

## BUILDING STANDARDS

### Service Improvement Log

Improvements brought about by virtue of:-

- Staff suggestions
- Customer Comments
- Benchmarking with other Authorities
- Liaising with other Divisions and Stakeholders

Description of Improvement			Suggested By	Date Introduced
Building Standards Portal on Council Intranet (Building Standards Network drive)	Portal acts as depositary for all documents and guidance notes legislation, minutes of meetings, etc. for Building Standards. To try and reduce amount of paperwork held	Staff working with current documentation and information leading to more efficient service delivery		

Greater use of electronic means of communication	To improve service delivery	Faster, more efficient and personal service	Stakeholder/Staff	2011
Removal of indicative response times of 4-6 weeks from acknowledgement letter	Fully committed to achieving compliance with National Performance Outcome (first response issued within 20 days)	Faster service	Liaising with BSD & LABSS	June 2012
Reduction in the number of drawings submitted for Building Warrant applications	To reduce unnecessary duplication of drawings which are typically revised during vetting process	To reduce cost and wastage	Staff	2012
Joint User Forums with Development Management	To streamline attendance of Forums for stakeholders	More extensive information and engagement provided within a single forum	Stakeholders	September 2012
Introduction of regular BS newsletter	Inform regular stakeholders of relevant issues/news	Updated on relevant issues/news	Benchmarking	December 2012
Desktop PC's upgraded to laptops (VPN connection)	To reduce duplication of processes	More efficient service	Staff	Throughout 2013
Introduction of e-BS	To further improve service provision and accessibility	Enhanced customer service delivery	Staff	Trial June 2013 Retrial November 2014
Forms on Building Standards webpages to be typewriter enabled	To allows forms to be submitted in a typed format as a precursor to e-BS	An easier and alternative way to complete the forms	Regular stakeholders	April 2013 now superseded by eBS
Adoption of Express Building Warrant Assessment Service	To speed up the processing/assessment of minor Building Warrants	Faster/instant service and approval	Benchmarking	June 2013
Attainment of Government's Customer Service Excellence Award	Recognition of our existing customer focused service	Enhanced customer focused service delivery	Staff	December 2013
Continuous Professional Development (CPD) Events extended to our Stakeholders	To ensure staff and stakeholders maintain their appropriate level of professional expertise	Enhanced customer service delivery	Stakeholders	March 2014
Benchmarking meeting with the 6 LA's who currently hold CSE award	To further improve our customer focus	More consistent customer focused service	Staff	September 2014
Meeting with Angus Council to discuss implications of applying for ISO 9001:2008	To ensure our business processes are robust and relevant	More consistent and greater quality of service to customers	Staff	September 2014
Reduction in number of copies of stamped approved drawings	Minimise admin workload and reduce duplication of processes	More efficient service	Staff	Trial with eBS November 2014
Re-attainment of Government's Customer Service Excellence Award	Recognition of our existing customer focused service	Enhanced customer focused service delivery	Staff	December 2014

Issue copy of Construction Compliance  
Notification Plan to



Purchase of Uniform Enterprise Module to ultimately replace our workflow processes within Civica.	To provide more streamline workflow processes and tools to allow more transparent performance reporting	Assist in our service delivery within our virtual team. Ability to move processes quickly and easily avoiding time delays	Staff	July 2019
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Review Annual User Forums

Falling attendance

Interactive "Newsletter"	<p>To further improve customer focus and engagement.</p> <p>To ensure information is current.</p> <p>To further improve service provision</p>	<p>Enhanced customer service delivery</p> <p>More consistent customer focused service</p>	Staff	November 2020
Corporate Twitter and Facebook Accounts	<p>To further improve customer focus and engagement.</p> <p>To ensure information is current.</p> <p>To further improve service provision</p>	<p>Enhanced customer service delivery</p> <p>More consistent customer focused service</p>	Staff	October 2020
Update to BS landing page etc:	To improve accessibility to Building Standards Information	Enhanced customer service delivery	Staff	December 2020
Revised COVID protocols as a result of December 2020 Scottish Government guidance	To ensure information is current and up-to-date	Enhanced customer service delivery D	Staff	January 2021

<p>Produce and publicise on our website a new guidance document on 'How to make a building warrant application'</p>	<p>To provide our stakeholders/regular users with further guidance to assist in the process of submitting a warrant.</p>	<p>Enhanced customer service delivery</p> <p>More consistent customer focused service</p>	<p>Staff</p>	<p>October 2021</p>
<p>Email to stakeholders/service users confirming the upcoming reinstatement of User Forums, the first of which will be held in March 2022 via Microsoft Teams</p>	<p>To further improve customer focus and engagement.</p> <p>To ensure information is current.</p> <p>To further improve service provision</p>	<p>Enhanced customer service delivery</p> <p>More consistent customer focused service</p>	<p>Staff/Customer</p>	<p>436.</p>

Creation and production of templates advising owners where not the applicant of when the Warrant and Completion Certificate have been issued	To further improve customer focus and engagement. To further improve service provision	Enhanced customer service delivery	Staff	October 2022
Creation and production of a Standard letter template for Section 48 compliance in relation to SFRS	To further improve customer focus and engagement. To further improve service provision	Enhanced customer service delivery	Staff	October 2022
Included in Dec newsletter advise on regulatory updates in relation to Section 6 of the Technical Handbooks in regard to changes post February 2023	To further improve customer focus and engagement. To further improve service provision	Enhanced customer service delivery	Staff	December 2022
Updated internal procedures/documents in relation to internal audit assessment Jan - March 2023	To further improve customer focus and engagement. To further improve service provision	Enhanced customer service delivery	Staff	Jan – March 2023
Produce Training Plan for all staff	To ensure all staff are fully trained in all aspects of the IDOX Case Management System and Document Management System.	To ensure quality processing of Building Warrant applications and documentation	Staff	Feb – April 2023

Updating of all Building Standards procedural documentation and produced



Implement the use of Near Me software to assist with Remote Virtual Inspections

To further improve customer focus and engagement.

To further improve service provision

Enhanced customer service delivery

Staff