

Scottish Building Standards Hub (SBSH) Periodic Operational Report

**Covering Period from
1st January 2025 to 31st March 2025**

Produced by the Scottish Building Standards Hub.

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Title: Scottish Building Standards Hub (SBSH) Quarterly Operational Report covering period from 1st January 2025 to 31st March 2025

Purpose: This document outlines progress of the Scottish Building Standards Hub (SBSH) against its business plan.

Version:	Date:	Notes:
1.0	06.05.2025	Initial draft.

Introduction:

This Operational and Performance Report details the progress made by the Scottish Building Standards Hub (SBSH) in relation to the implementation of its Business Plan for the period of 1st January to 31st March 2025.

Reporting also includes impact on measures to support the national building standards system as well as SBSH specific performance measures. Development and implementation of any plans to address any issues highlighted within this report are also included. (Refer to blue text under items 1.1.2, 1.2.2 and 1.3.2)

In addition to this quarterly reporting, the SBSH will also prepare separately and present to the Advisory Board an Annual Report on Hub activity. This will form part of its rolling Strategic and Operational Business Plan.

Report:

1	Implementation of Business Plan:
1.1	Business/Strategy/Transformation:
1.1.1	Successes against identified aims (2024/25):
	<ul style="list-style-type: none"> Nine of the 10.5 SBSH roles have now been recruited to. Darren Cross from South Lanarkshire Council will join the SBSH on the 21st April 2025
	<ul style="list-style-type: none"> SBSH specific SharePoint library constructed and in the live environment.
	<ul style="list-style-type: none"> Uniform case file management system has been developed in the test environment.
1.1.2	Outstanding actions against aims (2024/25):
	<ul style="list-style-type: none"> Advertise and recruit to the 1.5 vacant positions: Vacant 0.5 FTE Administration and Technical Support position intended to be re-considered once case file and workflow tools fully established. Learning and Development Officer post was re-written to make more technically focused and thus attract a different group of people. The new Technical Support Surveyor (Learning and Development) role profile has now been written, graded and established into the SBSH service. Post to be advertised early April with interviews in May.
	<ul style="list-style-type: none"> Fully establish Uniform and Enterprise tools specifically for SBSH cases: Uniform test platform work ongoing and expect to go to live environment towards the end of May/early June. Development of Enterprise to be considered thereafter.
	<ul style="list-style-type: none"> Establish single sign on facility for verifiers to access the new LXP learning management system: Both the LXP platform and website developers are continuing to work on the new single sign on. Expected to be in place by late May.

	<ul style="list-style-type: none"> Refresh the Digital Hub and LABSS DDG terms of reference documents to acknowledge the change from the Hub Pilot to the SBSH: Work on this requires collaboration with LABSS and is subject to consideration by them under their ongoing reshaping exercise.
	<ul style="list-style-type: none"> Develop other SBSH MOU's as necessary: BSD are currently drafting a working agreement between the SBSH and them.
1.1.3	Changes/new strategic goals against aims (2024/25):
	<ul style="list-style-type: none"> The SBSH has received funding support from the BSD to co-develop a national mobile app supporting customers interacting with the building standards system. Project conclusion to be March 2026: Short-term working group established and first group session to be held in April to review the proposed features and functionality of the proposed app.
	<ul style="list-style-type: none"> The SBSH has received funding support from the BSD to support verifiers digital transformation to meet new data recording requirements through KPO. Whilst this funding can be used in an agile way, it is predominantly aimed towards time recording systems. Project conclusion to be March 2026: The SBSH has been formally invited to participate on the Time Recording Working Sub-group. Through this, ideas will be developed as to how the funding support is to be used. The SBSH has also written a proposal on the behalf of LABSS to present the proposals to develop a national time recording system.
1.2	Technical/Operations/Services:
1.2.1	Successes against identified aims (2024/25):
	<ul style="list-style-type: none"> The Fire Engineering Expert Hub working group is now concluded and paves the way for the 'Firehub's' 'operational partnership' and 'collaborative forum' elements.
	<ul style="list-style-type: none"> Services that will be made available to local authorities, via the SBSH, through the FireHub have been publicised.
	<ul style="list-style-type: none"> Process review of STAS service continues and a number of new forms and associated guidance have been established.
	<ul style="list-style-type: none"> Process review of current Information Papers continues.
	<ul style="list-style-type: none"> Process review of Dispute Resolution Process continues.
1.2.2	Outstanding actions against aims (2024/25):
	<ul style="list-style-type: none"> From the experiences learned through the establishment of the fire engineering expert hub working group, develop, and establish the framework to enable the working group to consider the structural engineering expert hub (StructHub): Following completion of the FireHub working group, arrangements will be taken forward over the summer to consider, in a similar way, how the SBSH can support Building Standards Teams on matters which include elements of complex structural engineering. Meantime the SBSH has provided a response in relation to several structural related enquiries
	<ul style="list-style-type: none"> Establish the remit and scope of the Structural Engineering Expert Hub: Development can now be progressed through the working group. See point immediately above.

	<ul style="list-style-type: none"> Raise local authority and stakeholder awareness of the StructHub and publicise its presence and relevant material on the SBSH website: Stakeholders have been kept aware of developmental progress. Information already on website ready for enhancement when StructHub formally established.
	<ul style="list-style-type: none"> Formal SBSH and LABSS CTWG terms of reference documents to acknowledge the relationship has still to be concluded: Work on this requires collaboration with LABSS, and subject to consideration by them under their ongoing reshaping exercise.
	<ul style="list-style-type: none"> Develop, agree scope, and publicise services that will be made available to local authorities, via the SBSH, through the StructHub: Working group to be established and potential services delivered will be considered as part of the structural engineering expert hub working group.
	<ul style="list-style-type: none"> 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 is formally established.
	<ul style="list-style-type: none"> Conclude process review of STAS service: Review underway and exercise will include a peer review of the proposed process.
	<ul style="list-style-type: none"> Consider re-branding of STAS to make more relevant to the transfer of service operation and perception. I.e., Scottish Type Appraisal System: Process and service review underway.
	<ul style="list-style-type: none"> Review and develop new fees scales for STAS applications of differing type, size, and complexity: Process and service review underway.
	<ul style="list-style-type: none"> Conclude process review of Information Paper service: Review underway.
	<ul style="list-style-type: none"> Conclude process review of Dispute resolution Process: Review underway.
1.2.3	Changes/new strategic goals against aims (2024/25):
	None.
1.3	Learning and Development:
1.3.1	Successes against identified aims (2024/25):
	<ul style="list-style-type: none"> Development of our digitised competency assessment system (CAS) continues in collaboration with the Competency Steering Group in support of verifier validation and revalidation.
	<ul style="list-style-type: none"> Our LXP learning platform is now at user acceptance testing stage and all material from our previous LMS platform has been moved to it.
	<ul style="list-style-type: none"> In conjunction with Barnsley and Barnsley, the SBSH training programme on evidence gathering for enforcement has commenced.
	<ul style="list-style-type: none"> In conjunction with Verdancy Group and Fife College the SBSH training programme of practical training that supports verifiers identifying issues with air tightness in construction has commenced.
	<ul style="list-style-type: none"> To support the continuation of the building standards specific MA course, the SBSH in conjunction with Fife College has secured a funded HNC for members that would

	enable a sufficient number of people participating on the course to preserve it as a dedicated building standards resource.		
1.3.2	Outstanding actions against aims (2024/25):		
	<ul style="list-style-type: none"> Identify areas of training to industry stakeholders that will develop a mutually beneficial outcome to understanding and delivery of the building standards system: <i>Although several stakeholders have been engaged with, formal training to external partners has still to be programmed.</i> 		
	<ul style="list-style-type: none"> In conjunction with LABSS, identify mechanisms and priorities that will support the Ambassadors network: <i>Work on this requires collaboration with LABSS, and subject to consideration by them under their ongoing reshaping exercise.</i> 		
	<ul style="list-style-type: none"> From additional funding support received, develop a Leaders Development Programme specifically for Building Standards to support managers and team leaders development their respective teams. <i>Working group and programme development established. Project to conclude on March 2026.</i> 		
	<ul style="list-style-type: none"> From additional funding support transferred from LABSS develop a VLE programme of training to assist in compliance and the compliance plan process: <i>This programme will be developed in conjunction with the Compliance Plan Working Group which has not yet concluded. Initial ideas for content however in the earlier modules have been agreed with the BSD Practice Unit.</i> 		
1.3.3	Changes/new strategic goals against aims (2024/25):		
	<ul style="list-style-type: none"> The SBSH has received funding support from the BSD to support in person training for verifiers. Project conclusion to be March 2026: <i>Additional roadshow events for air tightness in construction and retrofit have been organised. Work has commenced to establish a roadshow series of one day events on the principles of fire safety design.</i> 		
2	National and SBSH Measures and Outcomes:		
2.1	Building Standards System Services:		
2.1.1	Scottish Type Approval Scheme:		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Total number of valid STAS Certificates.	35 <i>(Note: Most STAS certificates cover multiple house types)</i>	Drive Efficiencies. Increased Capacity to Deliver Across All Types of Work.
	Number of new STAS applications.	0	
	Average time taken to respond to STAS applications from receipt of valid application.	Data not available under interim recording system. <i>(Target is 95% of applications within 20 working days.)</i>	Increased Consistency.

	Average time to issue STAS certificate from receipt of last piece of competent information.	Data not available under interim recording system. <i>(Target is 90% of applications within 10 working days.)</i>	
	Number of STAS enquiries.	10	
	Average time taken to respond to STAS enquiries.	Data not available under interim recording system. <i>(Target is 95% of applications within 10 working days.)</i>	
	Key reported outcomes from STAS customers.	STAS customers are informally providing feedback that they appreciate the prompt responses, and consistent approach delivered through the SBSH.	
2.1.2	Information Papers:		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Total number of live information papers.	32	Drive Efficiencies.
	Number of new information papers produced.	0	Increased Capacity to Deliver Across All Types of Work.
	Number of information papers revised.	0	
	Key reported outcomes from information paper customers.	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	Increased Consistency.
2.1.3	Dispute Resolution Scheme:		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Number of disputes received.	3	Drive Efficiencies.
	Number of disputes considered and resolved at a regional level.	3	Increased Consistency.
	Number of disputes referred to and resolved at Consortia Technical	0	

	Working Group (CTWG) level.		
	Average time taken to establish the outcome from a dispute resolution case reviewed at national level.	N/A as all regional resolution. (Target is 95% of applications within 30 working days.)	
	Key reported outcomes from dispute resolution customers.	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.	
	New cases within reporting period:	<ul style="list-style-type: none"> Aberdeenshire Council – Processing of late building warrant application Fife Council – Sanitary fittings in premises being altered Stirling Council – Regulation 4, conversion or alterations 	
2.2	Scottish Building Standards Hubs of Expertise and Advice:		
2.2.1	Fire Engineering Expert Hub (FireHub):		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Number of panels held.	FireHub not yet established – No recording.	Increased Capacity to Deliver Across All Types of Work. Increased Resilience.
	Number of projects considered by the fire engineering expert hub.	FireHub not yet established – No recording.	
	Number of matters of national interest considered by the fire engineering expert hub.	FireHub not yet established – No recording.	
	Average time taken to respond to projects referred to the Fire Engineering Expert Hub.	FireHub not yet established – No recording. (Target is 95%	

		<i>of applications within 30 working days.)</i>	
	Average time taken to respond to projects referred to the Fire Engineering Expert Hub.	FireHub not yet established – No recording. <i>(Target is 95% of applications within 30 working days.)</i>	
2.2.2	Structural Engineering Expert Hub (StructHub):		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Number of panels held.	StructHub not yet established – No recording.	Increased Capacity to Deliver Across All Types of Work. Increased Resilience.
	Number of projects considered by the Structural Engineering Expert Hub.	StructHub not yet established – No recording.	
	Number of matters of national interest considered by the Structural Engineering Expert Hub.	StructHub not yet established – No recording.	
	Average time taken to respond to projects referred to the Structural Engineering Expert Hub.	StructHub not yet established – No recording. <i>(Target is 95% of applications within 30 working days.)</i>	
	Average time taken to respond to matters of national interest referred to the Structural Engineering Expert Hub.	StructHub not yet established – No recording. <i>(Target is 95% of applications within 30 working days.)</i>	
2.2.3	Scottish Building Standards Hub – Fire Expert Advice:		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Number of SBSH Fire Expert enquires/peer reviews.	20	Increased Capacity to Deliver Across All Types of Work. Increased Resilience.
	Average time taken to respond to a SBSH Fire Expert enquiry/peer review.	4.6 days average. 95% within 20 working days. <i>(95% of enquiries/applications within 20 working days.)</i>	
	Case examples within reporting period.	<ul style="list-style-type: none">Grahamslaw Maturation Warehouse - Installation of cask racking system to	

		<p>existing building (peer review)</p> <ul style="list-style-type: none">• Escape lighting, auto fire suppression systems and access within buildings (Enquiry)• Junction of compartment wall/floor with other walls (Enquiry)• Sliding doors within protected enclosures (Enquiry)	
2.2.4	Scottish Building Standards Hub – Energy/Environment Expert Advice:		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Number of SBSH Energy/Environment Expert enquires/peer reviews.	4	Increased Capacity to Deliver Across All Types of Work. Increased Resilience.
	Average time taken to respond to a SBSH Energy/Environment Expert enquiry/peer review.	4.3 days average. 100% within 20 working days. (95% of enquiries/applications within 20 working days.)	
	Case examples within reporting period.	<ul style="list-style-type: none">• Vehicle electric charging points – Alternative solution (Enquiry)• Insulation envelope – Extended areas compensatory measures (Enquiry)• Energy standards – Small block of flats (Enquiry)	
2.2.5	Building Standards Hub – General Technical/Procedural Advice:		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Number of SBSH Technical Expert enquires/peer reviews.	24	Increased Capacity to Deliver Across All Types of Work. Increased Resilience.
	Average time taken to respond to a SBSH Technical Expert enquiry.	2.9 days average. 100% within 20 working days. (95% of	

		<i>enquiries/applications within 20 working days.)</i>	
	Case examples within reporting period.	<ul style="list-style-type: none">• Private housing to social housing• Height of protective barriers• Fire suppression – water supply• Direct emission heating systems	
2.3	Operational Partnerships:		
2.3.1	Consortia Technical Working Group (CTWG):		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Number of CTWG meetings supported by the SBSH.	3 annually. <i>(Target is 4 annually.)</i> 0 within reporting period.	Increased Consistency. Increased Resilience.
	Number of projects/matters considered by the CTWG.	1 in reporting period.	
	Number of stakeholders engaged with through the CTWG.	4 in reporting period.	
	Examples within reporting period.	<ul style="list-style-type: none">• Dangerous Block of Flats – Inverclyde Council (matter)	
2.3.2	Digital Delivery Group (DDG):		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Number of DDG meetings supported by the SBSH.	4 annually. <i>(Target is 4 annually.)</i> 1 within reporting period.	Ensure Investment in Skills and Technology. Increased Resilience.
	Number of projects/matters considered by the Digital Hub/DDG.	2 in reporting period.	
	Number of stakeholders engaged with through the Digital Hub/DDG.	3 in reporting period.	
	Examples within reporting period.	<ul style="list-style-type: none">• Time recording in support of increased compliance (project)• Data standards 2 – Receipt and validation (project)	

2.3.3	Workload Sharing:		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Number of workload sharing introductions brokered.	0 in reporting period.	Increased Capacity to Deliver Across All Types of Work. Increased Resilience.
2.4	Learning and Development:		
	SBSH Measure:	SBSH Outcome:	Related National Outcomes:
	Number of live digital training modules developed.	49 in total. 0 in reporting period.	Ensure Investment in Skills and Technology. Increased Resilience.
	Number of SBSH direct training events delivered.	0 in reporting period.	
	Number of SBSH organised, externally presented training events delivered.	5 in reporting period.	
	Number of SBSH delivered lectures.	0 lectures directly delivered in reporting period. 0 lectures facilitated in reporting period.	
	Examples within reporting period.	<ul style="list-style-type: none">SAP and Section 6 certification training – RIAS (training)Classification of timber cladding – Russwood (training)Specialist investigative training O Barnsley and Barnsley (training)	