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1. As part of the 2022/23 internal audit plan, approved by the Audit & Scrutiny Committee in March 2022, we have undertaken an audit of Argyll and Bute Council's (the Council) system of internal control and governance in relation to Building Standards.
2. The audit was conducted in accordance with the Public Sector Internal Audit Standards (PSIAS) with our conclusions based on discussions with council officers and the information available at the time the fieldwork was performed. The findings outlined in this report are only those which have come to our attention during the course of our normal audit work and are not necessarily all the issues which may exist. Appendix 1 to this report includes agreed actions to strengthen internal control however it is the responsibility of management to determine the extent of the internal control system appropriate to the Council.
3. The contents of this report have been agreed with the appropriate council officers to confirm factual accuracy and appreciation is due for the cooperation and assistance received from all officers over the course of the audit.

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4. The Building (Scotland) Act 2003 and secondary legislation set out the role of Local Authority Verifiers of the Scottish building standards system. In appointing verifiers, Scottish ministers consider qualifications, competence, accountability to the public and impartiality. Verifiers are appointed to administer the building standards system for their own geographic area on the condition that they meet the verification Operating Framework and Performance Framework 2017.
5. The principal aim of building standards is to ensure the health, safety and welfare of people in and around buildings, the conservation of fuel and power and the encouragement of sustainability in buildings. This is achieved through the pro5civ

7. Argyll and Bute Council (The Council) Building Standards Team have successfully secured their annual re-accreditation assessment for the Customer Service Excellence standard in May 2022. This is the only Government endorsed standard in the UK comprising of 57 compliance elements.

Building Standards services should revisit the reporting functionality of the IDOX system and assess if historical issues have been addressed and raise any outstanding anomalies with the system provider. This will provide contingency for MS Access reporting.

15. Full details of the audit findings, recommendations and management responses can be found in Section 3 of this report and in the action plan at Appendix 1.

3	Verifier actions are in alignment with the performance framework and undertaken in a consistent manner	Audit Risk 1	High	Applications are assessed and allocated to officers on a competence basis with appropriate supervision and review in place. Performance information is accurately reflected in reports submitted to Scottish Government and
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The KPOs have been implemented and results are published on the Council's website in the [Annual Verification Performance Report](#) that is updated quarterly. Where appropriate, the targets and results for KPOs are also updated quarterly on Pyramid, the Council's performance management system.

23. The Annual Verification Performance Report includes the details of the verification services provided by the Council and contextual details of the related performance measures and results achieved.
24. Performance targets set are mostly aligned with

38. Regular meetings take place with the Finance Officer assigned to the building standards service where trends are reviewed over a 5 year period and projections are calculated for the current year. The analysis provided for January 2023 indicates that the income is expected exceed the budget value although the target may require to be reduced.

Verifier actions are in alignment with the performance framework and undertaken in a consistent manner

39. All applications received are assessed by a Team Leader who will look at the type and value of works to determine who will undertake the work based on qualification and competence of surveyor or assistant. The risk level of an application is consistent with the allocation process, however, the risk level is not entered to the system for all applications, only those that are included within the quality assurance process.

40. The quality assurance process requires that a minimum of 5% of all applications are reviewed by a professional officer. Two possible checks take place, the first for issue of a points letter and the second for issue of a b(ty(u)3(il)3(d)3(in)5(g)4(w)-4arrn)3(an)4(.k)-3(b)3(o)5ithcheac(are)-4froparntce pro7

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	No	Finding	Risk	Agreed Action	Responsibility / Due Date
Low	1				

In order to assist management in using our reports a system of grading audit findings has been adopted to allow the significance of findings to be ascertained. The definitions of each classification are as follows:

Grading	Definition
High	A major observation on high level controls and othe

