



Glasgow City Council

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

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

Item 4

18th August 2026

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BUILDING STANDARDS ANNUAL PERFORMANCE REPORT

Purpose of Report:

To update on the Building Standards Annual Performance Report 2025-26.

Recommendations:

Committee is asked to:

- Consider the contents of the annual Building Standards Performance Report 2025-26

Ward No(s):

Citywide: ✓

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

1. Background

- 1.1 This report is the annual submission to the Economy, Housing, Transport and Regeneration City Policy Committee regarding the Building Standards Annual Performance Report.
- 1.2 The background to the publication of the Annual Report is that 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.
- 1.3 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.
- 1.4 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.
- 1.5 Verification is the predominant function of Building Standards & Public Safety (BS&PS), however it also has significant responsibilities for, or related to other functions which are not part of the verification appointment:
 - 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 functions are carried out through reporting and liaison with the Licensing team within Legal Services.

- 1.6 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
- 1.7 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.
- 1.8 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.
- 1.9 Against these themes there are seven Key Performance Outcomes (KPO's) which form part of the quarterly reporting.

1.10 The Annual Report requires to be published online and is available here [Building Standards Annual Performance](#).

2. Building Standards Annual Performance Report 2025-26

2.1 As headline statistics, the Report outlines that we received 2,744 building warrant applications and issued 3,898 Completion Certificate Acceptances in 2025/26. The value of works that the building warrants represented was £983M. These are not performance figures but are provided to give an indication of the scale of work that is part of the city economy.

2.2 Of the 7 KPO's and 3 other associated targets we are assessed against, 8 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
- Customer Satisfaction Rating – We now use only an end of year figure. This was now Green at 8.6 for 2025/26 compared to the national average of 8.2. Whilst welcomed that we are now in Green, similar to previous years when we were in Red this figure has to be caveated by noting the small amount of returns it is based on.

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 Amber in Q1 but Red in the remainder, with figures varying from 81% to 88% across the quarters (Amber commences at 85%)
- **90% of applications issued with 10 working days once all information is received** – this criteria was Red for the year, the range was from 73% to 79%.

2.4 The year 2025/26 again continued to prove very challenging from a performance perspective. That continues to be against a background of limited success in filling existing vacancies coupled with normal turnover. A picture that continues nationally.

2.5 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 - [LABSS Careers page](#).

3. Current Context and Future Actions

- 3.1 The Scottish Ministers recognise these challenges and continue discussion with Local Authorities on actions regarding the future direction of Building Standards.
- 3.2 This is also within the context of other major factors that have created the need to improve the quality of construction. For example the lessons learned from the Grenfell tragedy and other projects have demonstrated issues with the quality of construction.
- 3.3 The Scottish Ministers approved three years of increases in building warrants fees starting from April 2024. The main purpose of which is to assist with creating greater capacity in the system as a long term objective. Ministers required submissions from each authority to determine how many staff would be required to undertake all intended verification inspections. Once established an investment plan had to be submitted to the government in relation to achieving the approximate 9.5 posts that this exercise identified for GCC.
- 3.4 Whilst noting the ongoing recruitment challenges for existing posts in Section 2.4 we therefore commenced a recruitment exercise for the additional posts during 2025. The ongoing exercise to increase staff has a predominant element intended to help address age demographics and succession planning as well as longer term capacity.
- 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 limits of current guidance for fire safety in the building regulations and therefore pose new challenges. We are starting to see building warrant enquiries and applications for these types of development. The Scottish Ministers introduced enhanced compliance plan guidance for inspections of these building types to trial in advance of intended legislation changes in 2027. There may be further changes to fees as a consequence of greater scrutiny on these large projects.
- 3.6 The professional competency of those dealing with building warrants is also being scrutinised as part of the examination of the wider industry. From the local authority perspective LABSS are looking to prove to the Ministers that local authority verifiers are best placed to do that role via the extensive

knowledge, experience, systems and processes we have in place and by building on LABSS national Competency Assessment System.

- 3.7 Working in conjunction with government colleagues this has developed a Professional Competency Framework with online submissions made by all verification staff in Scotland. We are participating in the first years interim process. To date 80% of GCC staff have carried out the first Stage and we will have 100% completed by end of year as required. There is a concurrent Stage 2 peer review process that aims to assess 20% of staff per year. In GCC 10% of our staff have completed this and the remainder are on target for completing by end of year.
- 3.8 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.
- 3.9 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 continue to be pilot projects where they are carrying out safety assessments of identified properties in order to take forward necessary upgrades. We have also been part of a group comprising the major cities, LABSS and the Hub. This was set up to agree guidance with developers and Homes for Scotland to help with consistency of approach for the building warrant applications for such work.

4. Policy and Resource Implications

Resource Implications:

Financial: Building Warrant fee increases to assist with investment in the service. As noted in Section 3.3

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 2025-29? 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 Plan actions? Please specify:

No

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

None

as a result of this report
Y/N

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 2025-26