

Scottish Building Standards Hub (SBSH)

Strategic and Operational Business Plan

and

Annual Report

2025/2026

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Title: Scottish Building Standards Hub (SBSH) Strategic and Operational Business Plan and Annual Report 2025/2026.

Purpose: This document outlines the business plan for the Scottish Building Standards Hub (SBSH).

Version:	Date:	Notes:
1.0	07.04.2025	Initial 2025 draft.
1.1	14.05.2025	Example information added to annual reporting.

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1.0 Introduction:

1.1 Background:

1.1.1 Following the failings in the construction of Edinburgh School Buildings and the tragic events at Grenfell Tower, a Ministerial Working Group on Building and Fire Safety set up two Review Panels looking at 'Compliance and Enforcement' and 'Fire Safety' which reported in 2018.

The Building Standards Futures Programme Board was subsequently set up by the Minister for Local Government and Communities to provide guidance and direction on the development and implementation of the recommendations made.

1.1.2 The Board's remit was to strategically advise and direct a broad programme of work aimed at improving the performance, expertise, resilience and sustainability of the Scottish building standards framework and services across Scotland.

1.1.3 Recommendations were taken forward through the following work streams:

- Verification Delivery Model
- Workforce Strategy
- Certification Strategy
- Compliance Plan Approach
- Digital Transformation
- Technical Strategy
- Verification Standards

1.1.4 Each of the work streams was led by officers within the Building Standards Division (BSD) of the Scottish Government and involved a range of stakeholders from construction industry organisations, professional bodies and public bodies including Scottish Futures Trust, Skills Development Scotland, BE-ST and local authorities (through Local Authority Building Standards Scotland - LABSS).

1.1.5 It was under the verification delivery model workstream that the framework for a building standards hub in Scotland was considered.

1.1.6 LABSS options appraisal, proposing reshaping of the building standards system was considered by The Futures Programme Board Delivery Model Working Group (DMWG) which resulted in the setting up of the Delivery Model Development Group (DMDG) to deliver the proposal to develop and deliver a Building Standards Hub (BSH) to drive change in the delivery of the building standards system with an aim to:

- Deliver excellent Public Services.
- Drive efficiencies.
- Increase capacity to deliver across all types of construction work.

- Ensure investment in skills and new technology.
- Provide resilience.
- Increase consistency.

- 1.1.7** A pilot programme was established to demonstrate the viability and sustainability of a BSH and identify the improvements that could be made to the current building standards delivery model, including the development of regional partnerships, the centralised administration of national building standards system services and specialist activities.
- 1.1.8** Fife Council was appointed as the host authority to support the BSH pilot programme and successfully undertook this role from inception on the 23rd May 2022 until conclusion on the 23rd May 2024.
- 1.1.9** The pilot programme demonstrated that the concept of a permanent BSH would deliver improvement to the building standards system and delivery model as well as provide an asset that would support local authority building standards services as well as wider industry and those who use and interact with the building standards system.
- 1.1.10** A model and structure for a permanent BSH was fully developed, demonstrated, and costed, backed up by technical and strategic business cases.
- 1.1.11** This BSH model was formally approved by the DMWG and subsequently by the Building Standards Futures Programme Board.
- 1.1.12** BSH pilot development established that hosting for the permanent BSH was best placed within the local authority environment as an embedded stand-alone unit. Through the SoLACE Scotland Branch Briefing Note dated 26 May 2023, expressions of interest in hosting the BSH were sought from local authorities, which resulted in Fife Council being successful in the role.
- 1.1.13** Funding for the permanent BSH and other building standards related initiatives was established through a Scottish Government public consultation on proposals to increase building warrant application fees. The outcome analysis of the consultation being that there was support to fund a permanent BSH through an increase in building warrant application fees.
- 1.1.14** The Scottish Minister for Local Government and Communities formally agreed to the creation of a permanent BSH and its funding through an increase to building warrant application fees and formally offered the hosting the role to Fife Council on the 21st December 2023.
- 1.1.15** Fife Council Cabinet Committee formally considered the offer made by Scottish Ministers on the 11th January 2024 to host the permanent BSH and duly agreed and accepted that Fife Council would host the BSH.

1.1.16 CoSLA were kept fully apprised of all BSH Pilot developments with their views being sought on all relevant development activity. This led to overwhelming support for the pilot programme and the creation of a permanent BSH.

1.1.17 Change management activity led to the BSH to become known as the Scottish Building Standards Hub (SBSH) and it became an actual entity on the 24th May 2024.

1.2 The Scottish Building Standards Hub (SBSH)

1.2.1 The SBSH is an independent stand-alone specialist unit hosted within Fife Council supporting local authority building standards services across all 32 Scottish local authorities and wider industry.

1.2.2 The business address for the SBSH is:

The Scottish Building Standards Hub
Protective Services
Fife Council
North Street
Glenrothes
KY7 5LT

1.2.3 The support provided by the SBSH to local authority building standards teams and wider industry is delivered across three areas:

- By delivering a range of building standards system services
- By supporting hubs of expertise and operational partnerships
- By supporting learning and development

1.2.4 Staff within the SBSH are employees of Fife Council and work to the host authority HR and corporate rules. Staff are designated home workers and are line managed by the two directors who in turn are line managed by Fife Council's Head of Protective Services.

1.2.5 The SBSH manages its own specific budgetary and procurement arrangements within the host authorities own financial and procurement governance.

1.2.6 The SBSH delivers its range of services and activities across three business areas, being:

- Business, strategy and transformation
- Technical, operations and services
- Learning and Development

1.2.7 There are 10.5 FTE staff working within the SBSH:

- Two SBSH Directors

- Learning and Development Manager
- Technical Support Surveyor (Learning and Development)
- Three Technical Support Surveyors.
- Two Expert Technical Support Surveyors – fire and energy/environment
- Administration and Technical Support Officer
- Administration and Technical Support Assistant (0.5 FTE)

1.2.8 The skills and experience of all staff within the SBSH are utilised across all business areas.

1.3 Governance:

1.3.1 The SBSH is strategically directed by its 'Advisory Board', whose remit also ensures the SBSH is delivering as intended. The board also reviews the annual business plan and performance.

1.3.2 The appointed Advisory Board consists of 10 members, with representation coming from:

- Head of Protective Services Fife Council (1 No.)
- Local Authority Building Standards Scotland (LABSS) (2 No.)
- Building Standards Division (BSD) of Scottish Government (2 No.)
- CoSLA (1No.)
- SoLACE (1 No.)
- Certification Scheme Providers (1 No.)
- Industry representatives (2 No.)

The Board can be extended by up to two additional members, if required.

1.3.3 Members of the Board select a Chair and Vice Chair who will for three years following which re-selection will be undertaken.

1.3.4 The reporting mechanism on SBSH activity and performance back to Scottish Ministers is through the Advisory Board via the Building Standards Division (BSD).

1.3.5 Wider industry stakeholders are represented, in development of the SBSH via the 'Building Standards Stakeholder Group' which is a sounding board for the construction sector providing feedback on industry issues and the performance of the SBSH.

2.0 Service Information:

2.1 Building Standards System Services.

2.1.1 The three main building standards system services that the SBSH deliver are:

- The Scottish Type Approval Scheme (STAS)

- Information Papers
- The Dispute Resolution Process

2.1.2 These services were previously delivered by LABSS. The management and operation of which transferred to the SBSH by member consent.

2.1.3 STAS is a national appraisal scheme that allows customers to have their building design, or system design pre-approved, which then quickens the building warrant application process as only site-specific elements require to be checked. This also aids verifiers as they spend considerably less time and resource assessing applications accompanied by a STAS certificate.

2.1.4 The administration, technical assessment, and certificate issue process in relation to STAS is entirely carried out within the SBSH. Local authority input is sought in relation to matters that are an alternative approach to guidance or could be contentious in nature.

2.1.5 Information papers promote clarity and national consistency on the subject matter covered. They benefit both local authority verifiers and the building standards customer through the guidance they offer.

2.1.6 The administration, technical content, and paper publication process in relation to information papers is entirely carried out within the SBSH. Local authority review through the Consortium Technical Working Group (CTWG) is sought prior to publication, and they are consulted on matters that are an alternative approach to guidance or could be contentious in nature.

2.1.7 The Dispute Resolution Process (DRP) customer complaint mechanism is vested in LABSS, acting on behalf of the local authorities. It is also embedded in the Performance Framework under which all local authority building standards services must act. The DRP is a facility open to an applicant where they disagree with a technical, procedural or regulatory interpretation that a local authority verifier is adopting in the consideration of a building warrant submission, building project or proposed development through a preliminary enquiry.

2.1.8 Regional or national outcomes from dispute resolution cases are derived from verifier's decisions collated through their respective consortium groups at regional level and through the CTWG, with Building Standards Division (BSD) consultation at a national level. Whilst decisions made are verifier led, the SBSH technical support provides greater ability for research to help direct decision and opinion. The SBSH is the administration centre for the system.

2.2 Centres of Expertise and Operational Partnerships:

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- 2.2.1** The SBSH operates, manages, and supports hubs of expertise and provides specialist advice to verifiers in the following areas:
- Fire engineering expert hub - FireHub
 - Structural engineering expert hub - StructHub
 - Specialist advice on fire safety design
 - Specialist advice on environmental and energy design
 - General advice on technical, procedural and regulatory matters
- 2.2.2** The fire and structural engineering expert hubs facilitate and pull together panels of experts from both industry and public sector to look at matters of national interest with a view to establishing a consistent position or opinion.
- 2.2.3** Matters of national interest include a variety of subjects for consideration, such as:
- Providing expert opinion as part of a review relating to fire and/or structure.
 - Providing expert opinion on a new and innovative product or system/method of construction in relation to fire and/or structure.
 - Providing expert opinion on nationally occurring construction/remediation matters in relation to fire and/or structure.
 - Provide expert opinion in relation to matters of ministerial interest in relation to fire and/or structure.
- 2.2.4** The fire and structural expert hubs also facilitate wider operational partnerships that allow verifiers, through the SBSH, to access opinion/peer review in other areas of fire and/or structural related building standards activity, including peer review on complex fire engineered design solutions where designs are out with our own expertise.
- 2.2.5** The SBSH's own fire expert provides a national centralised support role for verifiers and the building standards system services on matters related to fire.
- 2.2.6** The SBSH's own energy/environment expert provides a national centralised support role for verifiers and the building standards system services on matters related to energy and the environment.
- 2.2.7** The SBSH's own Technical Support Surveyors provide a national centralised support role for verifiers and the building standards system services on technical, procedural and regulatory matters.
- 2.2.8** The SBSH supports the operation of LABSS Consortium Technical Working Group (CTWG) and provides technical assistance. The CTWG is the established means to co-ordinate national outcomes through technical and procedural interpretational matters.
- 2.2.9** The SBSH supports the operation of LABSS Digital Delivery Group (DDG) being the communications and strategy conduit between stakeholders and verifiers. The SBSH also

supports the BSD digital transformation strategy and contributes to national digital transformational matters.

2.2.10 The SBSH facilitates workload sharing between local authority verifiers in the assessment of building warrant applications, brokered by introducing a local authority who requires assistance in the assessment of building warrant applications with a local authority whose business model provides that service.

2.2.11 Expanded 'operational partnerships' also includes the wider liaison and engagement that exists in the daily operations of the SBSH with LABSS, BSD and wider industry stakeholders.

2.3 Learning and Development:

2.3.1 The SBSH operates and manages a web-based learning management system containing digitised learning and training material specifically for building standards practitioners working for local authority building standards services in Scotland.

2.3.2 The SBSH supports the provision of CPD and training either provided directly or in conjunction with industry partners and stakeholders.

2.3.3 The SBSH supports national workforce development and strategy, including LABSS ambassador's networks, modern and graduate apprenticeship schemes and delivering lectures.

2.3.4 The SBSH operates and manages a web-based validation of skills system specifically for building standards practitioners working for local authority building standards services in Scotland.

3.0 Strategic Objectives:

3.1 Strategy:

3.1.1 The vision of the SBSH is to *support transformation and quality in building standards*.

3.1.2 The high-level objectives of the SBSH are:

- To support increased consistency nationally in the building standards service
- To support increased capacity within building standards services
- To provide resilience to verifiers
- To support the drive for efficiencies
- To support investment in skills and new technology

3.1.3 The strategic objectives of the SBSH are detailed in the paragraphs below under their respective business area headings. Whilst reflected here, progress against strategy is also reported to the Advisory Board through the 'SBSH Quarterly Operational Report'.

3.1.4 The SBSH was formally established in May 2024 and the high-level strategy across all business areas for the first year was to establish and implement the SBSH structure, services and activities as determined from the pilot development.

The SBSH structure, services and range of activities was delivered, functional and supporting the building standards system as intended within year one, however not all positions were recruited to and not all process reviews undertaken. These aspects are detailed below.

3.1.5 Year 2 high level strategy was to embed the SBSH to ensure service delivery is operating as intended, scope solutions and implement areas of business delivery requiring improvement. Much of this year 2 activity is also happening now, whereby services and activities through the SBSH are being continually improved and statistical data evidencing delivery against intent.

Although much of the SBSH activity is delivered through 'business as usual' activity, year 2 strategy was also to scope areas of new opportunity. Within the first year, the SBSH has managed to attract additional projects and receive funding support in the following areas:

- Develop a national building standards mobile app
- Support for the development of consistent digital delivery for local authority verifiers, specifically on emerging BSD requirements for reporting on compliance activity such a standard time recording reporting for Local Authority Building Standards teams
- Development of a building standards leaders development programme
- Development of training that will support individuals to physically attend courses to fill skill gaps identified through the Competency Assessment System

3.1.6 As previously reported, year 3 strategy involved the sourcing of resource and funding, as applicable, and implement agreed new opportunities and develop future strategic aims. As demonstrated above, new opportunities and additional funding are being identified and integrated to the work of the SBSH.

Given the principles of this initial high-level 3- year strategy is embedded into the work of the SBSH, it will continue as a rolling objective and strategic direction will from now on be reported against specific aims, and what they will be for the forthcoming year, together with details on any additional opportunities/activity identified.

3.2 Business/Strategy/Transformation:

- 3.2.1** The following paragraphs detail the successes against the identified 2024/25 strategic aims as identified within the previous business plan in the areas of business, strategy and transformation.

Where an aim has not been concluded, details of remediation measures and/or a statement of the current position is provided.

3.2.2 Recruit personnel to all posts within the SBSH:

Nine of the 10.5 SBSH roles have been recruited to.

We are currently working on our case file and workflow tools and still establishing the interaction and activities of all roles within the hub. We intend to fully appreciate the impact of enhanced IT systems and on the functions of the full time Administration and Technical Support role before we consider re-advertising the vacant 0.5 FTE post.

The Learning and Development Officer post was advertised, and several candidates were interviewed. One candidate was identified as being suitable for the post, but unfortunately due to pending visa expiry issues, could not be appointed. The other candidates interviewed were not suitable for the position. Having had time to reflect further on this role, we decided to make the position more technically orientated to attract from a different group of potential candidates. The role has now been evaluated, graded, established within the team and advertised. Closing date is the 29th April 2025.

3.2.3 Embed the SBSH into Fife Council, including HR, procurement, contact details, and budget monitoring systems:

The SBSH is now fully embedded into Fife Council and its corporate systems/services. Aim concluded and now BAU.

3.2.4 Obtain IT equipment and relevant software for staff:

All staff have been provided with IT equipment/software, and processes to obtain additional equipment for additional staff embedded. Aim concluded and now BAU.

3.2.5 Develop and embed back-office systems for the SBSH, particularly document management systems, case file systems and workflow tools:

SBSH specific SharePoint library constructed and in the live environment.

We are currently working to fully establish Uniform case file and Enterprise workflow tools specifically for SBSH cases. The Administration and Technical Support Officer has assessed data formatting so that SBSH case files do not adversely affect other service performance recording and reporting tools or workflow. There are ongoing discussions

with the Building Standards Service Manager to ensure proposals are suitable for integration onto the platform.

Uniform progress is currently within the test system and once live and fully populated, we will engage with Idox regarding establishing Enterprise with be-spoke reporting and workflow for us.

Temporary Excel system currently in place to record case file records and performance.

3.2.6 Develop the stand-alone website to support the SBSH services and activities, ensuring links and access for local authority building standards practitioners between the SBSH website and LABSS website as well as linkages to the learning management system and skills builder system:

SBSH website is established and interacting with LABSS website with single sign on facility to provide verifier access to learning management system platform. Aim concluded and now BAU. See new item relating to LXP.

3.2.7 Develop the suite of business policy and procedures specific to the operation of the SBSH:

It has been established that Fife Council business and corporate policy apply to the operations of the SBSH and are as such in place. Specific standing instructions relating to SBSH services and activities are being considered along with their process reviews referred to elsewhere in this report. Aim concluded and now BAU.

3.2.8 Put in place a series of regular liaison and engagement meetings between the SBSH and colleagues, partners, stakeholders, etc.:

Regular liaison and engagement between the SBSH and other forums, partners and stakeholders has been established, such as:

- Advisory Board – Quarterly.
- Building Standards Stakeholder Group – Quarterly.
- SBSH Support Group – Every two months.
- LABSS liaison – Monthly.
- BSD liaison – Monthly.
- Fife Council catch ups – Weekly.
- SBSH team briefing/update sessions – Weekly.

Aim concluded and now BAU.

3.2.9 Review and refresh the remit and scope that presently exists, by which the BSH Pilot, through the Digital Hub, has supported the LABSS Digital Delivery Group (DDG):

Work on this requires collaboration with LABSS and is subject to consideration by them under their ongoing reshaping exercise. SBSH support of LABSS DDG still continues however under the current scope and remit.

3.2.10 Develop, agree, and establish the communications strategy between the SBSH and DDG:

Regular liaison between SBSH and LABSS is established as well as wider key stakeholders such as BSD and idox as the national IT back-office system provider. Aim concluded and now BAU.

3.2.11 Establish a series of dates that the DDG will meet (Four annually):

Regular quarterly meeting dates are established between the Digital Hub and LABSS DDG. This also includes liaison with the BSD on digital transformational matters. Aim concluded and now BAU.

3.2.12 Raise local authority and stakeholder awareness of the support mechanisms provided by the SBSH to the DDG and publicise the relevant material on the SBSH website:

Local authority and stakeholder awareness of the support mechanisms provided by the SBSH to the DDG has been raised. Relevant material now published on the SBSH website and generic e-mail established to contact the DDG through Fife Council systems. Aim concluded and now BAU.

3.2.13 Ensure the MOU between the SBSH and local authorities, as developed through the BSH Pilot is fully adopted and in place:

27 of the 32 Scottish Local Authorities have completed and signed an MOU with the SBSH. The SBSH has sent its last reminders to LAs but continues to have dialogue where approached. BSD and LABSS are aware and will encourage completion with LAs. Other approaches are being made directly to chief executives through SOLACE. Aim concluded as far as can be and now BAU.

3.2.14 Ensure the MOU between the SBSH and LABSS, as developed through the BSH Pilot is fully adopted and in place:

MOU is in place. Aim concluded and now BAU.

3.2.15 Manage and develop SBSH MOU's as necessary, raising awareness of their existence:

BSD are currently drafting a working agreement between the SBSH and them. Whilst in essence it will be an MOU, it is likely to be called something different to suit SG policy. Aim essentially concluded and now BAU.

3.2.16 The following paragraphs detail changes to the strategic aims identified for 2024/25 in the areas of business, strategy and transformation.

Where these revised aims are not concluded, details of the current position is provided.

3.2.17 Case file management and workflow:

Interim case file/performance monitoring/workflow system was developed and is in place until Uniform and Enterprise is fully established. Revised aim concluded and is now BAU.

3.2.18 Technical Support Surveyor (Learning and Development):

New role profile has been written to supersede Learning and Development Officer profile. New profile is more technical based to attract a different group of people to the role. Role now graded, established and advertised with a closing date of 29th April 2025.

3.2.19 Mobile Technology App:

The SBSH has received funding support from the BSD Development Unit to co-develop a national mobile app supporting customers interacting with the building standards system. Short-term working group established to finalise features and functionality. First two working group sessions also established in diary. See more under strategy for 2025/26.

3.2.20 Digital Delivery for Local authority Verifiers on Emerging Reporting Requirements:

The SBSH has agreed to provide support to verifiers in the considerations of time recording systems/platform for BSD reporting. High-level platform use established through the time recording sub-group and the SBSH has now drafted proposals to develop further on behalf of LABSS. Funding support received, but there is potential to augment funding from SBSH budget as/if required. See more under strategy for 2025/26.

3.2.21 The following paragraphs detail the strategic aims for 2025/26 in the areas of business, strategy and transformation.

3.2.22 Recruit personnel to all posts within the SBSH:

- Undertake 12-month overview of all posts within the SBSH as per Fife Council policy for newly established roles to assess that activity and areas of responsibility are as initially stated. (Conclude by November 2025)

- 0.5 FTE Administration and Technical Support Role – Conclude establishment of back-office IT systems and overview of established full-time role and then re-evaluate the need and/or amendments to this role. (Conclude by January 2026)
- Recruit to the position of Technical Support Surveyor (Learning and Development). (Conclude by July 2025)

3.2.23 Back Office Case File and Workflow Systems:

- Progress with the establishment of Idox Uniform system and back populate case files to 01.01.2025 to enable better historical data recording. (Conclude August 2025)
- Establish permanent workflow system either using Idox Enterprise with be-spoke reporting and workflow for the SBSH or develop own workflow and reporting through Microsoft Power BI.

3.2.24 Single Sign on to LXP Platform:

- Establish single sign on facility for verifiers to access the new LXP learning management system from the SBSH website. (Conclude June 2025)

3.2.25 LABSS DDG Terms of Reference and scope/remit of SBSH support:

- Review and refresh LABSS DDG Terms of Reference and the scope/remit of SBSH support to the group following conclusion of LABSS reshaping exercise. (Conclude December 2025)

3.2.26 Mobile Technology App:

- Establish outcomes on app features and functionality. Prepare tender documentation, identify suitable app developers, and seek quotations. Consider tenders and appoint app developer. (Conclude September 2025)
- Develop app and undertake UAT/feedback through working group and wider. (Conclude February 2026)
- Wrap up working group and launch app. (Conclude April 2026)

3.2.27 Digital Delivery for Local authority Verifiers on Emerging Reporting Requirements:

- Provide national support to verifiers in delivering the emerging short-term and long-term reporting of compliance activity. Funding to be used in an agile way to

accommodate national reporting outcomes, and to encourage consistency in recording and reporting of performance data.

- Primary focus is on a national time recording system, but other digital recording opportunities may be explored.
- Establish LABSS wish in platform mechanism, engage with Idox, LABSS DDG, BSD and any other key partners to develop, support and implement a national time recording system and methodology. (Conclude April 2026)

3.2.28 Compliance Plan Approach:

- Continue to support the 'Compliance Plan Working Group' and support initiatives and development outcomes, which may include interim compliance plan roll out using current CCNP processes, development of platforms to hold compliance plan information and record progress, review of verification during compliance guidance, etc.

3.3 Technical/Operations/Services:

3.3.1 The following paragraphs detail the successes against the identified 2024/25 strategic aims as identified within the previous business plan in the areas of technical, operations and services.

Where an aim has not been concluded, details of remediation measures and/or a statement of the current position is provided.

3.3.2 Develop, agree scope, and publicise services that will be made available to local authorities, via the SBSH, through the Fire Engineering Expert Hub, including peer review of complex fire engineered design:

The Fire Engineering Expert Hub working group has concluded and formally agreed the operational principles of the 'FireHub' which will support verifiers and wider stakeholders on complex fire engineering matters in relation to the national interest as well as be a vehicle to be able to organise peer review on complex fire engineered designs that are out with the SBSH scope of expertise. Aim essentially concluded and now BAU.

3.3.3 Develop, agree scope, and publicise the services that will be made available to local authorities, via the SBSH, through the Structural Engineering Expert Hub:

This area of work is to be progressed using the experiences learned through the establishment of the FireHub. Now that the principles of the FireHub have been

concluded, a working group can be established to take the work of the StructHub forward. See more under strategy for 2025/26.

3.3.4 Raise local authority awareness of the support services available through the Fire and Structural Engineering Expert Hubs and publicise on the SBSH website:

Stakeholders have been kept aware of developmental progress. Information already on website ready for enhancement when StructHub formally established. Aim essentially concluded and now BAU.

3.3.5 Develop the remit and scope of the SBSH's own fire expert support services to local authorities:

The remit and scope of the SBSH's own fire expert support services has been developed and communicated to Local Authority Building Standards Teams. This includes the generic contact e-mail address and peer review request form. Aim concluded and now BAU.

3.3.6 Develop the remit and scope of the SBSH's own energy/environment expert support services to local authorities:

The remit and scope of the SBSH's own energy/environment expert support services has been developed and communicated to Local Authority Building Standards Teams. This includes the generic contact e-mail address and peer review request form. Aim concluded and now BAU.

3.3.7 Develop the remit and scope by which local authorities may submit a technical, procedural, or regulatory query to the SBSH:

The remit and scope of the SBSH's own technical and peer review support services has been developed and communicated to Local Authority Building Standards Teams. This includes the generic contact e-mail address. Aim concluded and now BAU.

3.3.8 Refresh and publicise the BSH Pilot developed workload sharing template and associated guidance on the SBSH website:

Workload sharing template and associated guidance published on the SBSH website. Aim concluded and now BAU.

3.3.9 Raise local authority awareness of the brokering facility, through the SBSH, of the facility to share workload in respect of the assessment of building warrant applications:

Awareness of the brokering facility, through the SBSH, to share workload in respect of the assessment of building warrant applications raised with verifiers. Aim concluded and now BAU.

3.3.10 Seek, and confirm, with those local authorities who deliver a plan assessment service that they are content to be held by the SBSH on a database to inform local authorities seeking assistance of their service availability:

Details of local authorities whose business model accommodates a workload sharing capability have been sought. Aim concluded and now BAU.

3.3.11 Develop and maintain a register of those local authorities offering plan assessment services, together with details on their business model:

Details of local authorities whose business model accommodates a workload sharing capability are held by the SBSH to enable introductions to be made when a local authority seeks assistance. Aim concluded and now BAU.

3.3.12 Develop, agree, and establish the remit and scope by which the SBSH supports LABSS Consortium Technical Working Group (CTWG).

Work on this requires collaboration with LABSS, and subject to consideration by them under their ongoing reshaping exercise. SBSH support of LABSS CTWG still continues however under the current scope and remit.

3.3.13 Develop, agree, and establish the communications strategy between the SBSH and CTWG:

The communications strategy between the SBSH and CTWG is in place. Aim concluded and now BAU.

3.3.14 Establish a series of dates that the CTWG will meet (Four annually):

The series/means of organising dates that the CTWG will meet and be supported by the SBSH have been agreed. Aim concluded and now BAU.

3.3.15 Raise local authority and stakeholder awareness of the support mechanisms provided by the SBSH to the CTWG and publicise the relevant material on the SBSH website:

Local authority and stakeholder awareness of the support mechanisms provided by the SBSH to the CTWG has been undertaken. Relevant material now published on the SBSH website and generic e-mail established to contact the SBSH through Fife Council systems. Aim concluded and now BAU.

- 3.3.16 Develop new processes, application forms, and registration/process/issue mechanisms by which the STAS system will be administered, managed, and operated within the SBSH. This will also include development of a proportionate peer review process and mechanism to consult LABSS/local authorities on alternative approaches to design:**

Process review of STAS service has commenced and new forms have been developed and on the website. Full review however needs concluding, but work continues using the current processes.

- 3.3.17 Consider re-branding of STAS to make more relevant to the transfer of service operation and perception. I.e., Scottish Type Appraisal System:**

This will form part of the wider STAS review.

- 3.3.17 Review and develop new fees scales for STAS applications of differing type, size, and complexity:**

This will form part of the wider STAS review.

- 3.3.18 Raise stakeholder and local authority awareness of the revised STAS and processes and publicise on the SBSH website.**

Stakeholders and local authorities have been made aware that STAS applications are now being administered, managed and assessed exclusively by the SBSH. STAS processes are publicised on the SBSH website. However – see above.

- 3.3.19 Transfer the assessment of STAS applications from the ‘lead authority’ format to in house assessment as technical support surveyors are recruited and operational:**

Transfer the assessment of STAS applications from the ‘lead authority’ format to in house assessment has been concluded. Aim concluded and now BAU.

- 3.3.20 Develop new processes, in conjunction with LABSS through the CTWG, by which the need for an information paper is identified. Further develop and agree the process by which the information paper is produced and issued through the SBSH, with the necessary validation from LABSS/local authorities:**

Process review of current Information Papers has commenced. Full review however needs concluding, but work continues using the current processes.

- 3.3.21 Develop a SBSH annual review process for all information papers and for when standards change, or other advice is issued from the BSD:**

This will form part of the wider information paper review.

3.3.22 Raise local authority and stakeholder awareness of the revised information paper processes and publicise on the SBSH website:

This will form part of the wider information paper review.

3.3.23 Develop new processes, in conjunction with LABSS through the CTWG, by which dispute resolution cases are registered, assessed, and decisions notified. Further develop and agree the process by which cases and outcomes are issued through the SBSH, with the necessary validation from LABSS/local authorities:

Process review of current dispute resolution process has commenced. Full review however needs concluding, but work continues using the current processes.

3.3.24 Raise local authority and stakeholder awareness of the revised Dispute Resolution Processes and publicise on the SBSH website:

This will form part of the wider dispute resolution process review.

3.3.25 There has been no change to the proposed strategy for 2024/25 in the areas of technical, operations and services. The range of operational services and activities remain unchanged from that identified through the pilot project.

3.3.26 The following paragraphs detail the strategic aims for 2025/26 in the areas of technical, operations and services.

3.3.27 Structural Engineering Expert Hub (StructHub):

- Establish working group and from experiences in developing FireHub, use same principles formally introduce the StructHub.
- Develop operational partnership element of StructHub to enable peer review of complex structural design.
- Develop the forum element of StructHub to consider matters of national interest in relation to structure and structural design.
- Inform local authorities and stakeholders of StructHub creation, services and activities. Publicise the same. (Conclude March 2026)

3.3.28 LABSS CTWG Terms of Reference and scope/remit of SBSH support:

- Review and refresh LABSS CTWG Terms of Reference and the scope/remit of SBSH support to the group following conclusion of LABSS reshaping exercise. (Conclude December 2025)

3.3.29 **STAS Process Review:**

- Conclude process review and develop new guidance and systems.
- Consider and establish new fee scales.
- Consider STAS rebranding. I.e. Scottish Type Appraisal System.
- Inform local authorities and stakeholder of outcomes and new processes, etc. (Conclude January 2026)

3.3.30 **Information Paper Process Review:**

- Continue and conclude process review and develop new guidance and systems.
- Inform local authorities and stakeholder of outcomes and new processes, etc. (Conclude January 2026)

3.3.31 **Dispute Resolution Process Review:**

- Conclude process review and develop new guidance and systems.
- Inform local authorities and stakeholder of outcomes and new processes, etc. (Conclude January 2026)

3.4 **Learning and Development:**

3.4.1 The following paragraphs detail the successes against the identified 2024/25 strategic aims as identified within the previous business plan in the area of learning and development.

Where an aim has not been concluded, details of remediation measures and/or a statement of the current position is provided.

3.4.2 **Develop a programme of digital developed training material based on a researched need, taking information from identified skills gaps, national need, new standards, etc., to support local authority building standards workforce development:**

The SBSH business plan and budget has built-in a programme of two high end virtual learning environment (VLE) programmes, containing 4 to 5 modules, each year. Order has been placed to develop two programmes from this financial year's budget. In addition to the high end VLE material, a range of other digitised training materials and courses are being developed in house. Aim concluded and now BAU.

3.4.3 Prioritise digital training material development and commence development as budget and resource permits:

Using past and validating with current research, the subject matter for all developed training material has been established on a priority basis. This could however be subject to change depending on altering development needs. Aim concluded and now BAU.

3.4.4 Develop the SBSH Learning and Development staff knowledge and skills in the use of 'Adapt Builder' to enable in-house development of quality digitised training modules/courses:

SBSH Learning and Development and other staff have received training to develop their knowledge and skills in the use of 'Adapt Builder' and other training development tools to enable in-house development of quality digitised training modules/courses. Aim concluded and now BAU.

3.4.5 Develop the SBSH Learning and Development staff knowledge and skills in the use of 'The Learning Management System' to enable continual development of the platform and to accommodate newly developed digitised training material:

SBSH Learning and Development and other staff have received training to develop their knowledge and skills in the use of 'The Learning Management System (LMS)' to enable continual development of the platform. Aim concluded and now BAU.

3.4.6 Continue the BSH Pilot development/LABSS work in establishing the digitised skills attainment and gap platform for the use by all Scottish local authority building standards services:

Through purchase of the Learningpool Enterprise platform, development of the Skills Builder package continues. See references to LXP below under changes to strategic goals. Also see support to Competency Steering Group and interim validation of competence process.

3.4.7 Identify a programme of CPD, university lecturing and training material, primarily for local authority building standards staff to support training initiatives and professional development:

A monthly programme of CPD events has been established and SBSH staff contribute to university lecturing. Aim concluded and now BAU.

3.4.8 Identify areas of training to industry stakeholders that will develop a mutually beneficial outcome to understanding and delivery of the building standards system:

Although several stakeholders have been engaged with, formal training to external partners has still to be fully investigated and programmed.

3.4.9 In conjunction with LABSS, identify mechanisms and priorities that will support training initiatives such modern and graduate apprentice schemes and ambassadors' networks:

Additional online and in person training has been organised as opportunity arises.

We have also engaged with universities and colleges to support MA/GA initiatives as well as investigate further training opportunity. See references to HNC below under changes to strategic goals.

These two areas of work can be considered concluded and now BAU.

Whilst we continue to support LABSS Ambassadors network, further progress on this requires collaboration with LABSS, and subject to consideration by them under their ongoing reshaping exercise.

3.4.10 Support the delivery of national workforce initiatives, such as 'Workforce Strategy':

The SBSH continues to support national training initiatives, including MA and GA schemes and actively participates in the 'Competency Steering Group' to further the work outlined in the workforce strategy closure report. Aim concluded and now BAU.

3.4.11 Develop a sharing of learning resource training materials to benefit the knowledge of building standards stakeholders and learning providers such as colleges and universities:

The SBSH has engaged with LABS, RIAS and other bodies in relation to the sharing of training resource material. Aim essentially concluded and now BAU.

3.4.12 The following paragraphs detail changes to the strategic aims identified for 2024/25 in the area of learning and development.

Where these revised aims are not concluded, details of the current position is provided.

3.4.13 Learning Experience Platform (LXP):

Learning Pool's Enterprise package, combining their LXP and skills builder platforms, has been purchased to enable full integration between learning material and skills/competence attainment. The LXP platform is the next generation of the LMS platform which allows this integration to take place. LMS held material has been moved to the LXP and it is in a position to be UAT. Skills builder development has commenced but will be accelerated early in 2025. Also see separate future strategic aim.

3.4.14 Competency, Validation and Skills Builder:

Acknowledging that Skills Builder will be the tool for verifiers to record skills and competence, through the Competency Steering Group, recent research has identified that this platform could allow local authorities to validate their own staff's skills and competence before any potential external assessment is introduced. Whilst generic job roles, themes and skills have been established for the platform (digitised CAS), development does continue.

3.4.15 Enforcement Evidence Gathering Training:

In conjunction with Barnsley and Barnsley, the SBSH has been able to develop a programme/series of training that supports verifiers in how they approach evidence gathering for enforcement. This programme of delivery has started with an engagement/introduction session for verifiers online and one 3-day programme has been rolled out in 2024/25. The series of training events continues.

3.4.16 Air Tightness Training:

In conjunction with Verdancy Group and Fife College the SBSH has been able to develop a programme/series of practical training that supports verifiers identifying issues with air tightness in construction. Training events have been rolled out in 2024/25. The series of training events continues.

3.4.17 HNC – Architectural Technology (Building Standards Specific):

To support the continuation of the building standards specific MA course, the SBSH in conjunction with Fife College is looking to develop interest from verifiers in a funded HNC for members that would enable a sufficient number of people participating on the course to preserve it as a dedicated on-line building standards resource.

3.4.18 Leaders Development Programme:

The SBSH has received funding support from the BSD Practice Unit to develop a Leaders Development Programme specifically for Building Standards to support managers and team leader development and of their respective teams. This programme will contain a

variety of training methods and platforms as well as toolkits to assist developing building standards teams/services and navigate reporting/development requirements. Working group has been established and content/delivery method for the programme is agreed. Development/implementation work to continue.

3.4.19 In Person Training:

The SBSH has received funding support from the BSD for the development of training that will support individuals to physically attend courses to fill skill gaps identified through the Competency Assessment System. This funding will likely be used to support attendance and widen the scope of other initiatives. See strategic aims for 2025/26.

3.4.20 VLE Programme 3 – Compliance Plan Approach:

Funding support to LABSS from the BSD Practice Unit has been transferred to the SBSH to develop a VLE programme of training to assist in compliance and the compliance plan process. This programme will be developed in conjunction with the Compliance Plan Working Group.

3.4.21 The following paragraphs detail the strategic aims for 2025/26 in the area of learning and development.

3.4.22 Competency, Validation and Skills Builder:

- Continue to support the work of the Competency Steering Group in the development of the digital CAS (Skills Builder) as the platform for practitioners record their skills and achievements as well as areas requiring further training. Assist in developing the tools to allow the interim peer review process for validation to be put in place and tested.
- Produce digitised training material and roll out awareness sessions to LABSS members in the use of the platform. (Conclude June 2025)
- Complete the development and the UAT of the Skills Builder Platform to commence validation of operational managers in June 2025, with subsequent roles thereafter. (Peer review validation trial concluding in August 2026)

3.4.23 Non-verifier Industry Stakeholder Training:

- Identify areas of training developed through the SBSH that could be practically disseminated to wider industry stakeholders.
- Consider collaborative approaches that have mutual learning outcomes for wider industry stakeholders. (Conclude March 2026)

3.4.24 LABSS Ambassadors Networks:

- Engage with LABSS to determine the scope and remit by which the SBSH can support LABSS Ambassadors network. (Conclude December 2025)

3,4,25 Learning Experience Platform (LXP):

- Undertake and conclude UAT of the SBSH LXP.
- Roll out awareness sessions to LABSS members in the use of the platform. (Conclude June 2025)

Enforcement Evidence Gathering Training:

- Continue roll out of current comprehensive 3-day training events.
- Investigate options with training partner to develop and provide a series of one day training events designed for on-site operatives encountering potential cases where enforcement action may be taken. (Conclude March 2026)

HNC – Architectural Technology (Building Standards Specific):

- Engage with Fife College to fully explore possibilities in delivering a be-spoke online HNC course. (Conclude May 2025)
- Engage with managers to highlight the processes for and expectations of those potentially participating on the programme. (Conclude April 2025)
- Support the development of the course material and managers to engage participants onto the course. (Conclude August 2025)
- Provide funding support to individuals who cannot access other funding sources. (Conclude August 2028)

Leaders Development Programme:

- Continue to develop the training material and methods for the programme. Including relevant review points for working group and oversight from the BSD. Start roll out of programme faucets. (Conclude March 2026, there after roll out programme will become BAU)

In Person Training:

- Investigate how funding could be used to support people attending events, taking account of equitable distribution and the location of where candidates may be in relation to training venues.
- Investigate what training opportunities could be rolled out further and wider to support candidate's location. (Conclude March 2026)

VLE Programme 3 – Compliance Plan Approach:

- Understand the compliance plan process/approach and determine subject areas that will form part of an e-learning programme of modules.
- Develop and deliver e-learning programme/modules. (Conclude March 2026)

Fire – First Principles:

- Engage with universities and training partners to develop a series of one day events on the principles of fire engineering and fire safety design.
- Support participation of attendees at events.
- Roll out programme, taking account of participant location. (Conclude March 2026, there after roll out programme will become BAU)

Fire – Development and Delivery of Formal Accredited Qualification:

- Engage with industry partners/peers and professional bodies to develop a formal accredited fire engineering and fire safety design course for Scotland.
- Support participation of attendees on course.
- Roll out programme, taking account of participant location. (Conclude March 2026, there after roll out programme will become BAU)

4.0 Service Performance Outcomes:

4.1 Performance Reporting:

- 4.1.1** The operation and success of the SBSH is measured by a range of performance and outcome-based measures, which are detailed in the paragraphs below. In addition to this there is budget reporting to demonstrate that funding is being allocated to the resource and range of services that the SBSH delivers.

- 4.1.2** The budget position is reported to the Advisory Board quarterly and annually via this business plan and annual report.
- 4.1.3** Performance and outcome reporting is presented to the Advisory Board quarterly in the form of a periodic operational report and annually via this business plan and annual report.
- 4.1.4** Performance and outcome reporting is set against the six high level aims of the SBSH with targets linked to:
- Delivering excellent public services (Overarching aim)
 - Driving efficiencies
 - Increasing capacity to deliver across all types of construction work
 - Ensuring investment in skills and new technology
 - Providing resilience
 - Increasing consistency
- 4.1.5** Noting that ‘delivering excellent public services’ is the overarching aim, performance and outcome reporting is presented against the other five aims as noted under section 4.2, with expected performance target and attainment, and reporting outcomes noted under section 5.1.

4.2 Performance and Outcome Measures:

4.2.1 Drive Efficiencies:

Outcomes for the building standards system:

- STAS customers will receive an efficient, consistent, and predictable service.
- Reduced verifier time spent on building warrant applications supported by a STAS certificate.
- Verifiers seeking technical or procedural advice will receive an efficient, consistent, and predictable service.

Measures for the building standards system:

- Developers and businesses realising the potential benefits delivered by having their design supported by a STAS certificate.
- Verifiers using a centrally accessible technical/procedural support service.

SBSH Outputs:

- Number of STAS applications.
- Number of technical/procedural enquiries.

SBSH Indicators:

- Total number of live STAS certificates.

- Number of new STAS certificates in reporting period.
- Number of STAS applications responded to within target timeframe.
- Number of general technical/procedural enquiries in reporting period.
- Number of general technical/procedural enquiries responded to within target timeframe.

4.2.2 Ensure Investment in skills and Technology:

Outcomes for the building standards system:

- All verifiers will have access to a fully digitised learning management system holding SBSH developed virtual learning material and content, backed up by a skills management and competency assessment system.
- Training initiatives will be supported through the SBSH including direct training, university lecturing, promotion of MA/GA schemes, ambassador's networks, and CPD.
- SBSH support to the digital transformation agenda.
- SBSH support to the development of digital technology through LABSS DDG.

Measures for the building standards system:

- Verifiers using a centrally accessible LXP/skills builder system.
- Verifiers using SBSH supported training and development initiatives.
- Verifier support to adoption of digital transformational.

SBSH Outputs:

- Number of learning and training modules developed.
- Learning and development accessed by verifiers.
- Digital transformational initiatives adopted by verifiers.

SBSH Indicators:

- Total number of programmes/modules developed.
- Number of direct training events organised.
- Number of externally presented CPD events organised.
- Number of lectures given by the SBSH.
- SBSH support to ambassador's networks, MA/GA schemes and other training initiatives.
- Outcomes on individual digital transformation projects being considered.
- Outcomes on building standards back-office system issues identified.
- Outcomes on building standards back-office system developments identified.

4.2.3 Increased Capacity to Deliver Across All Types of Work:

Outcomes for the building standards system:

- Verifiers will have access to specialist technical expert advice in relation to fire and structural engineering, and environmental and energy matters.
- Verifiers will be able to seek or provide assistance in relation to building warrant application assessment through a brokered introduction via the SBSH.

Measures for the building standards system:

- Verifiers seeking specialist advice in relation to fire safety matters.
- Verifiers seeking specialist advice in relation to structural safety matters.
- Verifiers seeking specialist advice in relation to energy and environmental matters.
- Verifiers seeking or providing assistance in relation to workload sharing.

SBSH Outputs:

- Verifiers seeking advice in specialist technical areas.
- Brokered introductions between verifiers, either seeking assistance or providing it.

SBSH Indicators:

- Number of requests for specialist advice from the FireHub within the reporting period.
- Number of FireHub requests responded to within the target timeframe within the reporting period.
- Number of requests for specialist advice from the StructHub within the reporting period.
- Number of StructHub requests responded to within the target timeframe within the reporting period.
- Number of requests for specialist advice/peer review from the SBSH fire engineering expert within the reporting period.
- Number of fire related requests responded to within the target timeframe within the reporting period.
- Number of requests for specialist technical advice/peer review from the SBSH energy/environment expert within the reporting period.
- Number of energy/environment related requests responded to within the target timeframe within the reporting period.
- Number of workload sharing introductions made between verifiers within reporting period.

4.2.4 Increased Consistency:

Outcomes for the building standards system:

- Verifiers will have access to a suite of information papers and guidance to aid consistent technical interpretation and process application.
- Verifiers and building standards customers will have access to a robust and timeous dispute resolution process in relation to technical interpretation, regulatory application, or procedural matters.

Measures for the building standards system:

- Verifier adoption of national guidance.
- Verifier adoption of peer review process.
- Customer satisfaction/acceptance of dispute resolution outcomes.

SBSH Outputs:

- Information papers produced and disseminated.
- Management of dispute resolution process.

SBSH Indicators:

- Total number of live information papers.
- Number of information papers produced within reporting period.
- Number of dispute resolution process cases within reporting period.
- Number of dispute resolution process cases resolved at consortia level within target timeframe.
- Number of dispute resolution process cases resolved at national level within target timeframe.

4.2.5 Increased Resilience:

Outcomes for the building standards system:

- All local authorities will be a member of a regional consortium group, who will actively participate on the LABSS Consortia Technical Working Group (CTWG), supported by the SBSH.
- All local authorities will be a member of a regional consortium group, who will actively participate on the LABSS Digital Delivery Group (DDG), supported by the SBSH.
- A memorandum of understanding (MOU) will be in place clarifying the range of services and activities offered by the SBSH to verifiers and confirming the local authority commitment to continue to participate within their respective consortium groups.
- A memorandum of understanding (MOU) will be in place between the SBSH and LABSS confirming their relationship, interdependence, and areas of collaboration.

Measures for the building standards system:

- Verifier, LABSS and SBSH commitment to the delivery of public sector verification and improvement in the building standards delivery model.

SBSH Outputs:

- National building standards system services and activities delivered in partnership with LABSS as a member organisation supporting verifiers nationally, regionally, and locally.

SBSH Indicators:

- Report on the work of the CTWG and associated subgroups, working groups, and related areas of engagement/collaboration.
- Report on the work of the DDG and associated subgroups, working groups, and related areas of engagement/collaboration.
- Report on wider areas of engagement/collaboration between the SBSH and other industry organisations.
- Maintain the provision of a MOU Between the SBSH and Scottish Local authorities.
- Maintain the provision of a MOU Between the SBSH and LABSS.

4.3 Budget:

- 4.3.1** The SBSH budget for the 2025/26 financial year is 1.2 million pounds.
- 4.3.2** SBSH operating costs are indirectly funded from building warrant application fees.
- 4.3.3** SBSH income is supplemented by STAS application fees.
- 4.3.4** Funding for the SBSH is independently identified in a budgetary transfer to Fife Council from the Scottish Government through their Local Government Financial Settlement and is held solely for the use of the SBSH. Surplus budget from one financial year is carried forward to the next financial year.
- 4.3.5** The SBSH may also receive funding from other sources to deliver specific initiatives and other work. Any additional funding support received is dedicated to those other projects.
- 4.3.6** The SBSH annual budget covers the following expenditure:
- Staff, including employer's costs.
 - Overheads (IT, equipment, expenses, insurance, licences, Fife HR, finance, legal and other corporate services, etc.).
 - Production of learning and development material.
 - Continual development, licensing, and maintenance of an on-line learning management system.
 - Continual development, licensing, and maintenance of a skills builder system.
 - Continual development, licensing, and maintenance of the SBSH website.
 - Service operating expenses.
- 4.3.7** In addition to the above expenses, the budget also has provision to support national transformation/initiatives/projects that supports the building standards delivery model and system.

5.0 Service Reporting:

5.1 Performance and Outcome Reporting:

5.1.1 The performance and outcome reporting measures for the SBSH are noted in the paragraphs below:

5.1.2 Building Standards System Services:

Scottish Type Approval Scheme:

- The total number of valid STAS applications are: **35**
- The number of new STAS applications in 2024/25 are: **4**
- Average time taken to respond to STAS applications in 2024/25 is: **Data not available under interim recording system**
(Target is 95% of applications within 20 working days.)
- Average time taken to issue a STAS certificate in 2024/25 is: **Data not available under interim recording system**
Target is 90% of applications within 10 working days.
- The number of STAS enquiries in 2024/25 are: **10**
- Average time taken to respond to STAS enquiry in 2024/25 is: **Data not available under interim recording system**
Target is 95% of applications within 10 working days.
- Key reported outcomes from STAS customers in 2024/25 are:
 - Cala Homes intimated that they built 531 homes in 2024 covered by a STAS certificate.
 - STAS customers are informally providing feedback that they appreciate the prompt responses, and consistent approach delivered through the SBSH.

Companies/businesses applying for STAS certificates in reporting period include:

- Cala Homes.
- Taylor Wimpey.
- Aldi.
- Barratt Homes.

Companies/businesses enquiring about STAS certificates in reporting period include:

- Persimmon Homes.
- Miller Homes.

- Greggs.

5.1.3 Information Papers:

- The total number of live information papers in 2024/25 are: **32**
- The number of new information papers in 2024/25 are: **2**
- The number information papers revised in 2024/25 are: **0**
- Key reported outcomes from information paper customers in 2024/25 are:
 - Both STAS customers and verifiers have been querying the content of some existing information papers which supports the current review process being carried out by the SBSH.

New information papers created on:

- Guidance clauses 2.9.2 and 2.9.10 Escape within dwellings and escape routes from dwellings.
- Guidance clause 2.6.4 External wall cladding.

5.1.4 Dispute Resolution Scheme:

- The number of dispute resolution cases in 2024/25 are: **17**
- The number of dispute resolution cases resolved regionally in 2024/25 are: **17**
- The number of dispute resolution cases resolved nationally in 2024/25 are: **0**
- Average time taken to establish the outcome from a dispute resolution case reviewed at national level in 2024/25 is: **N/A – all resolved regionally**
Target is 95% of applications within 30 working days.
- Key reported outcomes from dispute resolution process customers in 2024/25 are:
 - Verifier feedback has mainly been positive to now have the SBSH to liaise with the BSD and going forward have that support of information papers for future reference.

Examples of Dispute Resolution Cases include:

- Temporary building definition.
- Wedding barn – sanitary fittings and waste water drainage.
- Sanitary facilities within altered premises.
- Alterations or conversion to bed and breakfast premises.

5.1.5 Building Standards Centres of Expertise and Expert Advice:

Fire Engineering Expert Hub:

- Number of FireHub panels held in 2024/25 is: **N/A – FireHub not yet established**
- Number of projects considered by the FireHub in 2024/25 is: **N/A – FireHub not yet established**
- Number of matters of national interest considered by the FireHub in 2024/25 is: **N/A – FireHub not yet established**
- Average time taken to respond to projects referred to the FireHub in 2024/25 is: **N/A – FireHub not yet established**
Target is 95% of applications within 30 working days.
- Average time taken to respond to matters of national interest referred to the Fire Engineering Expert Hub in 2024/25 is: **N/A – FireHub not yet established**
Target is 95% of applications within 30 working days.

5.1.6 Structural Engineering Expert Hub:

- Number of StructHub panels held in 2024/25 is: **N/A – StructHub not yet established**
- Number of projects considered by the StructHub in 2024/25 is: **N/A – StructHub not yet established**
- Number of matters of national interest considered by the StructHub in 2024/25 is: **N/A – StructHub not yet established**
- Average time taken to respond to projects referred to the StructHub in 2024/25 is: **N/A – StructHub not yet established**
Target is 95% of applications within 30 working days.
- Average time taken to respond to matters of national interest referred to the Fire Engineering Expert Hub in 2024/25 is: **N/A – StructHub not yet established**
Target is 95% of applications within 30 working days.

5.1.7 Scottish Building Standards Hub – Fire Expert:

- Number of SBSH Fire Expert enquires/peer reviews in 2024/25 is: **28**

- Average time taken to respond to a SBSH Fire Expert enquiry/peer reviews in 2024/25 is: **96.4% within 20 working days (5.7 days average)**
Target is 95% of enquiries/applications within 20 working days.

Peer reviews carried out within reporting period are:

- COSTCO Loanhead - Fire Tunnel Removal to existing store.
- NHS Forth Valley - Compartment & Sub-compartment wall/roof junction fire separation to new hospital extension.
- Maidenhill Primary School Extension - Extension to original campus building with fire engineered solution. First floor occupancy above levels within Technical Handbook guidance and omission of protected lobbies.
- COSTCO Westhill - Fire Tunnel Removal to existing store.
- Grahamslaw Maturation Warehouse - Installation of cask racking system to existing building.

Examples of enquiries received within the reporting period include:

- Fire fighting facilities to top floor plant rooms.
- Suppression in internal car parking areas.
- Smoke ventilation options for firefighting lobbies in student accommodation.
- Construction of escape stairs.

5.1.8 Scottish Building Standards Hub – Energy/Environment Expert:

- Number of SBSH Energy/Environment Expert enquires/peer reviews in 2024/25 is: **7**
- Average time taken to respond to a SBSH Energy/Environment Expert enquiry/peer reviews in 2024/25 is: **85.7% within 20 working days (8.1 days average)**
Target is 95% of enquiries/applications within 20 working days.

Examples of enquiries received within the reporting period include:

- Energy performance in an island wide strategy.
- Review of retrofit assessment in Scotland for improving home energy efficiency.
- Vehicle electric charging points – Alternative solution.
- Insulation envelope – Extended areas compensatory measures.

5.1.9 General Technical/Procedural Advice:

- Number of SBSH Technical Expert enquires/peer reviews in 2024/25 is: **68**
- Average time taken to respond to a SBSH Technical Expert enquiry in 2024/25 is: **100% within 20 working days (3.5 days average)**
Target is 95% of enquiries/applications within 20 working days.

Examples of enquiries received within the reporting period include:

- Background ventilation – continuous mechanical ventilation.
- Lapsed building warrant fees.
- Purpose built student accommodation.
- Sustainability – gold standard aspect 7.
- Recessed electrical sockets in party walls.
- Retaining walls.
- Sleeping decks within holiday let accommodation.
- Sustainability – silver rating for greenhouse gas emissions.
- Direct emission heating systems – net zero.

5.1.10 Operational Partnerships:

SBSH support to LABSS CTWG:

- Number of projects/matters considered through the CTWG, supported by the SBSH in 2024/25 is: **4**
- Number of stakeholders engaged with through the SBSH TU in 2024/25 is: **11**
- Number of LABSS CTWG meetings supported by the SBSH in 2024/25 is: **3**
Target is 4 annually.

Projects considered by the CTWG with supported by the SBSH in the reporting period are:

- Temporary demountable structures – best practice guidance.
- Scottish Passivhouse Equivalent Consultation response.
- Update of Guide for Practitioners 6: Conversion of Traditional Buildings (2007) - Engagement with HES.
- Dangerous block of flats-Inverclyde Council.

5.1.11 SBSH Digital Hub (SBSH DH):

- Number of projects/subjects considered by the SBSH in 2024/25 is: **6**
- Number of stakeholders engaged with through the SBSH DH in 2024/25 is: **8**
- Number of DDG meetings supported by the SBSH is: **4**
Target is 4 annually.

Projects considered by the SBSH within the reporting period are:

- Idox- System Change Timeline.
- BIM and Information Management.

- Compliance Capacity Modeling.
- Building Standards Registers (Part 1).
- RVI Review.
- Building Standards Mobile App.

5.1.12 Workload Sharing:

- Number of workload sharing introductions brokered in 2024/25 is: **1**

5.1.13 SBSH Learning and Development:

- Number of live digital training modules developed by the SBSH LDU in 2024/25 is: **49**
- Number of SBSH direct training events delivered in 2024/25 is: **TBC**
- Number of SBSH organised, externally presented training events delivered in 2024/25 is: **28**
- Number of SBSH delivered lectures in 2024/25 is: **3 directly, 7 facilitated.**

Examples of training delivered within the reporting period include:

- Learning Management System demonstrations at three venues across Scotland.
- SER CPD event – an overview.
- Risks of mine gases to development.
- Coal Authority – development in former coal mining areas.
- SAP and Section 6 certification training – RIAS.
- Air tightness in retrofit, delivered by the verdancy Group.
- Specialist Investigative Training, delivered by Barnsley and Barnsley.

5.2 Financial Reporting:

5.2.1 The SBSH financial position is reported annually in this business plan and quarterly in financial updates to the Advisory Board. This reporting reflects the central funding and STAS funding income set against the budgetary areas detailed within section 4.3.6.

5.2.2 Scottish Building Standards Hub Income:

The following details actual income received by the SBSH in 2024/25:

Income transferred from the BSH Pilot budget: **£144,015.00**

Budgetary transfer for 2024/25: **£1,000,000.00**

STAS fee income in 2024/25: **£3,500.00**

Building standards mobile app funding support: **£49,999.00**

Digital delivery for reporting on compliance activity funding support: **£49,999.00**

Leaders development programme funding support: **£150,000.00**

Physical attendance on courses funding support: **£49,999.00**

VLE Programme 3 (Funding Transferred from LABSS): **£73,830.00**

Digitised CAS Funding (Transferred from LABSS): **£19,720.00**

Total SBSH income received in 2024/25 is: **£1,541,062.00**

5.2.3 The following details expected SBSH income in 2025/26:

Carry forward from 2024/25: **£968,764.90**

Budgetary transfer for 2025/26: **£1,200,000.00**

STAS fee income in 2025/26: **£10,000.00**

Total expected SBSH income in 2025/26: **£2,178,764.90**

The carry forward from 2024/25 is set against budget deliverables from that year which have not yet been spent. The majority of which will be drawn down in 2025/26.

5.2.4 Scottish Building Standards Hub Expenditure:

The following details actual SBSH expenditure in 2024/25:

Staff costs and overheads: **£443,694.04**

SBSH specific costs: **£65,753.13**

SBSH supported national development: **£59,972.58**

SBSH staff development: **£2,878.20**

Total SBSH expenditure in 2024/25: **£572,297.95**

5.2.5 The following details expected SBSH expenditure in 2025/26:

Staff costs and overheads: **£945,383.65**

SBSH specific costs: **£130,123.00**

SBSH supported national development: **£849,498.00**

SBSH staff development: **£20,000.00**

Total expected SBSH expenditure in 2025/26: **£1,945,004.65**

5.2.6 The expected credit to be carried forward into 2026/27 will therefore be: **£233,760.24**

5.2.7 The differences between original intended and actual income/expenditure were because of the following:

- Additional income was received for specific project work as detailed above.

- As the SBSH is still within its first working year not all identified activity has been undertaken, and as such the funding has not been spent. This 2024/25 identified activity and spend will occur throughout 2025/26.

5.3 Service Reporting:

5.3.1 The following paragraphs detail key achievements and significant areas of development relating to the Scottish Building Standards Hub and are set against each of the business areas. This section of the report is more inward looking as opposed to the strategic goals and achievements detailed under Section 3.

5.3.2 Business/Strategy/Transformation:

- Ongoing learning and development of staff with team members attending internal and external training.
- SBSH staff participating within Fife Management Development Programme.
- Ongoing development of internal process review work, particularly in relation to SBSH services.
- The development and implementation of SharePoint as our common information management and storage system.

5.3.3 Technical/Operations/Services:

- SBSH staff review of Guide for Practitioner's 6 and contribute to the re-write for the Energy, Environment, Safety, and Noise sections of the Technical Handbooks.
- SBSH staff contribution to a response to the Review of Retrofit Assessment in Scotland for Improving Home Energy Efficiency Stakeholder Survey.
- Review and response to the alternative approach to Section 6 compliance for the Tanera Mor Island wide strategy.
- Response to West Dunbartonshire Council requested SBSH view in relation to a dispute between the Council and an agent regarding EV Charger provision.
- SBSH working with other local authorities on the CLAG Working Group Good Practice Guide for Contaminated land.
- SBSH review and comment on SAP 10 checklists.
- SBSH developed STAS information paper for verifiers that deviates from the standard information paper format.

5.3.4 Learning and Development:

- SBSH initiative to launch a bespoke online HNC at Fife College to support the continuation of the building standards dedicated MA programme.

- Development of LXP learning platform and digitised CAS.
- Establishment of regular CPD for verifiers.
- The delivery of specialist investigative training and air tightness and retrofit training.