Futures Programme Board – Delivery Model

Building Standards Division (BSD)

and

Local Authority Building Standards Scotland (LABSS)

Delivery Model Development Group (DMDG)

Building Standards Hub (BSH) Pilot

Work Stage 6 (Investigate Establishing a Digital Hub)

Digital Hub

and

LABSS Digital Delivery Group (LABSS DDG)

Structure, Remit, Aims, Roles, and Expectations

and

Verifier Support

Digital Hub and LABSS Digital Delivery Group (LABSS DDG)
Structure, Remit and Aims:

Stakeholders:

Digital Hub

(The 'Digital Hub' group members consist of the HUB Pilot Director leading on Work Stage 6 (Investigate Establishing a Digital Hub) LABSS DDG Lead and LABSS Consultant)

Remit (Strategy):
1. Ensure there is representation and engagement with the Digital Planning Programme.
2. Ensure there is representation and engagement with the Building Standards Division Digital Strategy Group.
3. Ensure there is representation and engagement with the Local Authority IT partners (Idox; e-Development; others) on national issues to meet the needs of all 32 authorities.
4. Ensure there is representation and engagement with other stakeholders charged with delivering digital solutions wherever they arise.
5. Provide a forum for assistance, when needed, in conjunction with the Scottish Governments Building Standards Division.
6. Maintain close working with LABSS DDG to ensure feedback and ideas are assessed for development, for relevance, practicability, ease of implementation and value to the service and / or customer.
7. Prioritise ideas for development and re-prioritise as and if circumstances require.
8. Liaise with Scottish Government (BSD), Local Authority Verifiers, systems and software providers, customers, stakeholders, etc. to assist in deliberations as to idea development.
9. Have due regard to current priority areas for development to aid the delivery of service by all 32 authorities and to improve the digital opportunities for customers and for local authority building standards services.
10. Provide a website platform for members that holds information resources for members, including access to training material in different formats.
11. Keep a log of ideas considered, the outcome of that idea, reasons for the outcome, and track the development, timescales, and implementation.
12. Liaise with relevant stakeholders with regard to development and progress, etc.
13. To deliver improvement in the interests of efficiency.
14. Promote best practice by the publication of information and practice notes.
15. Be realistic when considering change.

Current Aims (Operation):
1. Support a practical operational agreement on data standards to enhance consistency in performance outcome reporting.
2. Promote the need for national system developments such as mechanisms for delivering plans back to applicants.
3. Support digital approaches to assist in reasonable enquiry.
4. Support the development and dissemination of emerging national code of practice for Remote Verification Inspection (RVI).
5. Support research and development of back-office systems to enhance digital transformation, including working with stakeholders such as IDOX.
6. Investigate software and system solutions to assist in the digital delivery of the service. I.e., viewing software, stamping tools, communications, etc.
7. Support 'Futures Board' working group topics and the 'Hub Pilot' on digital matters requiring advice.

LABSS Executive and Management Board

- Long term: Engage with Building Standards Hub.
- Interim: Support and engage with the Digital Hub.
- Provide support and membership of the LABSS DDG on behalf of all 32 Local Authorities.
- Facilitate a discussion at Management Meetings and LABSS DDG specific meetings whereby Digital Hub and Digital Delivery Group matters can be debated and determined on behalf of all 32 Local Authorities.

Building Standards Division Digital Transformation Group

- Engage with Digital Planning Programme.
- Engage with LABSS Management Board, LABSS Executive, Digital Hub and LABSS DDG.
- Engage with Local Authorities.
- Engage with other stakeholders.

Digital Planning Programme – E-development Team

- Engage with Digital Hub.
- Engage with LABSS DDG acting on behalf of LABSS Management Board and LABSS Executive.
- Engage with Local Authorities.
- Engage with Building Standards Division DTG Strategy Group
- Engage with other stakeholders.

Idox Business and Governance

Digital Hub and LABSS DDG to put in place active liaison practices to improve development of digital solutions with Idox Business and Governance on behalf of LABSS Management Board, LABSS Executive and all 32 Local Authorities.

Other External Stakeholders

Digital Hub and LABSS DDG to put in place active liaison practices to improve development of digital solutions with external stakeholders on behalf of LABSS Management Board, LABSS Executive and all 32 Local Authorities.

LABSS Digital Delivery Group (LABSS DDG)

(LABSS DDG members are the 7 Local Authority appointed Consortium Group Leads, LABSS DDG contributors. LABSS DDG Lead and Lead Hub Pilot Director)

Remit:
1. Engage with Local Authorities regarding matters being considered by the Digital Hub.
2. Gather operational matters at a local level for consideration by the Digital Hub.
3. Gather customer feedback at a local level on the operation of digital systems.
4. Provide a forum within respective Consortium Groups whereby debate and service issues may be reported to the Digital Hub.
5. Implement developed improvements disseminated by and in partnership with the Digital Hub within the Consortia and at Local Authority Level.

Aims:
1. To deliver digital service improvement for Local Authority Verifiers.
2. To deliver digital service improvement for stakeholders and customers.
3. To deliver improvement in the interests of efficiencies and best practice.

Roles within the Digital Hub and LABSS Digital Delivery Group (LABSS DDG):

Digital Hub:

The 'Digital Hub' sits within the Hub Pilot. The Hub Pilot is a programme investigating potential benefits and improvements to the current Building Standards delivery model that could be realised by a permanent HUB providing central resilience with strengthened regional partnerships.

The Hub Pilot encompasses and / or co-ordinates a number of areas of expertise and resilience, including matters relating to digital transformation. The 'Digital Hub' is essentially the communications and strategy conduit between stakeholders and Local Authorities.

Roles:

Lead Hub Director:
Manages and coordinates the work of the 'Digital Hub', including high level stakeholder engagement, particularly with regard to dovetailing verifier interest, support and development into digital transformation areas as identified by the Building Standards Division (BSD) Digital Transformation Team and Manager.

LABSS DDG Lead:
Active participant in relation to transformational matters to be considered by the Digital Hub, providing advice on priorities, practicalities of development, relevance of initiative and representing the Local Authority position.

LABSS Consultant:
Actively contributes to the work of, and items to be considered by, the Digital Hub. Manages the LABSS website and digital transformation content to inform the LABSS membership on digital matters arising from the Digital Hub and LABSS DDG.

LABSS Digital Delivery Group (LABSS DDG):

The LABSS Digital Delivery Group (LABSS DDG) is the operational group delivering change within local authorities as well as the forum for local issues to be raised and considered nationally.

The LABSS DDG brings together Consortia Group Leads who can represent the individual Local Authority Leads who can consider, instruct, and influence change within their authority whilst representing that authority's position.

The LABSS DDG also includes members who are contributors to initiatives and tasks undertaken by the LABSS DDG. Contributing members also provide expert input to other working or research groups.

The LABSS DDG also provides a central verifier support role coordinated through the LABSS DDG Lead.

Roles:

LABSS DDG Lead: (In addition to above)
Oversees the work being undertaken by the LABSS DDG. Manages meetings, chairs them and issues meeting notes and actions. Disseminates agreed information in relation to transformation through the Consortia Group Leads and collates issues raised by Local Authorities for national consideration.

Appointed Consortium Group Leads:
Engages with and represents Local Authority Leads at Consortium Group Level, disseminating information on agreed national outcomes on digital transformational matters as well as collecting local issues to be escalated nationally through the Digital Delivery Group and Digital Hub.

LABSS DDG contributors:
Members of the LABSS DDG Group who have a specific interest or expertise in matters being considered by the group and represent the LABSS DDG by their participation within working groups, contribution to projects or research, etc.

Lead Hub Director: (In addition to the above)
Provides a support role to the LABSS DDG Lead at Consortium Group Level, assisting in background information relating to potential transformational matters as well as noting what subject matter requires to be escalated nationally with stakeholders.

Verifier Support:

The verifier support role is integral to the workings of the LABSS DDG and Digital Hub. If a verifier however seeks specific advice on a digital transformational or back-office operating system matters, then this can be raised initially through the **LABSS DDG Lead**. Please note that the support role is not for matters that would be dealt with by Local Authority IT system teams such as errors or faults, it is intended for matters such as emerging technologies relating to Building Standards, issues around data field or tab use, reporting, adoption of transformational change, benchmarking, national adopted process and implementation, etc.

Digital Hub and LABSS Digital Delivery Group (LABSS DDG) Structure and Relationships:

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┌─────────────────────┐                                              ┌─────────────────────┐
│  Local Authority    │          ┌─────────────────────┐             │  Local Authority    │
│ Building Standards   │          │ LABSS Digital        │             │ Consortia Groups -   │
│  Services - 32 in    │◄─────────│ Delivery Group       │────────────►│   7 in Number       │
│     Number          │          │ (LABSS DDG)          │             │                     │
└─────────────────────┘          │ (Main links with     │             └─────────────────────┘
                                 │ Local Authority      │
                                 │ Service Providers)   │
                                 └─────────────────────┘
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                                           │
                                           ▼
┌─────────────────────┐          ┌─────────────────────┐             ┌─────────────────────┐
│ Building Standards  │          │    Digital Hub       │             │ Digital Planning    │
│ Division Digital     │◄────────►│ (Digital Hub         │◄───────────►│ Programme – E-      │
│ Transformation       │          │ Incorporated within  │             │ development Team    │
│ Work Stream         │          │ Building Standards    │             │                     │
└─────────────────────┘          │ Hub Pilot)           │             └─────────────────────┘
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                                  ▲        ▲         ▲
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┌─────────────────────┐   │    ┌─────────────────────┐    ┌─────────────────────┐
│ LABSS Executive and │   │    │  Other External      │    │ Idox Business and   │
│ Management Board    │        │  Stakeholders        │    │ Governance          │
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