# Building Standards

# Annual Performance Report  2024 - 2025

# Contents

# 1. Introduction to the verifier

### Background

This 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

### Size of the Local Authority by Population and Geographical Size

Dundee is Scotland's fourth largest city and is situated on the north coast of the Tay Estuary, in a stunning location. Edinburgh lies 60 miles to the south, and Aberdeen 67 miles to the north.

The most recent estimate of Dundee's population is 147,700, National Records for Scotland (NRS) 2021 Mid-year Population Estimate). Dundee has a sizeable student population, and is home to the University of Dundee, the University of Abertay Dundee and Dundee College.

The Dundee City Council area covers 6,300 hectares (24 square miles) and is, geographically, one of the smallest local authority areas in Scotland. It is bordered by Perth and Kinross Council to the west and Angus Council to the north and east. The former Tayside Regional Council area previously covered all three councils, and Dundee continues to serve as the regional centre for this area and north-east Fife, with an estimated catchment population of some 325,000 people within a 30 min drive time and 800,000 people within a 60 min drive time.

### Map of Dundee

**Major Employers and Main Employment Sectors Larg**

**Employers -**

| Employer Name | Industry Sector |
|---|---|
| Dundee City Council | Public Administration and Defence |
| NHS Tayside | HumanHealth and Social Work Activities |
| University Of Dundee | Education |
| Tayside Contracts | Construction; Administrative & Support Service Activities; Transport; Accommodation and Food Services |
| Tesco | Wholesale and Retail; Administrative and Support Service Activities |
| BT | Information and Communication |
| Police Scotland - Tayside | Public Administration and Defence |
| DC Thomson & Company (Ltd) | Publishing & Printing |
| Dundee and Angus College | Education |
| Social Security Scotland | Public Administration and Defence |
| Scottish Fire and Rescue | Public Administration and Defence |
| University of Abertay Dundee | Education |
| DWP:Dundee Pension Service, Dundee Job Centre Plus | Public Administration and Defence |
| NCR Financial Solutions Group (Ltd) | IT and Software |
| Scottish Social Services Council | Public Administration and Defence |
| Royal Mail Delivery Office | Transportation and Storage |
| Insights Group Ltd | People Development Solutions |
| WrightHealth Group | Manufacturing |
| CJ Lang & Son (Ltd) | Wholesale & Retail |
| Xplore Dundee | Transportation and Storage |
| Dover Fuelling Solutions | Technology and Manufacturing |
| Asda | Wholesale and Retail |

**Employment in Dundee by Industry Sector**

| Sector | Employees | % |
|---|---|---|
| HumanHealth and Social Work Activities | 17,000 | **22.4** |
| Wholesale And Retail Trade | **11,000** | **14.5** |
| Education | 9,000 | **11.8** |
| Public Administration & Defence | 5,000 | 6.6 |
| Manufacturing | 3,500 | **4.6** |
| Accommodation & Food Services | 8,000 | 10.5 |
| Business Administration & Support Services | 3,500 | **4.6** |
| Construction | 3,500 | 4.6 |
| Arts, Entertainment and Recreation & Other Services | 2,000 | 2.6 |
| Professional Scientific & Technical | 3,000 | 3.9 |
| Information & Communication | 3,500 | 4.6 |
| Transport & Storage (incl Postal) | 2,250 | 3 |
| Financial & Insurance | 1,000 | **1.2** |
| Property | 1250 | 1.6 |
| Agriculture, Forestry and Fishing | 0 | 0.1 |
| Water Supply; Sewerage, Waste Management | 500 | 0.7 |
| Mining & Quarrying & Utilities | * | * |
| Electricity, Gas, Steam and Air Conditioning Supply | 225 | 0.3 |
| Other Service Activities | 1500 | 2 |
| **Total** | **79000** | **100%** |

Source: ONS Crown Copyright Reserved [from Nomis December 2021]
All figs have been rounded to the nearest 100. Therefore, individual figures do not sum to total.
* These figures are suppressed to avoid disclosure.

**Services Provided by Building Standards**

As a sole verifier recently re-appointed by Scottish Ministers for a period of 6 years the Building Standards Team is responsible for discharging the local authority's statutory duties in respect of the Building Scotland Act and associated legislation.

Building Standards in Dundee is part of the City Development Department and has over 50 years' experience in dealing with the interpretation and implementation of Building Regulations and associated matters.

***Verification of Building Warrant Applications and Completion Certificate Submissions***
Our Building Standards Surveyors ensure compliance with the Building Regulations through plan assessment - including a 'fast track' service for low-risk applications. We carry out reasonable inquiry to aid the process of the Acceptance of a Completion Certificate.

Following a risk-based approach to site inspections based on a nationally approved model. Our customers receive a tailor-made inspection plan, where we endeavor to inspect and verify key elements of the build.

***Supplementary Verification Services***

***Pre-Submission Consultation***
We offer our customers a comprehensive pre-warrant consultation service and help to identify and avoid Building Regulations problems - saving time and money from the start.
At DCC Building Standards we pride ourselves in working with our customers and assisting them in finding solutions to design challenges.

By involving us at an early stage, we are often able to contribute with technical solutions to innovative design, such as the optional alternative approach to the guidance allowing the designer flexibility to be creative to meet their development objectives, yet still help achieve regulatory compliance.

***Duty Surveyor***
Competent Building Standards Surveyors are available to advise our customers on technical matters and Building Regulation interpretation throughout the working day.

***Scottish Type Approval Scheme***
We promote and encourage the use of the Scottish Type Approval scheme (STAS) providing our customers with a quick and easy route through the Building Regulation plan approval procedure. Details are available on request.

***Wider Role Services***

- Inspect and report on relevant Houses in Multiple Occupation.
- Enforcement relating to unauthorised work.
- Issuing Section 89 Temporary Raised Structure consent.
- Administer the certification of Sports Ground Safety.
- Inspect and report on applications for licensed premises, concerts and events.
- Inspect and provide Letters of Comfort/Building Standard Assessments.
- Administer the Council's responsibility for Public Safety Dangerous and Defective Buildings.
- Maintain a 24-hour emergency call out service on reported dangerous buildings and matters of public safety.

**Organisational Chart of the Local Authority (CEO to Team Leader Level)**

```
┌─────────────────────────────┐
│      Chief Executive        │
│                             │
│       Gregory Colgan        │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│   Executive Director City   │
│        Development          │
│                             │
│      Robin Presswood        │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│    Head of Planning and     │
│    Economic Development     │
│                             │
│      Gregor Hamilton        │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│   Team Leader (Building     │
│        Standards)           │
│                             │
│        Stuart Lyon          │
└─────────────────────────────┘
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# Building Standards Verification Service Information

The verification function in Dundee is administered for the Council by the Building Standards Section within the Planning Division of the City Development Department. The Building Standards section is located within the Council Offices, floor 6, DundeeHouse, 50 North Lindsay St, Dundee.

The Department has a broad range of responsibilities and associated professional disciplines and occupies a key position within Dundee City Council's provision of services and leadership to the citizens of Dundee and is ideally placed to assist in the delivery of the Council's objectives as set out in the Council plan 2022 - 2027.

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 satisfy building regulations.

Verification services and functions delivered:
The building standards system checks that proposed work to, or conversion of, a building meets required standards; inspections are limited to the minimal necessary to ensure that legislation is not avoided. The management and control of work on site is down to contracts and arrangements in place between a builder and client and is not the responsibility of the system. 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, and for Conversions.

Officers assess compliance with the Building Standards regulations where applicable and will make reasonable enquiry prior to accepting or rejecting Completion Certificates.

This requires the verification of:

- Compliance of applications for Building Warrants.
- Compliance of Completion Certificates where there has been no Warrant issued.
- Completed works prior to accepting or rejecting completion certificates.

Other duties undertaken by the Building Standards team include ensuring safety in and around buildings where they are identified as structurally dangerous or defective and, where necessary, taking enforcement action. This covers action under sections 25-30 of The Building (Scotland) Act 2003 in respect of:
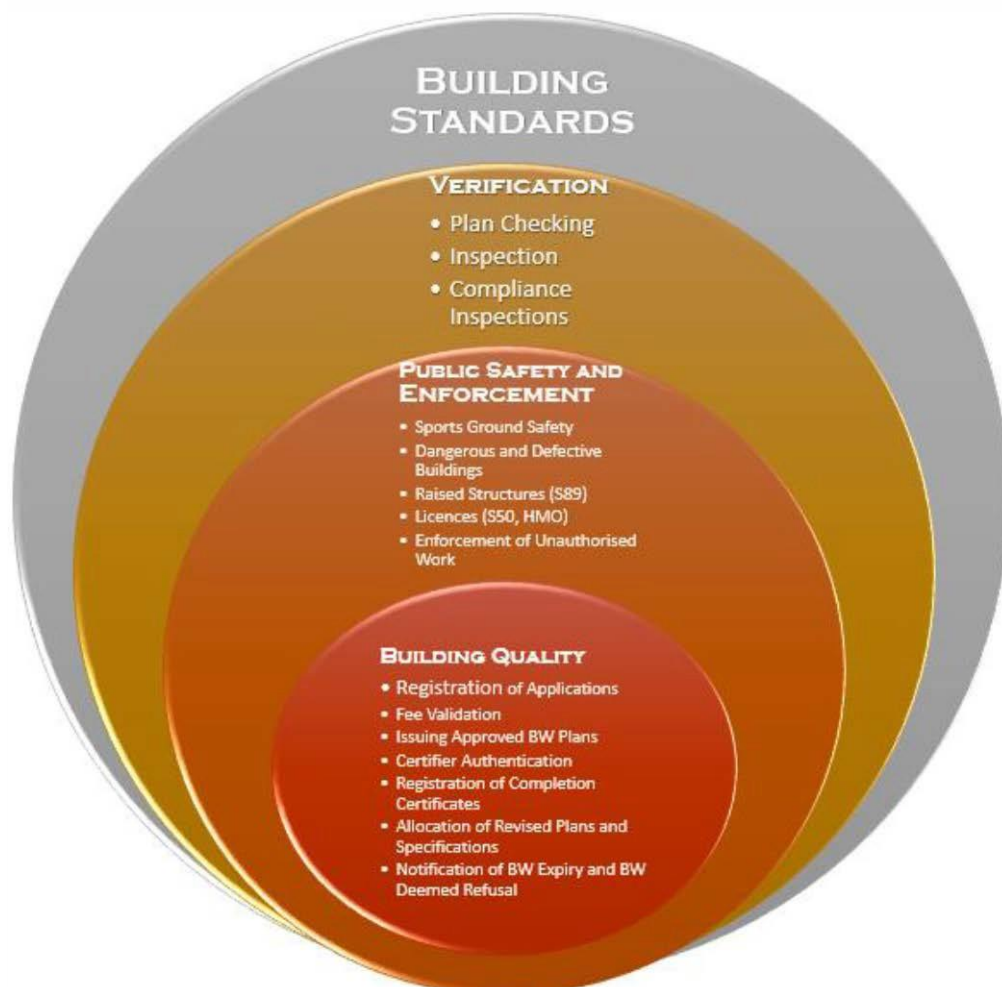
- Unauthorised works
- Defective buildings
- Dangerous buildings
- Building regulation compliance
- Continuing requirement enforcement

In the interest of public safety, the Building Standard Service is also responsible for several statutory functions in respect of:

- The Licensing (Scotland) Acts 1976 and 2005 (Section 50).
- The Civic Government (Scotland) Act 1982 (Section 89 - Raised Structures).
- The Safety of Sports Ground Act 1975 and The Fire Safety and Safety of Places of Sport Act 1987.
- The Building (Scotland) Act 2003 - maintenance of the Building Standards Register.
- The Building (Scotland) Act 2003 - the issuing of Letters of Comfort for works predating.
- Housing (Scotland) Act 2006 (HMO).

The team undertakes cross-function liaison and collaboration with other Council Services, such as Environmental Health, Planning and Legal.

## BUILDING STANDARDS

### VERIFICATION
- Plan Checking
- Inspection
- Compliance Inspections

### PUBLIC SAFETY AND ENFORCEMENT
- Sports Ground Safety
- Dangerous and Defective Buildings
- Raised Structures (S89)
- Licences (S50, HMO)
- Enforcement of Unauthorised Work

### BUILDING QUALITY
- Registration of Applications
- Fee Validation
- Issuing Approved BW Plans
- Certifier Authentication
- Registration of Completion Certificates
- Allocation of Revised Plans and Specifications
- Notification of BW Expiry and BW Deemed Refusal

|  | | Tier 1 | Tier 2 | Tier 3 | Tier4 |
|---|---|---|---|---|---|
| Head of Building Standards Verification Service | | X | X | X | X |

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

|  |  | Building Standards Verification Service |
|---|---|---|
| Managers (Team Leader) | No. posts | 1 |
| | Vacant | 0 |
| Principal Surveyor | No. posts | 2 |
| | Vacant | 0 |
| Main grade posts (Senior Surveyors) | No. posts | 2 |
| | Vacant | 1 |
| Surveyors | No. posts | 5 |
| | Vacant | 0 |
| Inspector | No. posts | 1 |
| | Vacant | 0 |
| Technician | No. posts | 2 |
| | Vacant | 0 |
| Assistant Building Standards Surveyor | No. Posts | 1 |
| | Vacant | 0 |
| Modern Apprentice Surveyor | No. posts | 1 |
| | Vacant | 1 |
| E-Development Officer | No. posts | 0.5 |
| | Vacant | 0 |
| Building Quality Assistant | No. posts | 1 |
| | Vacant | 0 |
| Modern Apprentice Building Quality Assistant | No. posts | 1 |
| | Vacant | 1 |

| Staff age profile | Number |
|---|---|
| Under 30 | 4 |
| 30-39 | 2 |
| 40-49 | 5 |
| 50 and over | 4 |

The overarching goal/vision of the service:

**Corporate Goals**

The Single Outcome Agreement for the Dundee Partnership sets out key priorities for the council and its partners.

The delivery of these outcomes is laid out in the Council Plan, the City Development Department Service Plan and the Planning and Economic Development Service Plan. The Annual Verification Performance Report (AVPR) will contain the main strategic Building Standards objectives and priorities which will help to support and feed into these plans.

The AVPR is used as a key document to ensure that the work undertaken by the Building Standards Service supports the main corporate objectives of the Council, thereby ensuring consistency and retaining a 'golden thread' approach.

The general goals of the Council include commitments to:

- Education.
- Health, care and safety.
- Communities.
- Low carbon environments.
- Sustainability.
- Economic growth.
- The Central Waterfront project.
- Continuous improvement.
- Ensure services are customer focused.
- Social inclusion.
- Housing.
- The delivery of effective and efficient service.
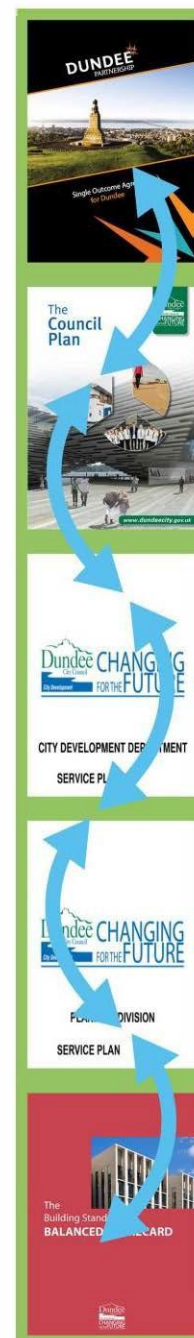
**Departmental issues to be addressed in the coming year.**

The majority of these goals centre around specific quality standards being met in the built environment.

The Building Standards service occupies a key position within Dundee City Council's provision of services and is ideally placed to support many of these corporate goals such as economic growth, tackling climate change and promoting sustainability.

In order to meet these goals, the Council understands the importance of the Verification reappointment process and the need for the service to meet the requirements set out in the Operating Framework and the Verification Performance Framework.

**The key strategic objectives for the coming year.**

Continuous improvement in the service is driven by Key Performance Outcome targets set out in the Performance Framework. Therefore, the key strategic objective of the verification service is to demonstrate continuous improvement in KPO performance. By satisfying the expectations of Scottish Ministers, the service has secured another six-year verification appointment period.

# 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 | |
|---|---|
| KPOl | 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 | |
| KPOS | Maintain financial governance |
| KPO6 | Commit to digital services |
| KPO7 | Commit to objectives outlined in the annual performance report |

**Summary of Key Performance Targets**

| KPOI Targets | |
|---|---|
| 1.1 | 95% of first reports (for building warrants and amendments) issued within 20 days - all first reports (including BWs and amendments issued without a first report). |
| 1.2 | 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information - all building warrants and amendments (not including BWs and amendments issued without a first report). |
| **KOP2 Targets** | |
| | Targets to be developed as part of future review of KPO2. |
| **KPO3 Targets** | |
| 3.1 | The national customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least annually). |
| 3.2 | 95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days. |
| **KPO4 Targets** | |
| **4.1** | Minimum overall average satisfaction rating of 7.5 out of 10. |
| **KPOS Targets** | |
| 5.1 | Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%). |
| **KPO6 Targets** | |
| 6.1 | Details of e-Building Standards to be published prominently on the verifier's website. |
| 6.2 | 75% of each key building warrant related process being done electronically <br><br> • Plan checking <br> • Building warrant or amendments (and plans) being issued <br> • Verification during construction <br> • Completion certificates being accepted |
| **KPO7 Targets** | |
| **7.1** | Annual performance report published prominently on website with version control (reviewed at least annually). |
| 7.2 | Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year). |

# Performance Data

Reappointment as the Building Standards verifier for Dundee City in 2022 was subject to satisfying the Scottish Ministers that the Council is meeting the conditions laid out in the Verification Operating Framework and the Verification Performance Framework. To guide service delivery, analysis of performance is measured against the requirements and targets set out below.

**Professional Expertise and Technical Processes**

| KP01 | Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant. | |
|---|---|---|
| | **Targets** | **Actual** |
| 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). | 80% |
| **Narrative:** Our performance for the financial year 23-24 shows that 80% of first reports were issued within 20 days. | | |
| 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). | 80% |
| Narrative: Our performance for the financial year 23/24 shows that 80% of building warrants and amendments have been issued within 10 days of receipt of all satisfactory information. | | |
| KP02 | Increase quality of compliance assessment during the construction processes | |
| | **Targets** | **Actual** |
| 2.1 | | |
| **Narrative:** Targets to be developed as part of future review of KPO2. | | |

**Protocols for dealing with work.**

- The Building Standards Team has five professionally qualified members of staff; two have full membership of the RICS, one has full membership of the CABE, one has full membership of CIOB & one has full membership of RIAS (see appendix 2 staff profiles).

- Dundee City Council Building Standards Service continues to be ISO9001 accredited for processing building warrants and completion certificates.

- The workload is risk assessed and is allocated by the Principal Surveyor, to ensure a balanced workload amongst staff.

- Case Officers are supported by Senior Surveyors, Principal Surveyors and the Team Leader.

- We regularly review workload and performance and ensure specialist services can be sourced through our procurement framework (Fire, Energy, Structures).

- In between annual and interim performance reviews, we engage in formal support & supervision meetings. The National Competency Assessment System (CAS) is used to inform

training needs and ensure workload is being competently handled.

- Workloads are reviewed on a regular basis by the Principal Surveyors, this enables verification and wider role duties to be distributed evenly and fairly across the team.

- The surveyor is generally responsible for all work associated with the building warrant application - from plan assessment through to completion of the project.

- Special Project Teams are formed to deal with complex projects as required and for the purposes of staff development.

- As part of the services alternative to guidance process, all departures from technical guidance are formally recorded and agreed with the Principal Surveyor or Team Leader - staff have access to these by electronic means.

- The Principal Surveyors conduct procedural and technical checks on a minimum of 5% of all applications, any deviations are reported back to the staff and raised generally at Team meetings.

**Performance management systems**

- Our ldox Enterprise system allows for workloads to be redistributed amongst the Team to ensure the Service can support the KPO target timescales.

- The Corporate online performance monitoring database (Pentana) keeps track of progress on all the objectives contained in the Council Plan and other key strategic documents.

- Key Performance Outcomes for the Building Standards Service are included in the Pentana database, this provides a platform for the service to show how it directly and indirectly supports corporate objectives.

- Quarterly updates on BS performance are reported to the Scottish Government via the SCOTXED system.

**Training and development/CPD**

Individual training and development needs for each staff member are established through an annual staff development and appraisal process (Quality Conversations). This process includes the use of the CAS system; individual training plans are developed, ensuring staff have the necessary levels of competence to undertake their duties.

Regular performance reviews are conducted to evaluate the effectiveness of training.

As a Verifier we need to be able to respond to changes in technology and legislation. The competence of individuals is also considered when allocating workload and if necessary specific training or development will be undertaken to ensure we remain up to date and are able to provide our customers with a first-class Building Standards Service.

Hours spent on training by professionally qualified employees are recorded by the relevant professional body, in-house e-learning modules are recorded on a corporate database. Reports can be produced to demonstrate CPD undertaken. Training needs are also identified through:
- Staff 'one to one'.
- Health and Safety needs.
- Statutory changes.
- Changes in business processes and procedures.

- Listening to our Customers.
- 5% checks.
- Support and Supervision meetings.
- Succession planning; and
- General Performance.

**Benchmarking/shared services**

**The Building Standards Division, the Scottish Government (BSD)**
The BSD are viewed as the technical authors of the Building Regulations with Local Authority Building Standards seen as the verifiers of the Regulations. Working together towards a common goal to deliver a quality verification Service - Local Authority Verifiers in partnership with BSD have developed a Performance Framework. This framework will assist in the drive to promote quality of service.

The performance of a Verifier is critically appraised by the BSD with valuable feedback and guidance offered to assist Verifiers continually improve the level of service.

**Local Authority Building Standards Scotland (LABSS) and Scottish Building Standards Hub (SBSH)**
Dundee City Council is a member of LABSS a National Body which enables a coordinated approach to the Building Standards Service.

We meet regularly to share and discuss issues affecting Building Standards and work in partnership with the BSD - assisting and sharing innovative approaches to service provision and the development of the Building Regulations.

Through coming together our primary aim is to promote a culture of continuous improvement and the achievement of best value principles in the delivery of a Local Authority Building Standards service.

**Tayside Building Standards Consortium - Perth & Kinross, Dundee, Angus**
The aims and objectives of the Consortium are to promote partnership working.
and to provide a means whereby a forum for the discussion and promotion of Local Authority Building Standards. A Consortia approach helps to promote uniformity of interpretation and application of the Building Regulations.

**Scottish Fire and Rescue Service (SFRS)**
Consultation is carried out with the Scottish Fire & Rescue Service and other statutory authorities, thus keeping the required consultation period to a minimum.

We also work in partnership with SFRS on the enforcement of fire safety issues within the City.

**Other Agencies**
When considering Sports Ground Safety, we recognise and utilise the strengths and areas of expertise of all the partner agencies. We liaise very closely with the local clubs and promote best practice in safety standards.

We are members of the Dundee City Sports Ground Safety Advisory Group which comprises of representatives of Police Scotland, Scottish Fire and Rescue Service and the Scottish Ambulance Service.

**Other Council Departments**

We work closely with our colleagues in both theHousing and Licensing Departments and assist in the delivery of a variety of licensing consents.

**Succession planning**

A recent review of service needs has been undertaken, and this has resulted in restructuring. This includes strengthening management positions and the introduction of Modern Apprenticeship posts to assist in succession planning.

**Quality Customer Experience**

| KP03 | Commit to the building standards customer charter | |
|---|---|---|
| | **Targets** | **Version** |
| 3.1 | The national customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly). | 2025 |
| **Narrative:** Our National Customer Charter (NCC) is published prominently on the Dundee City Council website. | | |
| 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. | N/A |
| **Narrative:** No cases have been reported within last 12months. | | |
| KP04 | Understand and respond to the customer experience | |
| | **Target** | **Actual** |
| **4.1** | Minimum overall average satisfaction rating of 7.5 out of 10 | 7.5 |
| **Narrative:** Our overall customer satisfaction rating for the 2024 - 2025 National Customer Survey was 7.5 out of 10. | | |

**Customer Communication Strategies**

We have a dynamic approach to ensure our policies are driven by our customers' needs. Customer feedback assists us to develop Service improvements.
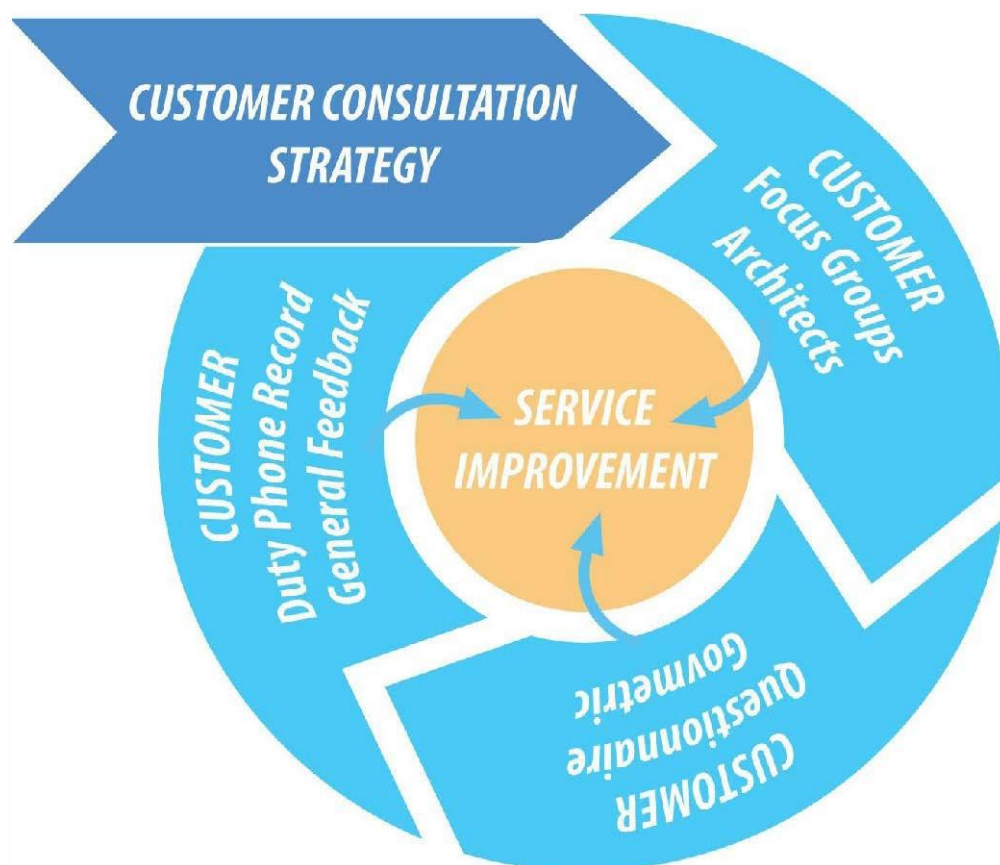
**Internal Communication Strategy**

**Executive Director**
All Managers within the City Development Department meet the Executive Director on a need to basis to discuss corporate business, health and safety, service performance, management priorities and budgetary control etc. All relevant matters are then cascaded down through the following meetings:

**Head of Service**
Monthly meetings are held between the Head of Service and the Divisions Team Leaders to discuss all relevant matters relating to the Teams. Any relevant matters are taken forward to Team Meetings.

**Team Leader (Building Standards)**
A Building Standards Management meeting is carried out monthly to discuss: - staff workloads, the progress and development of policies and procedures, staff development.
Priorities and actions are agreed upon.

**Building Standards Team**
A Building Standards Team meeting is held on the last Tuesday of every month to discuss Building Standards issues. Agenda items are set, and all staff are given the opportunity to raise topics for discussion prior to the meeting. A rota for minute taking has been introduced to assist in staff development.

**Support & Supervision Meetings**
Formal Support & Supervision Meetings are undertaken with staff to discuss workload and performance targets.

**External Communication Strategy**

**Customer Focus Groups/meetings**
We frequently meet with regular service users such as local Architects etc. These meetings allow us to listen to users of our services and develop our standards accordingly. Any relevant matters are taken forward to Team Meetings.

**Local Authority Building Standards in Scotland (LABSS) and Scottish Building Standards Hub (SBSH)**
As a member of the Local Authority Building Standards in Scotland (LABSS), we meet regularly to share and discuss issues affecting Building Standards. Minutes of LABSS general meetings and discussions are cascaded down to all members of the Team via email. All major issues are taken forward and discussed at Team meetings when necessary. Staff are given the opportunity to attend LABSS meetings - this keeps staff informed and kept up to date with more strategic issues surrounding Building Standards.

**Tayside Building Standards Consortium**
The LABSS Management Board is primarily made up of Consortia Leads, the Tayside Consortium endeavor to meet after each LABSS Management Board meeting and discuss relevant items as necessary.

The Lead Authority also provides a Technical Lead whose task is to liaise with other Consortia Technical reps. This approach attempts to apply consistency throughout Scotland through the creation of technical guidance notes.

At most Consortia meetings, staff at all levels are invited along to take part.  This assists with succession planning and promotes a more inclusive approach. Any relevant matters are taken forward and discussed in Team Meetings.
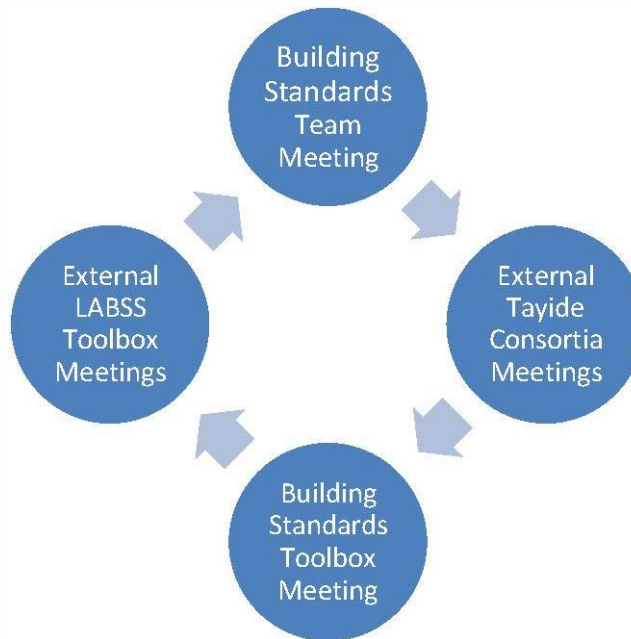


**Dundee City Council Customer Charter:**
Our Charter underpins the aims of the National Customer Charter, it clearly sets out the standard of service customers can expect when using Dundee City Council as a Verifier and for other Building Standards Services. Dundee City Council Customer Charter.

**Customer feedback (national)**
Customer feedback is gained through a continuous survey made available through various communication channels. The results of these surveys are then reviewed to inform continuous improvement in the service.

**Accessibility of service**

The Council offers a Customer Contact Centre to the public during normal working hours - 8.30 to 17.00hrs. Customers can discuss issues regarding the building warrant process by: -

- By appointment only for specific matters must be arranged prior to attending DundeeHouse.
- Telephone 01382 434000 or
- Email bs@dundeecity.gov.uk

In addition, by visiting the Building Standards web page our customers can: -

- Track the progress of their Building Warrant application on the Building Standards Register.
- Access model forms pertaining to the service.
- Access general guidance about Building Standards.
- Find out how our service is performing.
- Understand the standards to expect from our service.

We hold customer focus group meetings to discuss Building Standards Issues.

Customer Charter published and available on-line.
(Building Standards Customer Charter)
CIP is published quarterly and available on-line.

**The results of national customer surveys are published on-line (AVPR).**

**Pre-Application Discussion Information/Advice**

- Pre-application advice is encouraged to enable good quality submissions. However, any advice given is provided without prejudice to the final assessment of the application.
- A duty surveyor service is available during office hours through our customer contact centre. This service guides and assists customers through the Building Warrant and Completion Certificate process.

**Dissatisfaction with response times performance**

Other than those applications covered by a customer agreement, if you have not received a technical response, or a building warrant, as applicable, within 35 working days from receipt of your valid application you have the right to request resolution to the matter. This may be done, in the first instance, by contacting our Building Standards Team Leader on 01382 433001.

You may also contact the Building Standards Division at buildingstandards@scotland.gov.uk or Tel: SG Central Enquiry Unit 08457 741 741 or 0131 556 8400.

**Complaints Procedure**

Should the service we provide fall short of the standards set out in this charter and you wish to complain you can make your complaint by telephone, by letter, or in person. You may also register your complaint online using the Council's web site.

Visit: https://www.dundeecity.gov.uk/service-area/chief-executive/chief-executives-

services/complaints-to-the-council

If you have a complaint about how we are delivering the Building Standards Service, we will:

- Explain the complaint procedures to be followed.

- Acknowledge in writing written complaints within 5 working days advising how the complaint will be dealt with.

- Fully investigate all complaints and give a written response advising what action the Council proposes to take.

**Operational and Financial Efficiency**

| KPO S | Maintain financial governance | |
|---|---|---|
| | **Target** | **Actual** |
| 5.1 | Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%). | 83.12% |
| **Narrative:** Our percentage verification fee income/service costs over 2023-2024 was 83.12%. | | |
| KP0 6 | Commit to e Building Standards | |
| | **Target** | Actual |
| 6.1 | Details of e Building Standards to be published prominently on the verifier's website. | Yes |
| Narrative: Details of e Building Standards is published prominently on the DCC website. | | |
| 6.2 | 75% of each key building warrant related process being done electronically. | 100% |
| 6.2.1 | Plan checking | 100% |
| 6.2.2 | Building warrant or amendments (and plans) being issued | 100% |
| 6.2.3 | Ability to verify during construction | 100% |
| 6.2.4 | Completion certificates being accepted | 100% |
| Narrative: All staff are provided with mobile devices to fully support electronic ways of working, within the office environment, home working and whilst on-site. | | |
| KP0 7 | Commit to objectives outlined in the annual performance report | |
| | **Target** | **Actual** |
| 7.1 | Annual performance report published prominently on website with version control (reviewed at least annually). | Yes |
| 7.2 | Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year). | Yes |
| **Narrative:** Annual Verification Performance Report (AVPR) published prominently on the DCC website. | | |

**Operational and Financial Efficiency**

**Team Structures**

The Building Standards Section is led by a Team Leader, responsible to the Head of Planning, assisted by two Principal Building Standards Surveyors, two Senior Building Standards Surveyors, five Building Standards Surveyors, two Technicians, one Inspector, one Assistant Building Standards Surveyor, one e-Development Officer, and one Building Quality Assistant.

**Information Technology and Digital Systems**

Building Standards are consistently engaged with the progression of e-development through both a corporate initiative and the Scottish government digital agenda.

The Planning Division continues to invest substantial resources in the development and enhancement of our digital services and systems for business delivery.

The Division facilitates a continuous upgrade program ensuring that current versions of all casework, workflow and document management systems, central to the Building Warrant and verification processes are in use. The Building Standards Building Warrant verification and wider role services are carried out by use of digital workload tasks using the ldox Enterprise for uniform workflow system. The council is driven to ensure that all newly available software options are evaluated and procured where found to be beneficial to the service, the most recent example being the investment in enhanced mapping software, Uni-map Web to maximize the available mapping services such as GIS to improve the application processes.

The Council is committed to fully supporting the Scottish Government digital agenda and as a stakeholder, are continually engaged with progress of this project

Microsoft Office 365.
The Council have fully implemented the use of Microsoft Office 365 for all office applications and cloud storage. This includes Outlook and Teams as the main communication methods which facilitate the Council's Hybrid working approach. The Building Standards Team use all available Microsoft Office 365 applications to share, collaborate and consult on data with other Council departments, external agencies and with all customers of the service.

The council will continue to hold data and manage records which assist in the delivery of the verification service.

**Time Recording**

The Uniform casework system is used to accurately track and attribute time. Building Standards Surveyors record the hours worked against three specific project ID's which have been created for the following, Verification, Wider role and General. Within these projects - time is then recorded against an activity.

For Verification purposes surveyors can choose from pre-warrant applications, warrant process/ plan assessment/completions and site visit/inspections.

This allows the service to accurately record time against the associated activity. The cost of providing the verification service is then split from wider role activities - with costs submitted as part of the annual and quarterly returns.

**Financial Monitoring/Governance**

During the past 12 months the workload within the service has been similar to the previous year. Efficiency measures remain in place to enable the Departmental Budget to be met.

Along with the development of Dundee Waterfront a significant number of large-scale Non-Domestic Residential applications have been submitted over the past year.

**Revenue monitoring - Building Standards Annually**

The budgets are agreed at a Council meeting by politicians, at the time of the setting of Council Tax for the City. Once set, Finance Officers and Departmental Accountants work on allocating the budgets to Divisions, Sections and Projects to balance them to the agreed figure.

The budgets for each line of expenditure are recorded with the Civica Financials General Ledger system, allowing the actual spend/income to be monitored against the annual budget. All creditor and debtor transactions are from Civica creditors and debtor's systems, journals and virements processed by the Finance Department, after suitable authorisation from Support Services Manager, Departmental Accountant or Team Leader, Finance.

**Monthly**

The actual expenditure is downloaded or copied onto an Excel Spreadsheet, and a projected outturn calculated by Finance Officers, along with variances per line and total variance per Cost Centre.

The Finance Officers/Accountants are each allocated Divisions to monitor and meet the Managers and Team Leaders (as applicable) of the Divisions to discuss outturns and any potential over or underspending, and/or income surplus or deficit. Any adjustments requested by the Managers will be fed into the sheets.

Following these meetings, the Support Services Manager invites all Finance Officers/Accountants to a meeting where each Section discussed, then an overall projected outturn proposed for the City Development Department.

The Departmental projection is reported monthly as part of the Council's Revenue Monitoring.

The requirement for quarterly returns (KPO6 - Financial Governance) has been discussed with the City Development Support Service Manager. The template and example provided by the BSD have been used to establish an agreed process. This will ensure accurate figures are provided within the required timescale.

Summary of improvements & Partnership Working

Over the past 12 months we have -

| No | Action | Status |
|---|---|---|
| 1 | Endeavored to adhere to the requirements of both the operating and performance framework | Ongoing |
| 2 | Retained ISO 9001 accreditation | Ongoing |
| 3 | Upgraded all digital and casework systems. Continued to upgrade our systems to the latest versions and maximise the benefits of their functionality | Ongoing |
| 4 | Worked with LABSS and SBSH to develop strategic initiatives which will benefit verifiers nationally | Ongoing |
| 5 | All Team members provided with full 1.T. equipment to support Hybrid Working Model | Ongoing |
| 6 | Improved collaboration between Local Authorities to support the Verification Service | Ongoing |
| 7 | New Team Leader appointed and therefore new dynamic within the team | Ongoing |

In the next 12 months we will -

| No | Action | Status |
|---|---|---|
| 1 | Continue to monitor and ensure the requirements of both the operating and performance frameworks are met. | April 2026 |
| 2 | Develop IDOX Enterprise System and improve the efficiency and effectiveness of the service. | April 2026 |
| 3 | Continue to ensure we comply with the requirements of ISO 9001. | April 2026 |
| 4 | Continue to find ways to maximise the benefits of e-building standards. | April 2026 |
| 5 | Continue to work with LABSS and SBSH and progress strategic initiatives which will benefit verifiers nationally. | April 2026 |
| 6 | Continue to engage with customers and look for way to enhance the delivery of the service. | April 2026 |
| 7 | Commit to new National competency framework | April 2026 |
| 8 | Work on securing resources to satisfy the new Compliance and Enforcement Agenda | April 2026 |

# Building Standards - Additional Data

| | |
|---|---|
| Building warrants and amendments to building warrant | Applications = 837 <br> Decisions = 525 |
| Completion certificates | Submissions = 1353 <br> Decisions = 1449 |
| Certification | Certificates of design submitted = 325 <br> Certificates of construction submitted = 409 |
| Energy Performance Certificates (EPCs) | Copy certificates received (domestic) = 385 <br> Copy certificates received (non-domestic) = 8 |
| Statements of Sustainability | Certificates received (domestic) =245 <br> Certificates received (non-domestic) = 1 |
| Enforcement | Notices served under sections 25 to 30 = 29 <br> Cases referred to procurator fiscal = 0 <br> Cases where LA has undertaken work = 5 |