



Glasgow City Council

**Economy, Housing, Transport and
Regeneration City Policy Committee**

**Report by Executive Director of Neighbourhoods, Regeneration and
Sustainability**

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Item 3

19th August 2025

BUILDING STANDARDS ANNUAL PERFORMANCE REPORT

Purpose of Report:

To update on the Building Standards Annual Performance Report 2024-25.

Recommendations:

Committee is asked to:

- Consider the contents of the annual Building Standards Performance Report 2024-25

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

1. Background

- 1.1 In Scotland, all 32 local authorities are appointed by the Scottish Ministers to operate and administer the building warrant function for their geographical area. Appointments are usually done on a 6 year period. The current period runs from the 01 May 2023 to 30 April 2029.
 - 1.2 Arising from the background legislation of the Building (Scotland) Act 2003, the building warrant function is called “verification” and each authority is therefore known as a verifier for this purpose.
 - 1.3 In each local authority the verification function is undertaken by their Building Standards service, which in Glasgow is part of the Neighbourhoods Regeneration & Sustainability Directorate.
 - 1.4 Verification is the predominant function of Building Standards & Public Safety (BS&PS), however it also has responsibilities for, or related to:
 - Dangerous Buildings
 - Reports of Unauthorised Works
 - Safety at Sports Grounds
 - Temporary Raised Structures at events
 - Liquor Licencing
 - Public Entertainment Licencing for concerts and events.
- The latter four are done through reporting and liaison with the Licensing team within Legal Services.
- 1.5 The Scottish Ministers set appointment criteria for verifiers. As part of those conditions and in order to retain verifier status each authority is required to meet the Performance Framework also set by the Ministers.
 - 1.6 The Performance Framework requires submission of quarterly reporting on verification to the Ministers during the financial year and the production of an Annual Performance Report after the end of the year.
 - 1.7 The format of the Annual Performance Report follows a template from the Performance Framework and is based around three themes: 1) Professional Expertise and Technical Processes, 2) Quality Customer Experience and 3) Operational and Financial Efficiency.
 - 1.8 Against these themes there are seven Key Performance Outcomes (KPO's) which form part of the quarterly reporting.
 - 1.9 The Annual Report requires to be published online and is available here [Building Standards Annual Performance](#)

2. Building Standards Annual Performance Report 2024-25

- 2.1 As headline statistics, the Report outlines that we received 2,728 building warrant applications and issued 4,579 Completion Certificate Acceptances in 2024/25. The value of works that the building warrants represented was in excess of £1.2bn.
- 2.2 Of the 7 KPO's and 3 other associated targets we are assessed against, 7 are meeting the target:
- Publishing our Customer Charter on our website
 - 95% of requests are replied to within 5 days to the Government for their customer Verifier Performance Reporting service
 - Fee income covers verification costs
 - Use of the governments eBuilding Standards Portal are published on our website
 - 75% of key processes are processed electronically – plan assessment, warrant approvals, completion certificate acceptances at the end of a project
 - Maintaining the publication of the Annual Performance Reports and the publication of the performance data therein
- 2.3 For the remaining three criteria, we have been assessed as a combination of Amber and Red through the quarterly reporting periods:
- **95% of first responses to applications within 20 working days** – this was Red throughout the year, with figures varying from 83% to 89% across the quarters (Amber commences at 90%)
 - **90% of applications issued with 10 working days once all information is received** – this criteria was Amber in the first quarter but Red for the remainder for the year, the range was from 73 to 81%.
 - **Customer Satisfaction rating** - ranged from 4.7 to 6.7. An average of 5.8 compared to the national average of 8.5. This figure has to be caveated against the small amount of returns.
- 2.4 The year continued to prove very challenging from a performance perspective, against a background of limited success in filling vacancies.
- 2.5 With vacancies occurring due to leavers or retiral on top of ongoing vacancies, the service continued to re-advertise posts throughout the year with limited success externally. There was some success in promoting internally from existing staff but with the need to then backfill. We continue to try and fill any vacant posts. This position is reflective of other services also have in attracting suitable professional staff. Additionally, the picture is repeated nationally for Building Standards, where there are concerns over capacity within the system and a lack of candidates with the appropriate qualifications or experience.
- 2.6 Our Building Standards & Public Safety service is part of [Local Authority Building Standards Scotland](#) (LABSS) and where we chair the Clyde Valley Consortia. LABSS represents all of Scotland's 32 local authority building standards services and work in conjunction with many partners on matters of common interest. This

includes promoting careers in our industry via the [Careers](#) page of the LABSS website and which includes information such as this [Video](#).

3. Context Current and Future Actions

- 3.1 The Scottish Ministers recognise these challenges and have been in discussion with Local Authorities on the future direction of Building Standards.
- 3.2 This is also within the context of other factors that have created the need to improve the quality of construction more generally, for example the lessons learned from the Grenfell tragedy, and other projects that have demonstrated quality related issues. Later in the year it is expected we will find out more in relation to how we are expected to address compliance gaps with developers and the additional work that will involve.
- 3.3 The professional competency of those dealing with building warrants is also being scrutinised. From the local authority perspective we are looking to prove to the Ministers how we are best placed to do that by the systems and processes we have in place and to build on our National Competency Assessment system.
- 3.4 Through work with LABSS, the central Scottish Building Standards Hub was previously created and is hosted by Fife Council. This seeks to enhance previous work of LABSS for sharing information, expertise, and processes that can bring further consistencies and efficiencies. All authorities continue to work with them.
- 3.5 There is continued focus on High Risk Buildings (HRB's) which are high rise (residential and commercial), schools, hospitals, care homes and others where the risk characteristics may be considered high. As Scotland's largest city, Glasgow receives a greater proportion of these types of development applications. Members will also be aware of the planning guidance now in place in relation to "tall buildings" in the city. These will often be of a height which exceeds the current guidance for our building regulations and therefore pose new challenges. We are starting to see building warrant enquiries for these types of development. The scrutiny of these will also form part of the work in Item 3.2.
- 3.6 Ministers approved an increase in building standards fees from April 2024, the main purpose of which is to assist with creating greater capacity in the system. Local authorities are working with the relevant government department on how this is taken forward.
- 3.7 We have continued to work with Scottish Government colleagues in relation to cladding replacement, particularly in tall, flatted developments. New legislation was passed in the Scottish Parliament which gives the Ministers powers to address cladding replacement where necessary. There are pilots where they are carrying out assessment of identified properties to take forward necessary upgrades and where required we assist them with information and attend meetings.

4. Policy and Resource Implications

Resource Implications:

Financial: None presently. As noted in Section 3.6

Legal: None

Personnel: None

Procurement: None

Council Strategic Plan: The Building Standards Performance Framework reports on delivery of our statutory function. The Performance Report is considered to support the following Grand Challenge(s) and Mission(s).

GRAND CHALLENGE FOUR

Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities.

MISSION 1

Create safe, clean and thriving neighbourhoods.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify. None

What are the potential equality impacts as a result of this report? No significant impact

Please highlight if the policy/proposal will help address socio-economic disadvantage. No significant impact

Climate Impacts:

Does the proposal support any Climate No

Plan actions? Please specify:

What are the potential climate impacts as a result of this proposal? None

Will the proposal contribute to Glasgow's net zero carbon target? None

Privacy and Data Protection Impacts:

Are there any potential data protection impacts as a result of this report
Y/N None

If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out

5. Recommendations

- Consider the contents of the annual Building Standards Performance Report 2024-25