



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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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| | 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 |

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| 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 |

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| 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 |

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| 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 |
| Investment in Building Standards Inspector | To further improve Service provision | Enhanced customer service delivery and Site Inspections | Staff | May 25 |
| Installation and Introduction of Microsoft Power Bi | To further improve Service provision and Corporate reporting | Increase usability of technology provision | Staff | December 25 |

Last Reviewed: January 2026