



**Clackmannanshire
Council**

www.clacksweb.org.uk

BUILDING STANDARDS BALANCED SCORECARD 2015-16

1. INTRODUCTION

The balanced scorecard is a strategic planning and management tool that is used in business organisations to align business activities to the vision and strategy of the organisation, improve internal and external communications, and monitor performance against strategic goals.

Building standards verifiers in Scotland are required to utilise the balanced scorecard as a means to manage, monitor, review and develop strategies for their business with a focus on the three core perspectives listed below and the public interest and continuous improvement crosscutting themes:

- Professional Expertise & Technical Processes
- Quality Customer Experience
- Operational & Financial Efficiency



Clackmannanshire is Scotland in miniature – magnificent scenery, a turbulent history and welcoming people. We may be the smallest mainland county in Scotland, but we have some big ambitions. We aim to deliver the best services possible to the people we serve. We aim to be innovative and to work in partnership with other organisations to achieve our goals.

The County covers some 159 square kilometres and has an increasing population of 50,630. The County is bounded to the north by the Ochil Hills and to the south by the River Forth. Clackmannan has geographical boundaries with Fife, and Perth & Kinross Councils to the north and east and Stirling Council to the west.

Clackmannanshire has a wide and diverse landscape which includes Areas of Great Landscape Value, Sites of Scientific Interest, a Nature Reserve and has a shoreline on the River Forth. The area also has significant historical and industrial relevance which has left the legacy of coal mining and contaminated land the consequences of which the Council continue to deal with. The area is also subject to the increasing frequency and risk posed by flooding due to climate change.

Clackmannanshire is a mix of both urban and rural communities which has in the last few years benefitted from the additions of a new hospital, 3 new secondary schools with 1 primary school planned for this year and the recently completed college.

Commercial and retail parks in the county continue to expand, albeit at a slower pace than in recent times, this slowing of development is also reflected in speculative domestic housing sector by major developers. The Council's major redevelopment of a former industrial building and school into the new Council headquarters including Councillor accommodation and Council Chambers was completed during the summer of 2013.

"Hot desking" was introduced to all Council services including the Building Standards Team in the summer of 2013. This necessitated new work practices which influenced service delivery especially during the bedding-in period and resulted in changes to work practices.

Building Standards Team Responsibilities

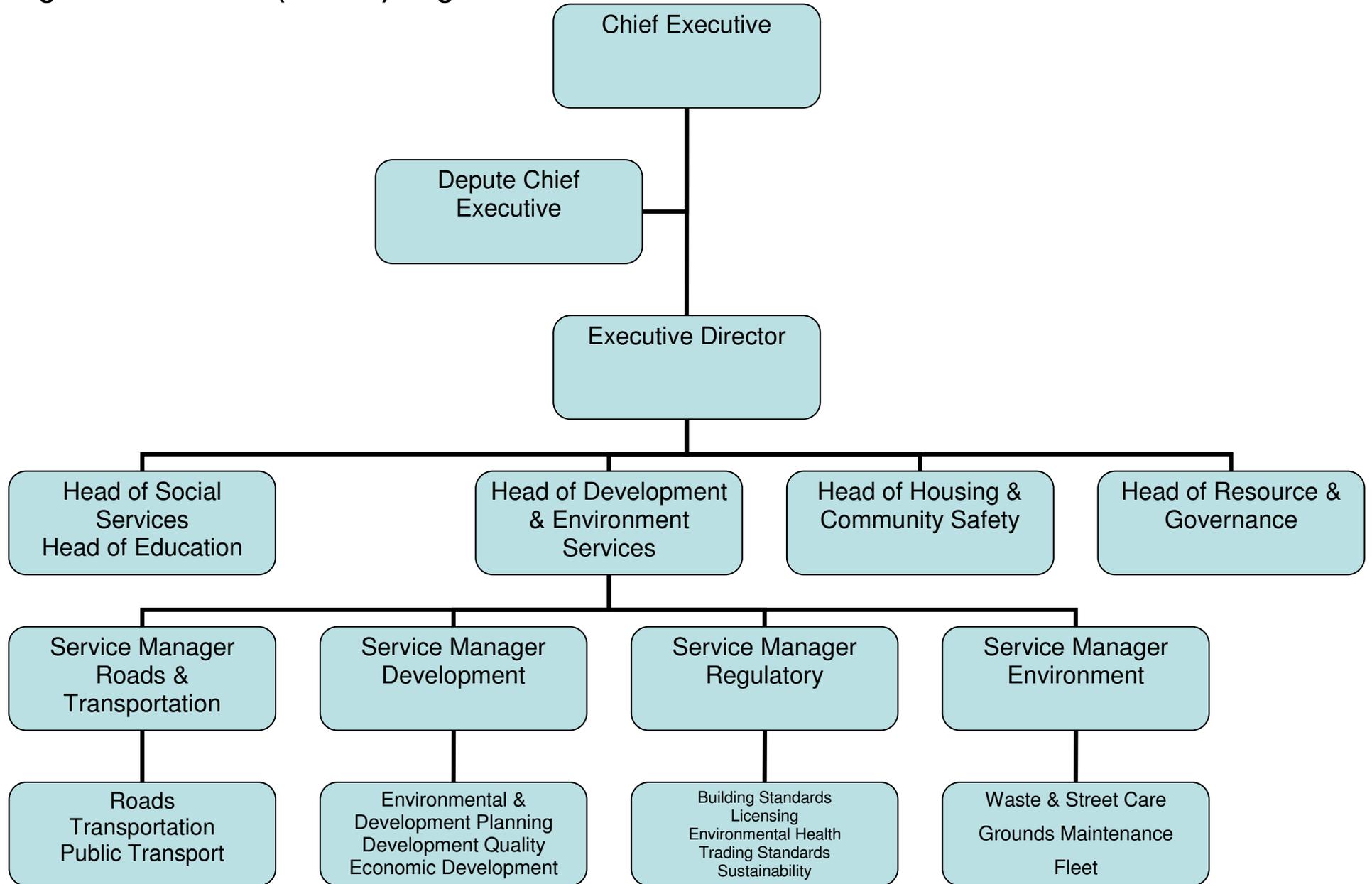
The Building Standards Service is responsible for providing a range of functions on behalf of the Council. These functions include the Team's core role in administering the Building (Scotland) Act 2003 as both verifier in dealing with Building Warrant applications, inspections during construction operations and acceptance/rejection of Completion Certificates, and in an enforcement role relating to unauthorised building operations, defective and dangerous buildings.

In addition to this core function the Team is also responsible for enforcement of Section 87 (Buildings in need of repair), Section 89 (safety of platforms) and Section 97 (street naming and numbering) of the Civic Government (Scotland) Act 1982.

The Team is responsible for administering the Safety at Sports Grounds Act 1975.

The Team also make formal responses to consultations in association with applications or enforcement operations related to the Planning and both Civic and Alcohol licensing.

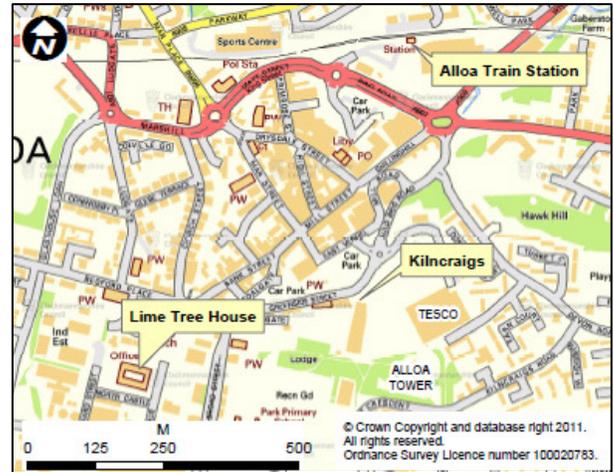
Organisational Chart (Council) - Figure 1



2. BUILDING STANDARDS VERIFICATION SERVICE INFORMATION

The Building Standards Team is based in Kilncraigs Mill which is located in the town of Alloa - the full postal address and contact information is as indicated below:

**Clackmannanshire Council
Kilncraigs
Greenside Street
Alloa
Clackmannanshire
FK10 1EB**



As from summer/autumn 2013 Kilncraigs became the Council's headquarters housing the majority of Council services.

Public Interest

In fulfilling the Council's responsibilities as verifier for the geographical area the Building Standards Team provide the following services:-

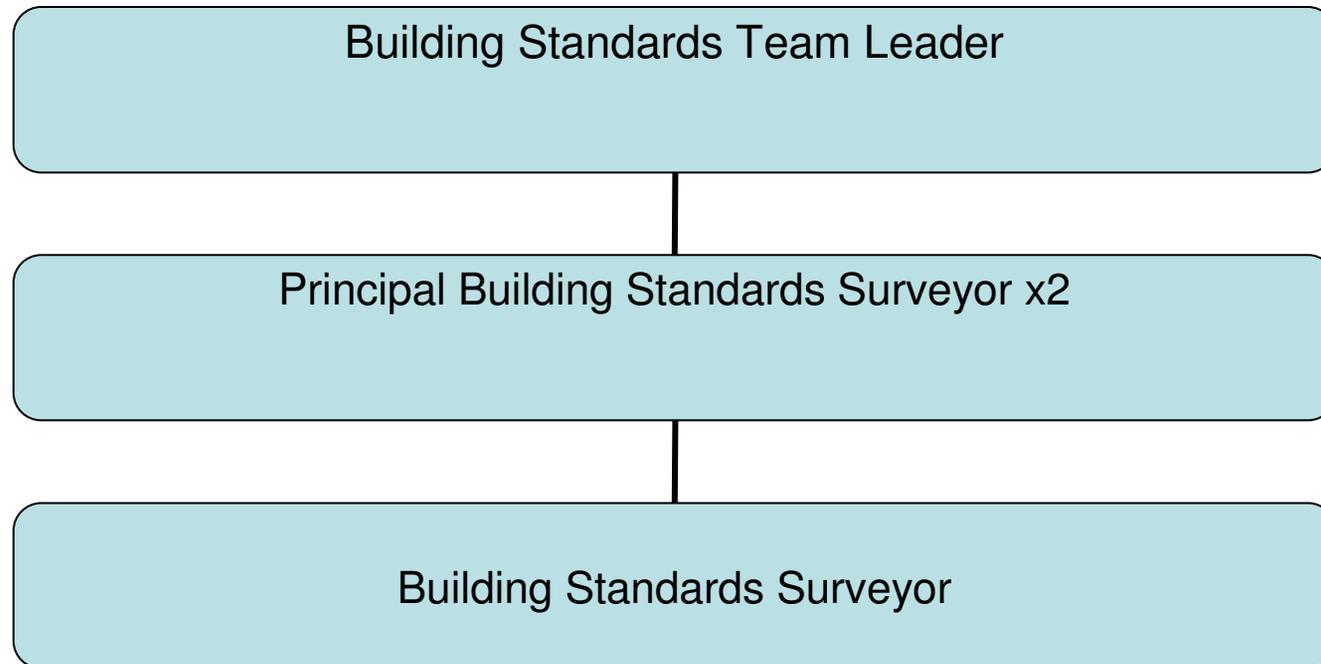
- Provide a pre-warrant submission discussions
- Process building warrant applications
- Prioritise workflow relating to commerce/industry and "disabled applications
- Inspection of construction work relating to building warrants
- Deal with completion certificate submissions;
- Provide a Building Standards enquiry system, including a search and copy document service

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.

Organisational Chart (Team) - Figure 2



3. STRATEGIC OBJECTIVES

The key issues for Development & Environment Services reflect the challenges and opportunities of Clackmannanshire Council as a whole. The main policy, economic and social changes and challenges are set out in this section.

Making Clackmannanshire Better:

- Focusing on Prevention & Early Intervention (for Better Outcomes)
- Developing Integrated & Sustainable Service
- Making Best Use of Assets & Resources
- Making Our Organisation Stronger

Service Mission

Development and Environment Service's vision is for safe and sustainable communities where individual citizens can achieve their potential.

Service Objectives:

1. Provide excellent Development and Environment Services which protect the health, safety and welfare of people living, working and visiting Clackmannanshire
2. Ensure that every household in our area has access to a good quality and affordable home that meets their needs
3. Promote economic growth and inward investment while protecting and enhancing the natural and built heritage of Clackmannanshire
4. Facilitate the movement of people and goods within Clackmannanshire by a choice of travel modes through a transportation network that is safe, accessible, well maintained and well integrated.

Items 1 & 3 can be linked to the function and services carried out by the Building Standards Team.

Service Links to Corporate Priority Outcomes

Clackmannanshire Community Plan, Corporate Plan and Single Outcome

Agreement: Development & Environmental Services and its partners support the Council to deliver on the outcomes for the benefit of resident, businesses and communities. The outcomes on which the activities of the Business Plan will strive to deliver upon are:

1. Clackmannanshire has a positive image and attract business and people;
2. Communities are more inclusive and cohesive;
3. People are better skilled, trained and ready for learning and employment;
4. Communities are and feel safer;
5. Vulnerable people and families are supported;
6. Substance misuse and its effects are reduced;
7. Health is improving;
8. Our environment is protected and enhanced;
9. Our public services are improving.

Items 1, 4, 8 & 9 can be linked to the function and services carried out by the Building Standards Team.

Key elements to this year's objectives will be to introduce new policies and procedures to accommodate the introduction of eBuilding Standards in 2016. This will involve the Council participation in developing an eBS portal to mirror that of ePlanning and the creation of parallel processes to service both hard-copy and electronic Building Warrant submissions and associated correspondence.

4. KEY PERFORMANCE OUTCOMES - (Professional Expertise and Technical Processes, Customer Experience and Operational and Financial Efficiency)

Professional Expertise and Technical Processes

Protocols for Dealing with Work

The Building Standards Team is responsible for administering all aspects of the Building (Scotland) Act and subsidiary legislation on behalf of Clackmannanshire Council.

The processing involved in dealing with Building Warrant applications, approvals, inspection and Completion Certificate processes are risk assessed with relevant protocols established and processed mapped.

The process and existing risk matrix has been amended to incorporate the new performance improvement framework and reasonable enquiry regimes was introduced 1st October 2012.

Performance Management Systems

Team reports are produced twice weekly to monitor the progress of all Building Warrant applications up to 1st response stage. A reporting framework has been produced to monitor the Teams other performance indicators. New reports have been developed to provide data on the new key performance outcomes introduced since 1st October 2012.

Training and Development CPD

The Team embraces the Council's PRD which incorporates twice yearly formal reviews. This permits two way dialog between staff member and manager to identify any training development or operational needs and address any issues impacting on the quality, effectiveness or efficiency of the services provided.

CPD events are attended in collaboration with private sector colleagues, consortium group members and in house Council services.

Benchmarking/Shared Services/Partnership Work

The Team will continue to champion the benefits and promote and support the work of the Building Standards Division, Local Authority Building Standards for Scotland, Central Authorities Consortium Group and other Council services in providing quality local authority services.

The Team contribute towards the Central Authority Consortium Technical Group and participate in joint training and interpretational debates to establish a consistent approach and interpretation and the production of jointly badged guidance documents used within the consortium's geographical area.

From 2015 the Team plan to re-introduce its Customer Forum Group/Meetings which has unfortunately suffered through staff resource issues within the last few years.

Commitment to Work Together on Technical Issues

Within the small Building Standards Team regular discussion and agreement is reached regarding technical/interpretational issues. All significant issues debated are also referred to the Central Authorities Consortium Technical Working Group should further discussion be necessary to establish a consistent agreement throughout the geographical area covered by the consortium. Matters of significant/national importance can be directed to LABSS and/or BSD.

Succession Planning

The Council's performance review and development (PRD) process identifies any training and development needs from the perspective of both the employee and the employer. This process is designed to enhance and progress staff member's skills, knowledge and experience.

Training and development issues are identified within the Building Warrant process risk matrix. Procedures are in place which includes the mentoring of team members to expand their knowledge and experience to allow them to deal with more complex casework.

5. QUALITY CUSTOMER EXPERIENCE

Customer Communication Strategies

The Service seeks to communicate and engage with customers and stakeholders through a variety of channels including:

- Council's website - information on Services and performance
- Social media
- Local press
- Targeted awareness campaigns
- Face to face
- Consultations
- Letter, e-mail
- Marketing, public forums, residents and business forums.

In addition there are several corporate approaches in place to allow customers and stakeholders to feed back to us on our service delivery. These include: MP and MSP enquiries, Councillor enquiries, complaints, compliments and FOIs.

The Building Standards Team aim to tailor the medium to suit the customer's needs and to this end we provide the option at Building Warrant application stage as to whether all correspondence will be forwarded to the applicant/agent by mail or email.

We have our own enhanced Building Standards Building Warrant on-line public register which in addition to the statutory information provided also communicates to the applicant when revised plans have been received or responded to including multiple occurrences.

Our web pages provide information, guidance and relevant documentation and also provides a facility to submit electronic enquiries. The Council's Contact Centre (phone contacts) provides "one stop shop" point of contact and forwards messages to Building Standards Team members when they are unavailable.

The Council has developed a core customer survey which has been adapted and utilised by the Team for customer survey exercises that can be accessed via the Council's website or by hardcopy.

Charter (Local/National)

The Council's Corporate Customer Charter is available online or in hard copy format when requested it outlines what the Charter is, the key commitments to the customer and highlights service standards.

Harmonisation of the content of the Council's Corporate Customer Charter and that of the nation Building Standards customer charter has been addressed and can be viewed on the Council's website.

Engagement (National and Local Forums)

The Building Standards Team is committed to engage with Scottish Government, BSD, LABSS, other agencies, consortium groups, other authorities, fellow professionals or customers and agents.

The Council adopted a new corporate compliments, comments and complaints system in September 2012 which is designed to be more user friendly, quicker and will encourage more customer engagement.

Such engagement will further the aims of consistency of interpretation and process and assist in improvements in both strategic and operational aspects of service provision.

Customer Feedback (Local and National)

Customer feedback gained via public consultations, forum groups and the Council's website is analysed to assist in developing our policies and procedures. The ongoing Customer Service Excellence exercise is another example of the interaction between the customer and the Service.

It is anticipated that the results of the national survey will influence the future priorities of Building Standards of both national and local services provided within Clackmannanshire. The results of this national survey have not yet been released. The Building Standards Team will continue to use its own customer survey to assess the needs of its customers.

Accessibility of Service

Access to the Building Standards Team is available through a number of routes; personal contact (office or site location), telephone, email, web or by hardcopy correspondence.

The Council operates a flexitime regime between the hours of 8am and 6pm and when a Building Standards Surveyor is unavailable messages are relayed via the Council's Contact Centre or Building Standards Business Support colleagues.

The phased introduction of eBuilding Standards in 2016 will provide customers with the ability to electronically submit Building Warrant application and supporting information 24-7.

Telephone messages received are manually recorded including data on date, time, subject matter together with response information included in order to address any complaints which may be received and to allow management monitoring.

Recognised External Accreditations

The Council is currently investing resources in to a rolling programme to ensure every Council service successfully achieves CSE and IIP accreditation. The Building Standards Team currently has CSE accreditation having completed reassessment during September 2013. The latest programme for IIP indicates that the Building Standards Team is scheduled for assessment during the spring/summer period of 2015.

The Building Standards Team piloted the Council's Public Service Improvement Framework (PSIF) process in 2007 and has been reassessed during the third quarter of 2013/2014 under the Clackmannanshire Improvement Model (CIM) which has been developed as an enhanced model of the national PSIF assessment.

The Building Standards Team is piloting the Council's new initiative on adopting a corporate style of process mapping. The project commenced Dec 2014 and is programmed for completion Dec. 2015.

6. OPERATIONAL & FINANCIAL EFFICIENCY

Team Structure

Being the smallest mainland authority in Scotland the Team has been structured (see fig 2) to meet the needs and reasonable expectations of our customers.

The Team, in its entirety is based at the Council Headquarters, Kilncraigs. The County is divided in to geographical each having a Principal Building Standards Surveyor who are assisted with the shared resource of 1 1/2 FTE Building Standards Surveyors.

In addition to the general geographical split, workload is apportioned relative to risk, experience and caseload.

Time Recording System

The Team operates a computerised time recording system which produces reports which can accommodate any time period required for monitoring purposes. The present system does not record time relative to individual case files.

Financial

The Building Standards financial processes are regulated under the auditing and accounting protocols of the Council's Finance Section and external auditing regimes.

Budgets are set annually through a "budget challenge" process where senior management may challenge budget proposals submitted by other sections of the Council to achieve best value.

I.T Systems

The Building Standards Team utilise the Uni-form and Idox software for both statutory and non-statutory services provided by the Team.

The national key performance outcomes have necessitated an upgrade and customisation of these software packages and consequent redesign of internal procedures. Information recorded on these packages will also interface with the Council's Corporate performance monitoring system called Covalent. The Council introduced monthly performance monitoring by senior managers/Councillors during the 2nd quarter of 2012/2013.

The Council delayed development of its own web platform for Building Standards as it awaited finalisation of Scottish Governments (SG) web platform. The SG driven project is now well underway with eBuilding Standards testing planned to commence Jan 2016 and be completed by March 2016 with a phased roll out commencing May-June 2016.

The phased introduction of eBuilding Standards in 2016 will provide customers with the ability to electronically submit Building Warrant application and supporting information 24-7. It is hoped that with the development of the new internal processes will result in a more efficient service.

Finance Systems

Cost centres are created with unique ledger codes to allow accurate recording of all costs associated with the Building Standards Team.

Budget monitoring occurs monthly with the Building Standards Team Leader, Line Manager and Service Accountant present which highlights any anomalies or exceptions to the expected expenditure and fee income.

Internal Communication Strategies

Clackmannanshire Council has adopted an internal communications strategy based on the following:

- Senior Management/Management Team Meetings
- Weekly electronic bulletins
- Information released through the Council's Communications Unit

The management and team meetings allows for 2 way communication of information through the Council.

In addition to the above, quarterly reports are presented to the Council's Enterprise and Environment Committee detailing the progress against the overarching service objectives, the performance of the service against its indicators and outcomes as well as its financial performance. Monthly progress reports are also prepared by the Building Standards Team and presented to Senior Management. These progress reports provide information on performance, service activity, achievement, opportunities, challenges and risks.

All Council staff participate in the Council's PRD processes therefore in addition to the normal staff meetings, 6 monthly one to one meetings are organised for staff and line managers to discuss any issues of concern.

CONTINUOUS IMPROVEMENT PLAN - SUMMARY (PART 4 OF BALANCED SCORECARD)

Professional Expertise and Technical Processes

Key actions from previous quarter (Q4 2014/15):	Relevant to KPO1-2 (from list):	Target completion date:	Status (from list):	Outcomes:
1 Monitor Team processes and procedures re processing and approving BW applications	KPO1	March 2014 & ongoing	Completed	Maintain consistency of plan assessment. Improve efficiency and effectiveness of BW processes
2 Investigate/evaluate efficiencies to be gained from accepting and processing electronic BW applications	KPO1	March 2014 & Ongoing	On target	Efficiencies identified in file storage and retrieval. Additional cost identified if printing plans. Time delays identified in registration/scanning and processing applications
3. Customers to be advised of any changes in policy or procedure	KPO1	March 2014 & Ongoing	Completed	Ensure customers have all available information to assist in submission of competent plans and aware of legislation and procedures
4. All application processes to be mapped	KPO1	Mar-15	Behind schedule	Record of processes to identify efficiencies and for staff training purposes
5. Monitor Team processes and procedures re compliance during construction	KPO2	March 2014 & ongoing	Completed	Maintain consistency of construction compliance
6. All post construction processes to be mapped	KPO2	Mar-15	Behind schedule	Record of processes to identify any future efficiencies and for staff training purposes

Commentary: *(This is an important requirement and should include a narrative summary of progress, as well as the context and rationale for any changes to current and planned actions.)*

1, 3 & 5 - All actions for the period completed.

2 - Initial investigations completed. Task held open pending ebuilding standards web platform. See further comment in Operational & Financial item 3

4 - Processes now mapped using new corporate style of presentation - awaiting proofing and finalisation.

6 - As "4" above.

Key actions planned for 2015/16	Relevant to KPO1-2 (from list):	Target completion date:	Priority level (from list):	Proposed outcomes:
1 Monitor Team processes and procedures re processing and approving BW applications	KPO1	Mar-16	High	Maintain consistency of plan assessment. Improve efficiency and effectiveness of BW processes
2 Investigate/evaluate efficiencies to be gained from accepting and processing electronic BW applications	KPO1	Mar-16	Medium	Efficiencies identified in file storage and retrieval.

3. e-BS Project Plan	KPO1	Jun-16	High	Electronic submission of BW application and supporting documentation
4. Customers to be advised of any changes in policy or procedure	KPO1	Mar-16	Medium	Ensure customers have all available information to assist in submission of competent plans and aware of legislation and procedures
5. All application processes to be mapped	KPO1	Dec-15	Low	Record of processes to identify any future efficiencies and for staff training purposes
6. Monitor Team processes and procedures re compliance during construction	KPO2	March 2014 & ongoing	High	Maintain consistency of construction compliance.
7. All post construction processes to be mapped		Dec-15	Low	Record processes to identify any future efficiencies and for staff training purposes

Commentary (optional): *(This could look at longer term priorities (one to three years)):*

5 & 7 - As stated above - Processes now mapped using new corporate style of presentation - awaiting proofing and finalisation.

Quality Customer Experience

Key actions from previous quarter (Q4 2014/15):	Relevant to KPO3-5 (from list):	Target completion date:	Status (from list):	Outcomes:
1. Monitor Team/Surveyor performance relative to KPO 3	KPO3	March 2014 & ongoing	Completed	Provide an alternative approval route for dissatisfied customers regarding processing times of BW applications
2. Monitor Team/Surveyor performance relative to LPIs	KPO3	March 2014 & ongoing	Completed	Maintain service levels against local targets
3. Monitor need to update national customer charter	KPO4	March 2014 & ongoing	Completed	Demonstrate the shared commitment to service levels and a consistent standard of quality across all verifiers
4. Monitor need for updating local customer charter	KPO4	March 2014 & ongoing	Completed	Demonstrate commitment to service levels to meet to meet the reasonable expectations of our customers.
5. National Customer Survey	KPO5	Mar-14	Completed	To gain detailed understanding of different customer groups and be able to respond appropriately to their needs
6. Local customer survey	KPO5	March 2014 & ongoing	Completed	Gain detailed understanding of our specific customers and respond immediately any concerns or questions raised.

Commentary: *(This is an important requirement and should include a narrative summary of progress, as well as the context and rationale for any changes to current and planned actions.)*

1, 2, 3, 4, 5 & 6 - All actions completed for the period.
There are no proposed changes to current planned actions.

Key actions planned for 2015/16	Relevant to KPO3-5 (from list):	Target completion date:	Priority level (from list):	Proposed outcomes:
1. Monitor Team/Surveyor performance relative to KPO 3	KPO3	Mar-16	High	Ensure national targets are met or agreement reached with customers on BW processing times
2. Monitor Team/Surveyor performance relative to LPIs	KPO3	Mar-16	Medium	Ensure local performance targets are met to meet the reasonable expectations of our customers
3. Monitor need to update national customer charter	KPO4	Mar-16	High	Demonstrate the shared commitment to service levels and a consistent standard of quality across all verifiers
4. Monitor need for updating local customer charter	KPO4	Mar-16	Medium	Demonstrate commitment to service levels to meet the reasonable expectations of our customers.
5. National Customer Survey	KPO5	Mar-14	High	To gain detailed understanding of different customer groups and be able to respond appropriately to their needs
6. Local customer survey	KPO5	Mar-16	Medium	To gain greater understanding of local customer groups and be able to respond timously and appropriately to their needs

Commentary (optional): *(This could look at longer term priorities (one to three years)):*

There are no proposed changes to current planned actions

Operational and Financial Efficiency

Key actions from previous quarter (Q4 2014/15):	Relevant to KPO6-9 (from list):	Target completion date:	Status (from list):	Outcomes:
1. Review income & cost streams to evaluate efficiency	KPO6	March 2014 & ongoing	Completed	Determine if verification fees are adequate to ensure a high quality of service Identify where efficiencies can be improved
2. Quarterly returns submitted to BSD	KPO6	March 2014 & ongoing	Completed	Determine if verification fees are adequate to ensure a high quality of services Monitor verification fee income relative to running costs of the service

3. National Forum	KPO7	????	Not started	Encourage collaborative partnership working Underpin greater consistency and seek solutions to issues in the public interest
4. Balance Scorecard review	KPO8	Ongoing 1/4ly	Completed	Identify main aspects of service provision to enable a consistent approach to national reporting
5. Analyse performance against CIP and report quarterly	KPO9	Ongoing 1/4ly	Completed	Improve and develop service delivery and assist in achieving KPO targets
6. Review CIP and update as appropriate	KPO9	Ongoing 1/4ly	Completed	Improve and develop service delivery and assist in achieving KPO targets
Commentary: (This is an important requirement and should include a narrative summary of progress, as well as the context and rationale for any changes to current and planned actions.)				
1. Review satisfactory and ongoing - Council budget review for 2015-2016 completed - savings identified				
2, 4, 5 & 6 On schedule				
3. Awaiting BSD input				
Key actions planned for 2015/16	Relevant to KPO6-9 (from list):	Target completion date:	Priority level (from list):	Proposed outcomes:
1. Review income & cost streams to evaluate efficiency	KPO6	Ongoing 1/4ly	High	Determine if verification fees are adequate to ensure a high quality of service Monitor verification fee income to relative to running costs of the service and identify where efficiencies can be improved
2. Quarterly returns submitted to BSD	KPO6	Ongoing 1/4ly	High	Determine if verification fees are adequate to ensure a high quality of service Monitor verification fee income relative to running costs of the service
3. Review use and develop Uniform/EDRMS for e-BS	KPO6	Jun-16	High	Deliver as cost effective and efficient service via e-BS as possible
4. National Forum	KPO7	????	Low	Encourage collaborative partnership working Underpin greater consistency and seek solutions to issues in the public interest
5. Balance Scorecard review	KPO8	Ongoing 1/4ly	High	Identify main aspects of service provision to enable a consistent approach to national reporting
6. Analyse performance against CIP and report quarterly	KPO9	Ongoing 1/4ly	High	To improve and develop service delivery and assist in achieving KPO targets
7. review CIP and update as appropriate	KPO9	Ongoing 1/4ly	High	To improve and develop service delivery and assist in achieving KPO targets

Commentary (optional): *(This could look at longer term priorities (one to three years)):*

1. Review satisfactory and ongoing - Council budget review for 2016-2017 not commenced
- 2, 6 & 7 On schedule
3. Progressing and waiting further contact from SG
4. Awaiting BSD input
5. Review complete and ongoing

Building Standards – Additional Data (2015/16 Local Authority Annual Return)

1	Building Warrant (BW)	Number
1.1	No. of BW Applications (including "late" applications)	289
1.2	No. of "late" BW applications (as included above)	8
1.3	No. of BW approved	287
1.4	No. of BW refused	0
1.5	No. of amendment to BW applications	69
1.6	No. of amendment to BW applications approved	68
1.7	No. of amendment to BW applications refused	0

Comments:

2	Completion Certificates (CC)	Number
2.1	No. of CC submissions (including those where no warrant was obtained)	384
2.2	No. of CC submissions where no warrant was obtained ("late" CCs as included above)	3
2.3	No. of CC submissions accepted	396
2.4	No. of CC submissions rejected	Not Recorded

Comments:

3	Fees	Number
3.1	Total value of works for BW applications (including "late" applications)	£12,944,464.00
3.2	Total value of works for amendment to warrant applications	£22,017.00
3.3	Total value of works for CC submissions where no warrant was obtained	£12,000.00
3.4	Total Value of Work	£12,978,481.00
3.5	Total building warrant fee income (including 'late' BW)	£111,551.00
3.6	Total amendment to warrant fee income	£3,770.00
3.7	Total CC fee income where no warrant was obtained	£375.00
3.8	Total Fee Income	£115,696.00

Comments:

4	Costs	Number
4.1	Total expenditure on verification	£158,598.00

This figure relates to employee costs only i.e. salaries, national insurance and superannuation with half the Team Leaders costs apportioned to the Licensing function

5	Certification	Number
5.1	No of certificates of design (building structures) provided	95
5.2	No of certificates of design (energy) domestic provided	1
5.3	No of certificates of design (energy) non-domestic provided	0
5.4	No of certificates of construction (electrical) provided	10
5.5	No of certificates of construction (drainage, heating and plumbing) provided	26

Comments:

6	EPCs	Number
6.1	No of copy EPCs received for domestic buildings under Standard 6.9	112
6.2	No of copy EPCs received for non-domestic buildings under Standard 6.9	2

Comments:

7	Statements of Sustainability	Number
7.1	No of copy Statements of Sustainability for domestic buildings under Standard 7.1 "Bronze"	56
7.2	No of copy Statements of Sustainability for domestic buildings under Standard 7.1 "Bronze +"	
7.3	No of copy Statements of Sustainability for domestic buildings under Standard 7.1 "Silver"	
7.4	No of copy Statements of Sustainability for domestic buildings under Standard 7.1 "Gold"	
7.5	No of copy Statements of Sustainability for domestic buildings under Standard 7.1 "Platinum"	
7.6	No of copy Statements of Sustainability for non-domestic buildings under Standard 7.1 "Bronze"	1
7.7	No of copy Statements of Sustainability for non-domestic buildings under Standard 7.1 "Bronze +"	
7.8 *	No of copy Statements of Sustainability for non-domestic buildings under Standard 7.1 "Silver"*	
7.9*	No of copy Statements of Sustainability for non-domestic buildings under Standard 7.1 "Gold"*	
7.10*	No of copy Statements of Sustainability for non-domestic buildings under Standard 7.1 "Platinum"*	
	<i>*7.8 to 7.10: Higher levels for Silver, Gold and Platinum are not currently possible for non-domestic.</i>	

Comments:

8	Enforcement	Number
8.1	No of section 25 notices issued	0
8.2	No of section 26 notices issued	0
8.3	No of section 27 notices issued	0

8.4	No of section 28 notices issued	0
8.5	No of instances where the local authority has taken action under Section 29	6
8.6	No of section 30 notices issued	5
8.7	No of enforcement cases reported to the Procurator Fiscal	0
8.8	No of cases from above where the local authority carried out work	7

Comments: