

Scottish Building Standards Hub (SBSH) Periodic Operational Report

Covering Period:

1st April 2026 to 30th June 2026 (Quarter 1)



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Title: Scottish Building Standards Hub (SBSH) Quarterly Operational Report covering period from 1st April 2026 to 30th June 2026

Purpose: This document outlines quarterly progress of the Scottish Building Standards Hub (SBSH) for reporting to its Advisory Board.

Version:	Date:	Notes:
1.0	31.08.2026	Completed Report.

Introduction:

This Periodic Operational Report details work and activities undertaken by the Scottish Building Standards Hub (SBSH) for the period of 1st April 2026 to 30th June 2026 (Quarter 1 2026/27) which includes progress made in relation to implementation of its Business Plan and changes made in relation to proposed activities.

In addition, this document also contains details of:

- SBSH performance outcome reporting.
- SBSH budgetary position.
- SBSH time/activity.
- SBSH business risks.

The Periodic Operational Report is a running report which, when completed, will contain reporting from all four quarters within 2026/27.

Identified 2026/27 Business Plan Activity (Strategic Objectives):

The 2026/27 SBSH Business Plan identified several pieces of work that is planned to be undertaken over the course of the year. For ease of reference when considering this report, these strategic objectives are:

Business as Usual:

Support local authority verifiers, their wider building standards teams and industry stakeholders through the services and activities we deliver, such as:

- Scottish Type Approval System (STAS), Information Papers and the Dispute Resolution Process.
- Brokering and supporting operational partnerships to facilitate the processing of building warrant applications.
- Liaise and engage with key industry stakeholders, particularly local authority building standards teams, LABSS and BSD.
- Support the management and administration of LABSS Digital Delivery Group (DDG) and Consortia Technical Working Group (CTWG).

Business/Strategy/Transformation:

Support a wide range of national initiatives, projects and working groups seeking to deliver change and improve building standards.

Ensure the SBSH operates as intended and can work effectively as a stand-alone unit within Protective Services at Fife Council.

Our transformation strategy is to ensure that support is provided to local authority verifiers to meet change within the building standards system, with key strategic aims being:

- Establish a Lead Technical Support Surveyor post within the SBSH team. (Conclude by March 2027)
- Establish Idox Enterprise workflow and reporting tools into back-office systems. (Conclude April 2026)
- Wrap up working group and launch Mobile Technology app (Conclude April/May 2026), Identify and implement potential app development opportunities. (Conclude March 2027)
- Deliver national time recording system using Idox Uniform platforms with Power BI reporting tools and provide support to verifiers seeking help with local installation. (Conclude August/September 2026)
- Hold and administer the draw-down of funds from the Building Standards Verification Service Improvement Fund. (Conclude March 2027)
- Following conclusion of LABSS reshaping exercise, review and refresh LABSS DDG Terms of Reference and the scope/remit of SBSH support to the group. (No defined target date)

Technical/Operations/Services:

Provide building standards system services that support consistency in the application of technical standards, regulation, and procedural matters, supplemented by:

- Provision of general and expert advice to verifiers and the wider construction industry.
- Provision of in-house peer review services in the key expert areas of fire, energy and environmental matters.
- Management and operation of Fire Hub and Structural Hub supporting peer review by industry experts on complex fire safety design and structural design and delivering a collaborative forum supporting matters of national interest.

Other key technical strategic aims include:

- Conclude work to formalise the remit and scope of the Structural Hub. (Conclude August 2026)
- Enhance interest in the STAS scheme to increase the overall number of type approvals in circulation (Conclude March 2027) and review April 2026 changes to the Technical Handbooks and establish what impact this will have on individual STAS certificates. (Conclude April/May 2026)
- Establish a formal and regular relationship with BSD Technical Unit to act as a forum to discuss topical issues, service activity and upcoming developments. (Conclude June 2026)

- Upon establishment of new workflow tools, review our efficiency of responses regarding services and activities delivered. (Monitor and conclude July 2026)
- Review forthcoming changes to the Technical Handbooks for 2027 and 2028, when published, to establish what guidance and support is required from the SBSH, and what impact they will have on our range of services. (Conclude as changes are announced/reviewed)
- Following conclusion of LABSS reshaping exercise, review and refresh LABSS CTWG Terms of Reference and the scope/remit of SBSH support to the group. (No defined target date)

Learning and Development:

Put a variety of systems and training in place that support those entering the profession as well as those already in the profession to have the skills necessary to undertake their role.

Support programmes such as modern and graduate apprenticeship schemes, lecture to students, deliver a programme of CPD sessions, support training in specialist areas, develop of digitised training material, and hold and manage the national digitised competency assessment scheme.

Other key learning strategic aims include:

- Develop and deliver e-learning on compliance and the compliance plan process. (Conclude September 2026)
- Deliver a series of five 1-day first principles of fire engineering training. (Conclude November 2026)
- Deliver three 1-day training events for front line surveyors in enforcement evidence gathering. (Conclude December 2026)
- Develop subject matter and material to deliver e-learning programmes 6 and 7. (Conclude February 2027)
- Engage with learning providers and deliver a series hands-on training developing skills in on-site inspection work. (Conclude March 2027)
- Develop subject matter and material to deliver e-learning programmes 8 and 9. (Commence March 2027)
- Following conclusion of LABSS reshaping exercise engage with LABSS to determine the scope and remit by which the SBSH can support LABSS Ambassadors network. (No defined target date)

Implementation of Business Plan, work and Activity:

The following paragraphs report this quarters SBSH work activity against business, strategy and transformation; technical, operations and services; and learning and development. The report not only updates activity in general terms, it also set outs progress against the objectives identified in the business plan for 2026/27, show what actions are outstanding and identify what has changed from

that originally planned. Outstanding actions and changes to strategic goals are RAG rated to track progress against intended timescales:

1	Business/Strategy/Transformation Report (PI24):	
1.1	General Activity Report:	Quarter:
	SBSH Roadshows: - Within the first quarter of this financial year, we delivered a series of in-person roadshow events. These were held at: - Ayr on the 30th April - Aberdeen on the 14th May - Edinburgh on the 21st May - These regional events provided the opportunity for wider building standards teams to learn more about what the SBSH can do to support local authorities in the services and activities we deliver. - All events were well attended and well received with good feedback from participants. - To provide opportunity to participate in these events for those who could not attend in-person, we are also going to deliver a final 'Roadshow' online on the 10th September.	Q1
	SBSH Industry Stakeholder Event: Through all our activities and service delivery, we routinely and actively engage with wider industry. To increase awareness of us and what we do with industry we have also programmed in an 'Industry Stakeholder Event' on the 29th October 2026, which will be held at the COSLA Conference Centre Edinburgh.	Q1
	Technical Support Surveyor: - One of the team's Technical Support Surveyors was successful in being offered a position within one of Scottish Borders housing associations. - This is a good career progression, and the SBSH wishes the team member well in their new role. - This vacant position has been advertised and the closing date will coincide with the Lead Technical Support Surveyors post noted below.	Q1
	Supporting Working Groups/Industry Engagement: The SBSH continues to support working groups and engages with industry. - Digital Transformation engagement this quarter including: - LABSS DDG on the 10th June, as reported below - Idox/LABSS/BSD/SBSH on the 21st April - LABSS/BSD/SBSH on the 23rd April and 4th June - DDC Programme on the 11th June - BSD/SBSH Directors catch ups on the 8th April, 20th May and 10th June - Building Standards Stakeholder Group on the 20th May. - LABSS/SBSH Liaison on the 22nd April, 13th May and 10th June	Q1
	Compliance Plan and the Compliance Plan Approach:	Q1

	The SBSH has confirmed its support to the compliance plan and compliance plan approach initiative and has confirmed it is happy to participate in related working groups supporting transformational matters and back-office change.	
1.2	Activity and successes against identified aims report (2026/27):	Quarter:
	Establish a Lead Technical Support Surveyor post within the SBSH team: The role profile is written, HR evaluated, graded and the position is now established within the team.	Q1
	Establish Idox Enterprise workflow and reporting tools into back-office systems: - Establishment of Idox Enterprise was anticipated to conclude by April 2026. This was however slightly delayed to align with consultant availability. The platform was however embedded within this quarter. - Power BI reporting tool has also been built within the quarter and has been used to provide the data within this report. - Reporting for this financial year and onwards is now being delivered as agreed by the Board last year.	Q1
	Wrap up working group and launch Mobile Technology app: - The Scottish Building Standards app was officially launched on the 2nd June 2026 after a soft launch in April, which silently made the app available to users. - The working group has been wrapped up.	Q1
	Deliver national time recording system using Idox Uniform platforms with Power BI reporting tools and provide support to verifiers seeking help with local installation: - Idox have developed both the 'time recording tool' and 'events tab tool' to give local authorities choice of time recording options. - Idox have developed a Power BI tool for both the time recording tools. This tool delivers much more functionality than the brief and will serve as a good management tool for those who chose to adopt and use it. - Stakeholder demonstration of the time recording tools and reporting tools was held on the 28th May 2026. - A total of 15 local authorities have sought assistance in developing the tools within their local authority.	Q1
	Hold and administer the draw-down of funds from the Building Standards Verification Service Improvement Fund: - Support fund transferred to the SBSH. - Fund availability and invite for applications advertised to local authorities by BSD. - BSD have agreed and identified funding allocation. - To date 15 out of 24 local authorities have claimed their funding.	Q1

1.3	Outstanding actions against aims by priority (2026/27):			
	Behind Schedule	Ongoing	On Schedule	RAG:
	Establish a Lead Technical Support Surveyor post within the SBSH team: - Recruitment process was being delayed until a decision on future SBSH funding was confirmed. However, as future budget has been agreed with BSD from 2027/28 to 2030/31 the decision was taken to start the recruitment process anticipating that this will align with the formal process of confirming SBSH future funding. An appointment will not be made until future SBSH funding is agreed. - Closing date for post is 30th August 2026 with interviews to be held in September. Target – Recruitment by end November 2026.			
	Identify and implement potential Mobile Technology app development opportunities: - The SBSH has entered a development and maintenance contract with the app developer to accommodate future app changes. - A log of development ideas is being held by the SBSH and the developer. - It is intended to let the app establish over the first half of this financial year before making any decisions on areas of product enhancement. Target – Development and implementation of enhancements by end March 2027.			
	Provide support to verifiers seeking help with the development of the national time recording system using Idox Uniform platforms with Power BI reporting tools: - National demonstration of the time recording tools and reporting tools scheduled to be held on the 2nd September 2026. - Idox roll out of local authority back-office development to be between October and December 2026 to allow time recording to commence for the start of January 2027. Revised Target aligns with delay in mandatory recording/reporting – December 2026.			
	Hold and administer the draw-down of funds from the Building Standards Verification Service Improvement Fund: - Nine local authorities have still to claim their awarded grant. - Fund must be fully drawn down by the end of the financial year. - Strategies to make those successful applicants seek their funding to be devised as required. - BSD have currently sent reminders to those who have not claimed their award. Target - March 2027.			
	Following conclusion of LABSS reshaping exercise, review and refresh LABSS DDG Terms of Reference and the scope/remit of SBSH support to the group:			

	- LABSS have intimated that their reshaping exercise will be concluded before their next AGM in May 2027. - The SBSH will support LABSS in this process. The SBSH has no defined target date.	
1.4	Changes/new strategic goals and aims (2026/27):	
	Behind Schedule Ongoing On Schedule	RAG:
	Additional Building Standards Division Support Funding: - The SBSH submitted funding bids to BSD for three separate projects: - Career Training Framework - Support for Introducing Modern and Graduate Apprentices - Delivery of Events by SBSH - Delivery of the BSD Leaders Development Forum in person event will be reported under business/strategy/transformation, but all other events and the other two projects will be reported under learning and development. - The in-person Leaders Development Forum is to take place in Edinburgh on the 3rd November. Target for Leaders Development Forum – November 2026.	
	Development of SBSH High-Level Strategy from 2027/28 to 2030/31: To ensure proposed future funding could support SBSH activity and services, a draft 4-year funding plan has been developed. This plan will be finalised and shared with the Board upon formal confirmation of funding.	
2	Technical/Operations/Services Report (PI23 and PI25):	
2.1	General Activity Report:	Quarter:
	Formal CTWG meetings. Meeting held on 17 June 2026, next meeting scheduled for Q2.	Q1
	Workload sharing. - Discussions undertaken with 2 verifiers to establish capability for potential support. - Option for workload sharing support outlined to verifiers at CTWG and other relevant forums.	Q1
	Information papers. - Paper published on External Wall Insulation Applications (Domestic Buildings) - Several new information papers remain under consideration and are expected to be published during Q2. - Minor updates are planned to information papers on Temporary Demountable Structures and External wall fire resistance. - A comprehensive review of the LABSS 'equivalence guidance' remains ongoing'.	Q1

	While not a formal information paper, the SBSH has published an updated form titled 'Declaration of Competency for Unregistered Electrical Contractors and Electricians'	
	Provision of general and expert advice. - Wide range of technical matters covered at the recent in person roadshow events. - The number of technical enquiries continues to be a challenge for the technical team in terms of workload management. - The number of fire peer review requests remains consistently high, some recent requests have included elements of complexity requiring the SBSH to engage with further subject matter experts through the Fire Hub forum.	Q1
	Fire Hub National Collaborative Forum. The third meeting of the group was held on 8 May 2026, with agenda items including technical discussions on BS 8663 and the provision of alternative evidence, as well as fire safety considerations for whisky maturation warehouses.	Q1
	Key Stakeholder engagement. - Maturation Warehouse fire safety discussion, including representation from Scotch Whisky Association and operators. - BakerHicks architects for SSEN - OPSS Operation Dogwood - Robust Details	Q1
2.2	Activity and successes against identified aims report (2026/27):	Quarter:
	Conclude work to formalise the remit and scope of the Structural Hub. - Participation confirmed from five Local Authorities with in house structural engineering expertise. - Draft terms of reference prepared. - SER formally agreed to participate. - IStructE formally approached for participation.	Q1
	Enhance interest in the STAS scheme to increase the overall number of type approvals in circulation. - General engagement with potential STAS applicants ongoing. - Pre-application discussions held with several developers. - Technical advice provided to potential STAS applicants.	Q1
	Review April 2026 changes to the Technical Handbooks and establish what impact this will have on individual STAS certificates. - Action now concluded. - Two recent STAS approvals expected to be approved within Q2 against April 2026 standards. - General advice provided to STAS customers on the implications of changes from April 2026.	Q1

	Establish a formal and regular relationship with BSD Technical Unit to act as a forum to discuss topical issues, service activity and upcoming developments. - Action now concluded. - Specific meetings held with BSD Head of Technical Unit. - General discussion with BSD technical authors ongoing.			Q1
	Upon establishment of new workflow tools, review our efficiency of responses regarding services and activities delivered. - Tools now available. - With a slight delay in the delivery of workflow tools, the review of efficiency will be undertaken in Q2			Q1
2.3	Outstanding actions against aims by priority (2026/27):			
	Behind Schedule	Ongoing	On Schedule	RAG:
	Conclude work to formalise the remit and scope of the Structural Hub. - ICE and CROSS to be approached to discuss participation. - First meeting of LA engineers group arranged for August 2026. - Formal convening of group expected within Q2.			
	Enhance interest in the STAS scheme to increase the overall number of type approvals in circulation. - Specific engagement planned with Homes for Scotland. - Provision of general advice and pre-application discussions ongoing.			
	Upon establishment of new workflow tools, review our efficiency of responses regarding services and activities delivered. Efficiency review to be undertaken during Q2.			
	Review forthcoming changes to the Technical Handbooks for 2027 and 2028, when published, to establish what guidance and support is required from the SBSH, and what impact they will have on our range of services. Stage 2 consultation on Scottish equivalent to Passivhaus standard expected in Q2, no other review work required during Q1.			
	Following conclusion of LABSS reshaping exercise, review and refresh LABSS CTWG Terms of Reference and the scope/remit of SBSH support to the group: - LABSS have intimated that their reshaping exercise will be concluded before their next AGM in May 2027. - The SBSH will support LABSS in this process. The SBSH has no defined target date.			
2.4	Changes/new strategic goals and aims (2026/27):			
	Behind Schedule	Ongoing	On Schedule	RAG:
	Publication of SBSH Newsletter on a quarterly basis. First newsletter published in March 2026, 2nd edition scheduled for July 2026			

3	Learning and Development Report (PI26):	
3.1	General Activity Report:	Quarter:
	Competency, Validation and Skills Builder: - SBSH have continued to support LABSS and BSD through the delivery of the Peer Review process and ongoing Competency Steering Group. - Systems and process in place are now “business as usual”, although SBSH continue to consider areas for improvement.	Q1
	Non-verifier Industry Stakeholder Training: - SBSH have engaged with several stakeholders, delivering presentations to groups including the Institute of Clerk of Works and Construction Inspectorate, The Building Standards Stakeholders Group and at various events at BE-ST. - Agreement has been reached to present at upcoming Homes for Scotland, SELECT (Scottish Electrical Contractors Association) and Institute of Fire Engineers (IFE) events in Q2.	Q1
	Formal Fire Engineering Qualifications: SBSH has now supported a further 13 building standards surveyors (50 total to date) in enrolling in a level 6 qualification on Principles of Fire Engineering, delivered by Local Authority Building Control (LABC). This course is now accredited by CIOB and SBSH will continue to support those in the profession who wish to undertake such in the next enrolment in October.	Q1
	Leaders Development Programme: - Further VLE modules on generic management skills now available on the LMS. - The accredited Building Standards Management course commenced in May 2026. Whilst delivered by LABC, content has been developed in partnership between LABC and SBSH, ensuring the course is relevant in Scotland. A cohort of 30 which includes managers and aspiring managers have enrolled, all of whom are expected to complete the course in autumn 2026. - Development of bespoke management e-learning modules has commenced with an expected delivery date of the first batch in Q2, 2026/27. - Bookings have been made for the second in-person event, scheduled to be held in November 2026.	Q1
	LMS Development and CPD Opportunities: A number of bespoke e-learning modules have been published this quarter, including modules on measuring travel distance, digital induction modules, fire spread to neighbouring buildings and ventilation of domestic buildings.	Q1

	- CPD sessions have been delivered on overheating, electrical safety and certification awareness, air leakage and fire performance of building membranes and thermal radiation analysis. - Where agreement is given by the CPD provider, sessions have been recorded and uploaded to the learning management system	
3.2	Activity and successes against identified aims report (2026/27):	Quarter:
	VLE Programme 3 – Compliance Plan Approach: - Content for 4 out of 5 modules provided to Learning Pool by end of quarter. Module 5 content to be provided Q2. - Slight delay to development of modules as a result of a decision to utilise a new authoring tool, Elucidat. This won't affect overall delivery timescale of modules and provides other benefits, such as the ability to publish modules in a public facing weblink outside the Learning Management System. - The intention is for modules 1 and 2, focusing on the compliance plan approach, to be made available to industry. Module 3 will cover the compliance plan approach but be specific to the verification role. Modules 4 and 5 will cover product certification and compliance in a verification context and may not be appropriate for a wider audience due to the nuances in our role.	Q1
	Fire Engineering – First Principles Seminars: - Discussions ongoing with Luke Bisby and Angus Law of Edinburgh University around delivering 5 follow-up 1-day sessions. Dates and venues have been earmarked with session 1 anticipated to be held on 28th August and all sessions concluded by 13th November. - Conclusion of contractual arrangements imminent, with verifiers approached in June to gather notes of interest for sessions.	Q1
	Enforcement Evidence Gathering Training: No work to date on this element, however we intent to approach verifiers in Q2 to scope out a preferred delivery model before engaging with service providers.	Q1
	VLE Programmes 6 and 7: No work to date on VLE modules 6 and 7. The intention is on the conclusion of the Peer Review process (Sept 2026) to analyse data gathered regarding national skills gaps and tailor modules to assist in addressing these.	Q1
	Training Seminars and Dissemination Events: - Topics scoped out for training include fire door assessment and inspection, and passive fire protection (fire stopping). - We have engaged in discussions with a provider around delivery of such and are working towards delivery of the fire door training in late 2026, and the fire stopping training in early 2027.	Q1

	We aim to have contractual agreement and dates set in Q2.	
	VLE Programmes 8 and 9: - Work will likely commence on VLE programme 8 in Q4, however this may move to Q1 2027/28 - We have held recent discussions on an alternative means of delivery of programme 9 and instead are investigating the appointment of the Passivhaus Trust to deliver modules on our behalf, rather than develop these with Learning Pool. This may result in cost and time savings, to allow further enhancement to the in-person training we can offer in 2026/27. This piece of work will be treated as a separate VLE programme and numbering updated accordingly to suit.	Q1
	Following conclusion of LABSS reshaping exercise engage with LABSS to determine the scope and remit by which the SBSH can support LABSS Ambassadors network: Whilst no work formally supporting the network is planned at this time (see 3.3 below), SBSH continues to engage with colleges and universities to promote the building standards profession at all possible opportunities.	Q1
3.3	Outstanding actions against aims by priority (2026/27):	
	Behind Schedule Ongoing On Schedule	RAG:
	VLE Programme 3 – Compliance Plan Approach: Work on track, and expected to conclude Q3 2026/27.	
	Fire Engineering – First Principles Seminars: - Conclude contractual arrangements with presenters and venues ASAP (early Q2). - Sessions set to commence 28th August and conclude by 13th November.	
	Enforcement Evidence Gathering Training: - Notes of interest and feedback on preferred delivery model to be sought in Q2. - Once feedback has been collated, contractual discussions with training provider can commence. Estimated delivery likely to be within Q3 / Q4.	
	VLE Programmes 6 and 7: Development of VLE programmes to commence on conclusion of Peer review. Delivery of completed modules estimated to be Q4 2026/27 - Q1 2027/28.	
	Training Seminars and Dissemination Events: - Contractual discussions ongoing with delivery partner. Contracts to be agreed in Q2. - Delivery of fire door training likely to take place from November 2026. - Delivery of passive fire protection training likely to take place Q4.	
	VLE Programmes 8 and 9:	

	- Development of VLE programme 8 likely to commence in Q4, with delivery during 2027/28. - VLE programme 9 set to be replaced with Passivhaus programme and remaining budget used to enhance in-person training. - Contractual discussions with Passivhaus Trust to be concluded Q2, with delivery of modules likely by end of Q3.	
	Following conclusion of LABSS reshaping exercise engage with LABSS to determine the scope and remit by which the SBSH can support LABSS Ambassadors network: - LABSS have intimated that their reshaping exercise will be concluded before their next AGM in May 2027. - The SBSH will support LABSS in this process. The SBSH has no defined target date.	
3.4	Changes/new strategic goals and aims (2026/27):	
	Behind Schedule Ongoing On Schedule	RAG:
	VLE Programmes 8 and 9: VLE programme 9 set to be replaced with Passivhaus suite of modules and remaining budget spend enhancing in-person training offer. Passivhaus modules likely ready in Q3/Q4.	

SBSH Performance Outcome Reporting:

The following table contains details of performance outcome reporting for the SBSH over each quarter, together with the year-end averages at the end of quarter 4:

4	Performance Outcome Reporting:					
4.1	Building Standards System Services:					
PI Reference and Title:	Purpose:	Q1:	Q2:	Q3:	Q4:	2026/27 Average:
PI01 - Total Number of Valid STAS Certificates	Report total number of valid STAS certificates	38				
PI02 - Number of New STAS Applications	Report number of STAS applications received in reporting quarter	2				
PI03 - Average Time Taken to Respond to STAS Applications from Receipt of Valid Application	Report the time taken to respond to a valid STAS application per quarter (Target is 95% of applications responded)	16 Days 100%				

	to within 20 working days)					
PI04 - Average Time to Issue STAS Certificate from Receipt of Last Piece of Competent Information	Report the time taken to issue a STAS certificate from last piece of competent information per quarter (Target is 90% of applications responded to within 10 working days)	-				
PI05 - Number of STAS Enquiries	Report number of enquiries received in reporting quarter	8				
PI06 - Average Time Taken to Respond to STAS Enquiries	Report the time taken to respond to a STAS enquiry (Target is 95% of applications responded to within 10 working days)	1.57 Days 100%				
PI07 - Total Number of Live Information Papers	Report total number of live Information Papers	39				
PI08 - Number of New Information Papers	Report number of new Information Papers in reporting quarter	1				
PI09 - Number of Dispute Resolution Cases Registered	Report total number of Dispute Resolution Cases registered in reporting period	0				
PI10 - Number of Dispute Resolution Cases Resolved	Report total number of Dispute Resolution Cases resolved in reporting period	0				
4.2 Scottish Building Standards Hubs of Expertise and Advice:						
PI Reference and Title:	Purpose:	Q1:	Q2:	Q3:	Q4:	2026/27 Average:
PI11 - Number of SBSH Fire Expert Enquires	Report the total number of fire enquiries received in reporting quarter	27				
PI12 - Average Time Taken to Respond to a SBSH Fire Expert Enquiry	Report the time taken to respond to fire enquiries in reporting quarter	3.65 Days 100%				

	(Target is 95% of applications responded to within 20 working days)					
PI13 - Number of SBSH Fire Expert Peer Reviews	Report the total number of fire peer reviews received in reporting quarter	7				
PI14 - Average Time Taken to Respond to a SBSH Fire Expert Peer Review	Report the time taken to respond to a fire peer review in reporting quarter (Target is 95% of applications responded to within 20 working days)	14.5 Days 100%				
PI15 - Number of SBSH Energy/Environment Expert Enquires	Report the total number of energy/environment enquiries received in reporting quarter	15				
PI16 - Average Time Taken to Respond to a SBSH Energy/Environment Expert Enquiry	Report the time taken to respond to an energy/environment enquiry in reporting quarter (Target is 95% of applications responded to within 20 working days)	3.31 Days 100%				
PI17 - Number of SBSH Energy/Environment Expert Peer Reviews	Report the total number of energy/environment peer reviews received in reporting quarter	0				
PI18 - Average Time Taken to Respond to a SBSH Energy/Environment Expert Peer Review	Report the time taken to respond to an energy/environment peer review in reporting quarter (Target is 95% of applications responded to within 20 working days)	26 Days 0%				
PI19 - Number of SBSH Technical Expert Enquires/Peer Reviews	Report the total number of technical enquiries received in reporting quarter	26				

PI20 - Average Time Taken to Respond to a SBSH Technical Expert Enquiries/Peer Review		Report the time taken to respond to a technical enquiry in reporting quarter (Target is 95% of applications responded to within 20 working days)	2.65 Days 100%				
PI21 - Number of SBSH Structural Expert Enquires		Report the total number of structural enquiries received in reporting quarter	2				
PI22 - Average Time Taken to Respond to a SBSH Structural Expert Enquiry		Report the time taken to respond to a structural enquiry in reporting quarter (Target is 95% of applications responded to within 20 working days)	11.67 Days 66.67%				
4.2	Operational Partnerships:						
PI Reference and Title:		Purpose:	Quarters 1 to 4:				
PI23 - SBSH Support to CTWG		Report SBSH activity and support to the CTWG in reporting period	Please refer to sections 2.1 to 2.4 within the Technical/Operations/Services Report above.				
PI24 - SBSH Support to DDG		Report SBSH activity and support to the DDG in reporting period	Please refer to sections 1.1 to 1.4 within the Business/Strategy/Transformation Report above.				
PI25 - Workload Sharing		Report on any workload sharing activity brokered through the SBSH in reporting period	Please refer to sections 2.1 to 2.4 within the Technical/Operations/Services Report above.				
4.3	Learning and Development:						
PI Reference and Title:		Purpose:	Q1:	Q2:	Q3:	Q4:	2026/27 Average:
PI26 - Learning and Development		Report on significant services and activity delivered by the SBSH in reporting period	Please refer to sections 3.1 to 3.4 within the Learning and Development Report above				
PI27 - Number of Digitised Learning Experience Modules Completed		Report on training activity through the learning management system in reporting period	137				

PI28 - Number of Attendees at SBSH Organised/Delivered On-Line CPD/Training Events	Report on number of people attending on-line training delivered by the SBSH	432				
PI29 - Number of Attendees at SBSH Organised/Delivered In-Person CPD/Training Events:	Report on number of people attending in-person training delivered by the SBSH	102				