during this period.
- Ensured a complaints procedure was in place
- Held a register for declaring interests

**Improvement areas.....**

We will review the current processes in place to ensure that they meet or exceed the requirements of this outcome.

## Operating Framework 2.4 - Adherence to legislative procedures, appeals and complaints

### Function:

Verifiers must adhere to legislative procedures and deadlines, appeals processes and complaints processes.

### Prescription:

- Verifiers must have processes and controls in place to meet legislative procedures and deadlines.
- Verifiers must demonstrate they have measures in place for managing decisions and non-compliance, and must record compliance with legislation and other processes. Details of key legislative procedures are set out in Annex B.
- Verifiers must pro-actively communicate with applicants at relevant times regarding key decisions and implications.
- These measures must be applied in a fair and open way, including that those carrying out the assessment of applications and complaints declare any conflict of interest.

### In 2023-24 we...

- Ensured the quality assurance of both building warrant and completion certificate submission decisions are the subject of regular review and are checked continuously as part of day to day working practices.

### Improvement areas.....

- A review the current processes will be undertaken to ensure that they are robust and still fit for purpose.
- As part of the training strategy the necessary supervision relevant to the grade will be incorporated along with regular sampling of work for individual post holders.



## Operating Framework 3.2 - Provision of information for members of the public (including minimum requirements for review and record keeping)

### Function:

Verifier must maintain their Building Standards Register and maintain and review verification related information for easy access by members of the public.

### Prescription:

- Verifier must maintain Part I and Part II of the Building Standards Register (BSR) in accordance with legislative requirements.
- Verifier must provide appropriate guidance and advice to members of the public, which must be reviewed and updated as necessary. Published guidance and advice must be readily accessible to members of the public. This must include at least the following information:
  - Part I of the BSR published on-line (data) and Part II of the BSD available at all reasonable hours (copy documents)
  - National Customer Charter, Balanced Scorecard, Continuous Improvement Plan summary published on-line
  - Appeals and complaints procedures
  - General information about the building standards system
  - Information on the performance of the Verifier

Verifier must ensure that the requirements of the Data Protection Act and other legislation relevant to the form and content of data stored are met.

Verifier must ensure that the requirements of the Data Protection Act and other legislation relevant to the form and content of data stored are met.

### In 2023-24 we...

- Ensured the quality assurance of both building warrant and completion certificate submission decisions are the subject of regular review and are checked continuously as part of day to day working practices.

### Improvement areas.....

- A review the current processes will be undertaken to ensure that they are robust and still fit for purpose.
- As part of the training strategy the necessary supervision relevant to the grade will be incorporated along with regular sampling of work for individual post holders.



## OPERATIONAL AND FINANCIAL EFFICIENCY

### KPO 5: MAINTAIN FINANCIAL GOVERNANCE

#### Requirements of the verifier:

- Maintain records of the income received from building warrant and related statutory fees and the expenditure incurred (staff costs, non-staff costs and other verification-related investments) to run Building Standards verification services.
- Maintain records of the value of work for building warrant and amendment applications and completion certificate submissions where no building warrant granted.
- Have systems in place to identify time spent on verification activity, and thus enable direct staff costs required to run the verification system to be calculated. This includes the use of any emerging national time recording scheme agreed between LABSS and Scottish Government.
- Undertake regular reviews of income and cost streams in order to inform and embed efficiency savings where possible.

#### In 2023-24 we...

- Maintained records of the value of work, income received from building warrant and related statutory fees and the expenditure incurred (staff costs, non-staff costs and other verification-related investments) to run Building Standards verification services was carried out throughout the year through our financial management system. This was all in line with the national approach to identifying costs.
- Ensured timesheets were completed by the team and verification and non-verification data recorded.
- Held quarterly budget meetings between the Building Standards Manager and finance in order to review income and cost streams in order to inform and embed efficiency savings where possible.
- Provided monthly electronic budget monitoring statements to the Building Standards Manager.
- Ensured the National Approach to identifying costs is embedded in our service.

#### Improvement areas.....

- Continue with the above approach and review to ensure the approach is fit for purpose and being reported and acted upon appropriately.

#### Target:

- Building Standards verification fee income to cover indicative verification service costs (staff costs plus 30%).

#### In 2023-24 we...

- Narrative on costs over period to be provided with general discussion.
- Corporate Intranet based Financial Management systems are in place which can be accessed by the Building Standards Manager at any time.

#### Improvement areas.....

- Record and monitor finances on a monthly basis.

## KPO 6: COMMIT TO EBUILDING STANDARDS

### Requirements of the verifier:

- eBuilding Standards details are published prominently on the website.
- Maintain records of building warrant related applications and submissions through the eBuilding Standards portal.
- Maintain records of the extent of digital processing of verification activities i.e. the key activities from receipt of a building warrant application or amendment through to acceptance of a completion certificate.

### In 2023-24 we...

- Ensured ebuilding Standards details were published prominently on the website.
- We maintained records of building warrant related applications and submissions through the eBuilding Standards portal.
- We maintained records of the extent of digital processing of verification activities i.e. the key activities from receipt of a building warrant application or amendment through to acceptance of a completion certificate. Within Moray all applications are dealt with digitally.

### IT systems

- Building Standards utilise the IDOX Uniform system. This system provides reporting and letter generation facilities.
- IDOX Uniform also provides information to our public access system which is available from our website. This facilitates the Building Standards Register.
- We also use the IDOX Document Management System and all files and papers are now either produced/saved electronically or scanned on receipt. Since the introduction of the national eBuilding Standards system documents received via the web portal are saved directly into the back office systems. Over time this will considerably reduce the amount of storage space required for files as well providing an efficient mechanism to view files and documents.
- The Building Standards section also make use of Microsoft SharePoint.
- All telephone calls for Building Standards are received by our Contact Centre and the Lagan workflow system for the transfer of calls and recording of data is being used.
- Our IT systems are supported by Moray Councils ICT team and System Support personnel within Development Services.

### Improvement areas.....

- Continue to follow the above and look for any areas through the process which can be improved and strengthened.

### Targets:

- Details of eBuilding Standards to be published prominently on the verifier's website.
- 5% of each key building warrant related process being done electronically: plan checking; building warrant or amendments (and plans) being issued; verification during construction; and completion certificates being accepted.

### **In 2023-24 we...**

- We received 92.75% of our applications online during this period.
- All correspondence within our service is dealt with electronically. Should paper be submitted to the service then it is scanned and saved to the document management system. All building warrant, amendment of warrant, verification during construction, completion certificates are dealt with digitally. Should the applicant request that they have correspondence in paper we will fulfil this request.

### **Improvement areas.....**

- Continue to ensure details of eBuilding Standards to be published prominently on our website.
- Continue to promote the use of ebuilding standards and will work towards increasing the usage of the eBuilding Standards portal for customers submitting paper based applications.
- Review technology and processes in use to ensure they continue to be fit for purpose and being utilised to best of ability to enhance eBuilding Standards delivery.
- Remote verification Inspections and remote working arrangements to be reviewed with a view to gaining betterment.
- Investigate an appointment booking systems/use of App
- Review of current equipment to be actioned.

## **KPO 7: COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL VERIFICATION PERFORMANCE REPORT**

### **Requirements of the verifier:**

- Maintain the annual verification performance report using the relevant template and set out performance in relation to the following:

#### Core perspectives:

- Professional expertise and technical processes
- Quality customer experience
- Operational and financial efficiency

#### Cross cutting themes:

- Public interest
- Continuous improvement
- Partnership working
- Publish and promote the performance report prominently on the verifier website.
- Review the performance report regularly (at least annually) and update any service or corporate changes.
- Provide annual update to performance report on progress against the performance framework.

### In 2023-24 we...

- Published the Annual performance report prominently on The Moray Council website.
- The annual performance report includes:
  - Adherence to the National Customer Charter (KPO3)
  - Appropriate actions to respond to customer feedback (KPO4)
  - Financial performance (KPO5)
  - Commitment to digital services (KPO6)
- Presented Annual Performance Report to Committee

### Improvement areas.....

- Continue to review and update this document on a quarterly basis.

#### Targets:

- Annual performance report published prominently on website with version control (reviewed at least annually).
- Annual performance report to include performance data in line with KPOs and associated targets

### In 2023-24 we...

- Publish the Annual performance report prominently on The Moray Council website.

### Improvement areas.....

- Ensure the report includes performance data in line with KPOs and associated targets - covering previous year April 2023 - March 2024.





### Operating Framework 1.4 - Financial integrity

**Function:**  
Verifiers must demonstrate that they have appropriate arrangements in place to ensure financial integrity and continued operation.

**Prescription:**

- Verifiers must submit performance returns and financial reports to the Scottish Government to demonstrate the ongoing viability of the appointment.
- Verifiers must provide evidence of compliance with corporate policies on anti-bribery and corruption.

**In 2023-24 we...**

- Ensured performance returns and financial reports to the Scottish Government were submitted on a quarterly basis. These were run through automated reports, checked manually with any anomalies identified and re-checked before final submission
- Held quarterly budget meetings within the service and monthly budget reports were sent to the Service Manager. Periodic reviews of budget were with the Head of Service, Service Manager & Accountancy
- Submitted quarterly Performance Framework returns and reports of on-going viability to the Scottish Government.
- Any conflicts of interest, anti-bribery and corruption would be covered through membership of professionally recognised bodies such as Royal Town Planning Institute (RTPI), Chartered Institute of Building (CIOB) etc.

**Improvement areas.....**

- Monthly meetings arranged to discuss budgets between Service Manager and Principal Building Standards Officer to ensure wider understanding of budget pressures and any unforeseen costs.



# 2023/24 Performance Figures

| KPO  | 2023/24<br>Q1                                | 2023/24<br>Q2                                | 2023/24<br>Q3                                | 2023/24<br>Q4                                |
|--|--|--|--|--|
| <b>1.1</b> 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).   | 96.41%                                       | 97.24%                                       | 97.19%                                       | 96.88%                                       |
| <b>1.2</b> 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). | 98.58%                                       | 99.17%                                       | 99.15%                                       | 98.35%                                       |
| <b>3.1</b> National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).   | Published prominently (with review)          | Published prominently (with review)          | Published prominently (with review)          | Published prominently (with review)          |
| <b>3.2</b> 95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.  | No cases referred to BSD 'Reporting Service' | No cases referred to BSD 'Reporting Service' | No cases referred to BSD 'Reporting Service' | No cases referred to BSD 'Reporting Service' |
| <b>4.1</b> Minimum overall average satisfaction rating of 7.5 out of 10  | 8.8  | 8.8  | 8.8  | 8.8  |
| <b>5.1</b> Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).   | 68.51%                                       | 83%  | 72.26%                                       | 75.87%                                       |
| <b>6.1</b> Details of eBuilding Standards are published prominently on the verifier's website.   | Published prominently                        | Published prominently                        | Published prominently                        | Published prominently                        |
| <b>6.2</b> 75% of each key building warrant related processes being done electronically (Plan checking; BWs and amendments (and plans) issue; Verification during construction; CC acceptance)                                 | 4 of 4 done                                  | 4 of 4 done                                  | 4 of 4 done                                  | 4 of 4 done                                  |
| <b>7.1</b> Annual performance report published prominently on website with version control (reviewed at least quarterly).  | Published prominently (with review)          | Published prominently (with review)          | Published prominently (with review)          | Published prominently (with review)          |
| <b>7.2</b> Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).  | Includes all performance data                | Includes all performance data                | Includes all performance data                | Includes all performance data                |

## 6.0 Service Improvements and Partnership Working

In the previous 12 months (April 2023 to March 2024) we have:

| Actions | Continuous Improvement Action  | KPO  | Status   |
|---------|--|------|----------|
| 1       | Identified processes in place which required review and set out an action plan with timescales   | KPO1 | Complete |
| 2       | Developed Training Strategies with key emphasis on competency and post grades/experience and integrate training plans with workforce strategy  | KPO2 | Complete |
| 3       | A log will be maintained with dates to demonstrate and evidence that procedures are updated to take into account of new legislation/guidance.  | KPO1 | Complete |
| 4       | Updated Policies and procedures to be reported at weekly team meeting following alerts to updated national building standards policies and interpretations.  | KPO3 | Complete |
| 5       | Any potential conflicts to be identified to Line Manager when identified and this will be reinforced in annual ERDP's on an annual basis as well as raised at regular team meetings and with all new team members.                                       | KPO4 | Complete |
| 6       | Introduce methods of collating common construction compliance issues and review at team meetings, maintaining records of construction non-compliance locally and reporting any issues of national importance.  | KPO2 | Complete |
| 7       | All complaints received will be the subject of a review and any improvement actions identified will be incorporated into the Improvement Plan. More emphasis to be placed on improved risk matrix and process maps.                                      | KPO4 | Complete |
| 8       | Record and monitor finances on a monthly basis with monthly meetings arranged to discuss budgets between Building Standards Manager and Principal Building Standards Officer to ensure wider understanding of budget pressures and any unforeseen costs. | KPO5 | Complete |

In the next 12 months (April 2024 to March 2025 ) we will:

| Professional Expertise and Technical Processes |  |      |               |        |         |
|--|--|------|---------------|--------|---------|
| Actions  | Continuous Improvement Action  | KPO  | Timescale     | Status | Updates |
| 1  | Continue to consider ways to minimise time taken to issue first report and to issue a building warrant and enhance performance in any areas requiring improvement. | KPO1 | Ongoing       |        |         |
| 2  | Develop a system to maintain records of customer agreements.   | KPO1 | December 2024 |        |         |
| 3  | Review the current process for carrying out structural checks on design.   | KPO1 | December 2024 |        |         |
| 4  | Process of sampling of work for individual post holders will be reviewed   | KPO1 | April 2025    |        |         |
| 5  | All risk management processes and protocols to be reviewed to align with new smarter working practices   | KPO1 | Ongoing       |        |         |
| 6  | Sufficiently resourcing the service to ensure workforce supply will meet longer term demand projections to maintain operational resilience.                        | KPO1 | August 2024   |        |         |
| 7  | Review our services quality of compliance assessment during the construction process   | KPO2 | December 2025 |        |         |
| 8  | Develop a strategy to seek increase in the number of CCNP's complied with.   | KPO2 | December 2025 |        |         |
| 9  | Protocols and Guidance to be enhanced for Remote Verification Inspection and to align with smarter working practices.  | KPO2 | Ongoing       |        |         |
| 10   | All processes to be reviewed to align with smarter working practices.  | KPO2 | Ongoing       |        |         |

| Quality Customer Experience |   |      |                |        |         |
|-----------------------------|---|------|----------------|--------|---------|
| Actions                     | Continuous Improvement Action   | KPO  | Timescale      | Status | Updates |
| 11                          | Continue to review and update the customer charter quarterly and seek any improvement areas.  | KPO3 | Ongoing        |        |         |
| 12                          | Develop a communication strategy.   | KPO4 | April 2025     |        |         |
| 13                          | Initiate improvements in relation to improved business development model within service   | KPO4 | December 2024  |        |         |
| 14                          | Engage further with customers to inform them of the process in advance through newsletters and interactions with customers.   | KPO4 | December 2024  |        |         |
| 15                          | Re-establish customer focus groups and hold seminars with our regular agents.   | KPO4 | April 2025     |        |         |
| 16                          | Issuing of Customer Newsletter to be re-established.  | KPO4 | April 2025     |        |         |
| 17                          | Develop further liaison channels with local partners and internal departments within Moray Council i.e. Consultancy & Development Management  | KPO4 | Ongoing        |        |         |
| 18                          | Involvement of other teams/sectors on service improvement areas – Peer review   | KPO4 | Ongoing        |        |         |
| 19                          | Any improvements made to be advertised on our website and relayed to our customers – process to be set up to fulfil this  | KPO4 | April 2025     |        |         |
| 20                          | Use of technology to promote service and processes to be investigated. For example video clips to promote submission of a competent application and compliance issues. Develop better use of technology | KPO4 | September 2025 |        |         |

| Quality Customer Experience |  |      |                |        |         |
|-----------------------------|--|------|----------------|--------|---------|
| Actions                     | Continuous Improvement Action  | KPO  | Timescale      | Status | Updates |
| 21                          | Increased use of benchmarking with Grampian Consortium to drive continuous improvement and quality of business delivery  | KPO4 | April 2025     |        |         |
| 22                          | Review the website every six month and log the changes that made along with a rolling timescales to ensure that updates are made as required.  | KPO4 | Ongoing        |        |         |
| 23                          | Continue to support the National Customer Survey and use findings from this and local engagement to identify and make improvements to the customer experience. National customer survey results to be analysed and areas of improvement incorporated within the service to be developed. | KPO4 | Ongoing        |        |         |
| 24                          | Ensure the LABSS dispute resolution process has been added to the Moray Council website.   | KPO4 | September 2025 |        |         |
| 25                          | A six month review of complaints will be undertaken and learning shared with the Building Standard team to ensure continuous improvement.  | KPO4 | December 2024  |        |         |
| 26                          | Team meeting arrangements to be enhanced and developed as service evolves.   | KPO4 | Ongoing        |        |         |
| 27                          | Ensure the Data Protection Act and other legislation relevant to the form and content of data stored are met and is part of a corporate programme.   | KPO4 | April 2025     |        |         |

| Operational and Financial Efficiency |  |      |                            |        |         |
|--------------------------------------|--|------|----------------------------|--------|---------|
| Actions                              | Continuous Improvement Action  | KPO  | Timescale                  | Status | Updates |
| 28                                   | Continue to identify any operational and financial areas through the process which can be improved and strengthened. Areas to be recorded and documented.  | KPO5 | September 2024/<br>Ongoing |        |         |
| 29                                   | Investigate an appointment booking systems/use of App  | KPO6 | April 2025                 |        |         |
| 30                                   | Continue to ensure details of eBuilding Standards to be published prominently on our website and investigate ways of further promotion.  | KPO6 | Ongoing                    |        |         |
| 31                                   | Review technology and processes in use to ensure they continue to be fit for purpose and being utilised to best of ability to enhance eBuilding Standards delivery and align with Smarter Working Programme                        | KPO6 | Ongoing                    |        |         |
| 32                                   | Remote verification Inspections and remote working arrangements to be reviewed with a view to gaining betterment and aligning with smarter working programme.  | KPO6 | April 2025                 |        |         |
| 33                                   | Ensure the report includes performance data in line with KPOs and associated targets – covering previous year April 2022 - March 2023. Update the document quarterly within the year April 2023 – March 2024 with the latest data. | KPO7 | Ongoing                    |        |         |
| 34                                   | Continue to review and update Charter, annual performance return, financial performance, commitment to digital services on a monthly basis and look for improvement areas.   | KPO7 | Ongoing                    |        |         |

| Operational and Financial Efficiency |   |     |           |        |         |
|--------------------------------------|---|-----|-----------|--------|---------|
| Actions                              | Continuous Improvement Action   | KPO | Timescale | Status | Updates |
| 35                                   | Objectives of updated operating and performance framework   |     | Ongoing   |        |         |
| 36                                   | Review Building Standards Structure – linked to increased funding and changing requirements of building standards             |     | Ongoing   |        |         |
| 37                                   | Support workforce development strategy  |     | Ongoing   |        |         |
| 38                                   | Collaborate with Building Standards Division, LABSS, HUB, Building Standards Leaders Forum and Grampian Consortium over year. |     | Ongoing   |        |         |





### **In the previous 12 months (2023/24) we worked with:**

- **Grampian Consortium Group**

Moray Council's Building Standards Service works closely with Aberdeen City Council and Aberdeenshire Council in the Grampian Consortium Group. The aim of the group is to develop and maintain consistency in the delivery of the Building Standards Service across the three Councils

- **Local Authority Building Standards Scotland (LABSS)**

Moray Council attend General meetings of LABSS on a regular basis. We also currently have representation on the Consortium Technical Working Group and are active in other work streams.

Acting Development Management and Building Standards Manager was also the Administration Convenor for the organisation for a 3 year period and retains an active involvement.

- **Scottish Fire and Rescue Service**

The service works well with SFRS to deliver a consultation service. We have also engaged on training over this period.

- **External Structural Engineers**

Building Standards use a consultant Engineer to check structural calculations which are outwith the scope of our own team.

- **External Fire Engineers**

Building Standards use a consultant Fire Engineer to check Fire Engineered solutions which are outwith the scope of our own team. This is in a partnering arrangement with Aberdeen City, Aberdeenshire and Highland Councils.

- **Scottish Type Approval Scheme**

This service is provided by LABSS. Moray Council have delivered STAS services local for Springfield Properties.

- **Building Standards Division of Scottish Government**

The BSD is seen as a key partner to the building standards service.

- **Scottish Building Standards HUB**

- **Moray Events and Oversight Group**

### **In the next 12 months (2024/25) we will:**

Continue to engage with the partners indicated above and strengthen where necessary. The service will also look to new partnerships where opportunity exists.

## 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.

The information in the table relates to 2023/24.

|  |     |   |
|--|-----|---|
| Building warrants and amendments to building warrant | 823 | Applications                              |
|  | 765 | Decisions                                 |
| Completion certificates                              | 908 | Submissions                               |
|  | 946 | Decisions                                 |
| Certification  | 409 | Certificates of design submitted          |
|  | 94  | Certificates of construction submitted    |
| Energy Performance Certificates (EPCs)               | 146 | Copy certificates received (domestic)     |
|  | 0   | Copy certificates received (non-domestic) |
| Statements of Sustainability                         | 122 | Copy certificates received (domestic)     |
|  | 0   | Copy certificates received (non-domestic) |
| Enforcement  | 3   | Notices served under sections 25 to 30    |
|  | 0   | Cases referred to procurator fiscal       |
|  | 0   | Cases where LA has undertaken work        |



*Rain Garden*

## 8.0 LINKS

### Performance Information

Building Standards performance information is issued quarterly and provides various response times which you may find useful.

- [Performance Figures](#)
- [Customer Charter](#)
- [Annual Performance Report](#)
- [Customer Satisfaction](#)
- [National Customer survey - Moray](#)

## OTHER LINKS

[Current Applications and Public Register](#)  
[Dangerous Buildings and Structures](#)  
[Building Standards Portal](#)  
[Local Authority Building Standards Scotland](#)  
[Scottish Government Building Standards Division](#)  
[Scottish Fire and Rescue Service](#)  
[Complaints Procedure](#)  
[Scottish Type Approval Scheme \(STAS\)](#)  
[Scottish Building Standards Hub](#)

## 9.0 FEEDBACK

We aim to continually improve our service. Should you wish to provide feedback on any aspect of this report then please contact:

### William Clark

Acting Development Management and Building Standards Manager (Job Share)

Email: [william.clark@moray.gov.uk](mailto:william.clark@moray.gov.uk)

Mob: 07854 685633

Alternatively complete our [National Customer Satisfaction Survey](#)

