



## BUILDING STANDARDS

### Service Improvement Log

CUSTOMER  
SERVICE  
EXCELLENCE



#### Improvements brought about by virtue of:-

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

Description of Improvement	Reason for Improvement	Anticipated Benefit to Customer	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	Staff	June 2007
Annual User Forums	To further engage with our stakeholders	Greater involvement in service improvement and delivery	Staff	December 2007
User Groups	To further engage with specific stakeholders (e.g. architects, solicitors, valuation surveyors)	Greater involvement in service improvement and delivery	Stakeholders	October 2008
Re-vamped forms and information leaflets	Ensure information is current	Latest information is provided	Staff	2008 (annually reviewed)
Use of Agile working (home & remote)	To speed up the processing/assessment of Building Warrant applications	Faster service	Staff	2009 (Adopted Council wide 2013)
Greater use of Building Standards webpages to publicise information	Increase use of technology /internet	Wider access to service and information/guidance	Public, Regular Stakeholders & Staff	2009 (regularly reviewed)
Implementation of monthly monitoring reports for Building Warrant and Completion Certificate performance figures	Aid adherence to performance indicators	To enhance service/faster service in accordance with the performance indicators	Staff	2009
Regular benchmarking with Clydevalley Consortia Group of LA's	Attempt to standardise application processes and forms within the Consortia Group area	To help standardise service for customers using various Authorities	Benchmarking	2009

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 allow 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 both applicant and agent when agent employed	To attempt to improve compliance with key performance outcomes	To emphasis it is the applicants responsibility to notify Building Standards at the agreed stages of construction, thus instilling greater confidence that the completed project complies with the Building Regulations	Staff	December 2014
Communicating with the General Public via Social Media	To further improve customer engagement	Faster/Instant Service Information/Performance	Benchmarking	July 2015
All Building Standards verifier and non-verifier application forms to be available for online completion and submission	To further improve service provision and accessibility	Enhanced customer service delivery	Staff	Proposed September 2015
Benchmarking meeting with the 6 LA's who currently hold CSE award extended to include private sector	To further improve our customer focus	More consistent customer focused service	Staff	November 2014
Benchmarking meeting with the 6 LA's who currently hold CSE award extended to include third sector	To further improve our customer focus	More consistent customer focused service	Staff	March 2015
Securing a workforce for the future by creating "Grow Your Own" staff	To ensure a continuity of qualified Building Standards Surveyors for the future generations	Provision of a more consistent customer focused service	Staff / Glasgow Caledonian University	April 2016
Protocols for engaging local community based disability forums	To further improve customer focus and engagement	Enhanced and more inclusive customer service delivery	Staff / Benchmarking	August 2015
Investigate partnership agreement with Dundee City Council for checking of structural calculations	To further improve service provision	Enhanced level of service for customer	Benchmarking	August 2015
Compile IT Information Asset Register	Ensure information is current and not duplicated un-necessarily	Latest information is provided and confirmation that all sensitive information is stored securely and appropriately	Council	August 2015
Interrogation of Quarterly KPO stats	To monitor both staff and agent performance	More consistent customer focused service	Staff	October 2015
Creation and implementation of additional observation templates.	To highlight issues on a case by case basis in the building warrant application process.	More consistent customer focused service	Staff	October 2015
Lobby the BSD through LABSS for an increase in the Building Warrant Fee Structure	To ensure the service is adequately resourced going forward	To provide an enhanced customer service delivery	Staff	April 2016

Complete review of all processes in preparation of attaining ISO 9001:2008 Certification for Quality Management Systems	To gain external accreditation that our processes are fit for purpose	More consistent and greater quality of service to customers	Staff	June 2016
Fully implement National eBS SGov Portal	To provide facility to submit applications fully electronically	To provide an enhanced online customer service delivery	Staff/Agents/SGov	August 2016
Annual interrogation of Quarterly KPO stats to identify and engage with agents who consistently delay re-submission data.	To liaise with Agents to assist them in improvement in this field.	Ability to provide a more timely customer focused service	Staff	June 2017
Commercialisation	Continue to commercialise to assist budgetary position	Widen our customer based	Staff	July 2017
Trial and implementation of electronic stamping of approved/refused plans	To further streamline the electronic process	To provide an enhanced online customer service delivery	Staff	Oct 2018
Accept BACS payment notification by provision of remittance advice for electronic applications	To further streamline the electronic process.	To provide an enhanced online customer service delivery	Staff/Agents/Customers	Oct 2018
Fully implement electronic stamping of approved/refused plans resulting in no requirement to request paper plans, as no solution has no National Solution has yet been provided by Scottish Government.	To finalise our electronic Building Warrant Approval Process	To provide a fully electronic system from start to finish	Staff/Agents/Customers	June 2019

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
Review Annual User Forums	Falling attendance	To allow customers to engage and assist in service improvements and to be made aware of legislative changes etc;	Customers	Dec 2020
Purchase of mobile tablets for onsite working	To reduce the need for paper documentation being carried on site	To allow surveyors to carryout site inspections electronically	Staff	April 2020
Formation of Technical Innovation Working Group	To look at alternative methods of carrying out site inspections using mobile technology.	Initial benefits would include reduction in travel for staff together with reduction in travel expenses. Initial benefit to the customer would mean speedier response to enable works to be signed off and continuation of site works.	Staff/Customers	June 2020
Re-instatement of site inspection services in light of COVID restrictions	To reinstate services which were ceased as a result of COVID Lockdown	Allow Completion Certificates to be issued for developments which required physical site inspections and to reduce potential backlog.	Staff	June 2020
Remote Verification Inspection (RVI)	Due to restrictions on site inspections with COVID19, virtual inspections will be carried out to where possible.	Continuity of work and acceptance of completion certificates	Staff	July 2020
Interactive Annual Verification Performance Report	To further improve customer focus and engagement.  To ensure information is current.	Enhanced customer service delivery  More consistent customer focused service	Staff	November 2020

	To further improve service provision			
Interactive "Newsletter"	To further improve customer focus and engagement.  To ensure information is current.  To further improve service provision	Enhanced customer service delivery  More consistent customer focused service	Staff	November 2020
Corporate Twitter and Facebook Accounts	To further improve customer focus and engagement.  To ensure information is current.  To further improve service provision	Enhanced customer service delivery  More consistent customer focused service	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	Staff	January 2021
Use of interactive technology i.e. Microsoft Teams to facilitate group interaction such as user forums	To further improve customer focus and engagement.  To ensure information is current.  To further improve service provision	Enhanced customer service delivery  More consistent customer focused service	Staff	April 2021
Emailing of a Survey Monkey questionnaire to all Stakeholder/service users in relation to Pye Tait report findings	To further understand the needs and requirements of our stakeholders/regular users	Enhanced customer service delivery  More consistent customer focused service	Staff	June 2021

Further update the Building Standards landing page in regard to UKCA requirements	Important information that should be adopted and known by our stakeholders/regular users	Enhanced customer service delivery  More consistent customer focused service	Staff	June 2021
Produce and publicise on our website a new guidance document on 'How to make a building warrant application'	To provide our stakeholders/regular users with further guidance to assist in the process of submitting a warrant.	Enhanced customer service delivery  More consistent customer focused service	Staff	October 2021
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	To further improve customer focus and engagement.  To ensure information is current.  To further improve service provision	Enhanced customer service delivery  More consistent customer focused service	Staff/Customers	October 2021
Email to stakeholders/service users confirming the issuing of two Building Standards Newsletters every year, with the next one being issued early December 2021	To further improve customer focus and engagement.  To ensure information is current.  To further improve service provision	Enhanced customer service delivery  More consistent customer focused service	Staff/Customers	October 2021
Produce and publicise on our website a new document 'Do I need a Building Warrant'	To further improve customer focus and engagement.  To ensure information is current.  To further improve service provision	Enhanced customer service delivery  More consistent customer focused service	Staff	December 2021
Create new template to advise business premises with temporary facilities that Building Warrant will be required as of March 2022.	To further improve customer focus and engagement.  To ensure information is current.  To further improve service provision	Enhanced customer service delivery  More consistent customer focused service	Staff	January 2022
Introduction of new process to assist stakeholders in submission of multiple PDF application documents taking heed of Pye Tait Report findings.	To further improve customer focus and engagement.  To further improve service provision	Enhanced customer service delivery	Staff	January 2022

Inclusion of development site address in all correspondence to applicant/agents	To further improve customer focus and engagement. To further improve service provision	Enhanced customer service delivery	Customers	April 2022
Inclusion of URL for National Customer Survey added to emails/templates/website/social media channels accordingly	To further improve customer focus and engagement. To further improve service provision	Enhanced customer service delivery	SGovernment	April 2022
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 regarding 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 version controlled document for Building Warrant Registration Process	To further improve customer focus and engagement. To further improve service provision	To ensure quality processing of Building Warrant applications and documentation	Staff	February 2023
Update of the Building Warrant Registration Process	To further improve customer focus and engagement. To further improve service provision	To ensure quality processing of Building Warrant applications and documentation	Staff	October 2023



Publish new 'Cost of Works Guidance' Version 1 document to website	To further improve customer focus and engagement.	Enhanced customer service delivery	Staff	December 2023
	To further improve service provision			
To interrogate with a view to installing Near Me software to assist with Remote Virtual Inspections	To further improve customer focus and engagement.	Enhanced customer service delivery	Staff	June 2024
	To further improve service provision			
Implement the use of Near Me software to assist with Remote Virtual Inspections	To further improve customer focus and engagement.	Enhanced customer service delivery	Staff	February 2024
	To further improve service provision			
Investment in new larger screen tablets together with hand and shoulder straps for site inspections	End of life of current tablet devices, opportunity to improve technology for viewing of drawings on site.	Increase usability of technology provision	Staff	March 2025

Last Reviewed: October 2025