

BUILDING STANDARDS

Service Improvement Log



Improvements brought about by virtue of:-

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

Description of Improvement	Reason for Improvement	Anticipated Benefit to Customer	Suggested By	Date Introduced
Use of Staff 'In-days'	To speed up the processing/assessment of Building Warrants	Faster service	Staff	
Adoption of Instant Plan Assessment Service	To speed up the processing/assessment of minor Building Warrants	Faster/instant service and approval	Member of Public	
Production of leaflet on 'How to Submit a Completion Certificate'	The definition of 'Relevant Person' was confusing	Additional guidance should simplify the process	Member of Public	
Purchase and use of mobile tablets	To reduce duplication of processes	More efficient service	Staff	
Forms on Angus Council website are now typewriter enabled	To allows forms to be submitted in a typed format	An easier and alternative way to complete the forms	Agent	
Indication on acknowledgement letter of response times	To provide additional information on timescales	Up to date knowledge on timescales	Agent	
Reduction in the number of drawings for some Building Warrant applications	To remove unnecessary work	Time to produce drawings decreases	Agent	
Production of Building Warrant Approval pack	Create folder to file all paperwork	Simpler and more user friendly	Benchmarking with other Authorities	
Changes to our arrangements with Tayside Fire & Rescue	To standardise contact and consultations	To provide regular contact to approve applications faster	Joint discussions with Tayside Fire & Rescue	
Re-vamped forms and information leaflets	Standardise paperwork	Simpler and more user friendly	Benchmarking with other Authorities	

Greater use of Angus Council website to publicise information in relation to Building Standards	Modern use of technology /internet increasing	Greater access to service and	Public, Agents & Staff	Ongoing
Implementation of 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	
Introduction of twice yearly newsletter	Inform regular customers of relevant issues/news	Updated on relevant issues/news	Benchmarking	April 2010
Greater (use of benchmarking) comparison of performance figures/site visits	To benchmark with a similar organisation for performance	To help standardise service for customers using various Authorities	Benchmarking	
Greater Use of email rather than post for second report letters where only minor points	Unnecessary delay for post	Faster service	Agent	
Benchmarking. Meeting with East Ayrshire Council	Discuss implications of applying for ISO 9001	More consistent service to customer. Enhance quality of service to customers	Staff	October 2011
Introduction of two area teams	To try and ensure consistency of performance across the county	More consistent service to customer	Staff	October 2011
Alterations to Duty Officer Protocol	To try and maximise performance and clearly outline duties	Customer service maintained on in-days	Staff	October 2011
Enhanced use of monitoring reports	Reports used to try and ensure targets are achieved	More consistent service to customers	Staff	April 2011
Introduction of Building Standards Portal on Divisional Intranet	Portal acts as depositary for all documents and guidance notes legislation for Building Standards. To try and reduce amount of paperwork held	Staff working with current documentation	Staff/Benchmarking	January 2011
Introduction of Completion paperwork checklist to Applicant/Agent	To inform Applicant/Agent of requirements in advance of Completion stage	More knowledge which leads to faster acceptance of the Completion Certificate	Staff/Agents	June 2012
Alteration to Public Safety Guidance Document (Safe Events)	Provide direct link to Angus Council Building Standards home web page	To have direct access to Angus Council Building Standards contact details forms, guidance and links	Staff	July 2012
Completion Inspection Procedure implemented	Eradicate errors when carrying out site inspections	A more thorough and consistant inspection	Staff	September 2014

All report letters emailed rather than posted if email address supplied	Speed up process and cut down on costs	Speeds up process as per their request	Public (National Customer Survey)	January 2015
Introduction of BSProcessing@angus.gov.uk as the single email for all emails etc for Building Standards	Consistent approach for customer Allow digital receipt and tracking	Streamlined system Single process approach	Staff/Lean Team	Feb 2016
Introduction of E-Building Standards by Gov. Submissions can now be made online	Introduction of E-BS	Online applications/submissions Cost benefit Time benefit	Scottish Government	Aug 2016
End to end digital process introduced – plans assessed and returned in digital format	Introduction of E-BS	Cost benefit Time benefit Single process approach	Management/Staff/Lean Team	Aug 2016
Councils large file sharing system (Egress) replaced with emailing PDF's	Customer request Difficult system to use	Customers satisfied File size reduced Emails can be forwarded	Customers	Sept 2017
Change of inspection areas to include 2 Technicians covering all of Angus for simple domestic applications	Best use of resources	Allow Officers more time to assess	Management	May 2017
Change to inspection areas/3 Technicians	Increased use of resources	Shift to enhanced requirement for site inspections in legislation means we can respond to requests within 2-3 days	Management	Aug 2018
New Sharepoint/QMS	Old system not supported and no in-house resources.	Enhanced and easier control of QMS	Team	2019
Introduction of Citrix	To enhance agile working	Adds IT resilience and allows access to Uniform outwith Angus House for flexibility	IT	Sept 2019
Introduction of Enterprise	Case load management in real time	Enhanced performance monitoring and reporting	IT/management	2019-2020
New look Newsletters	Increase communications with customers	More visual and user friendly with live updates/links capability	Agent	Aug 2019
Facebook and Twitter Communications	Increase scope of communications with customers in a changing world	Access customers on a wider platform	Agent & external Researcher	Oct 2019

Improved Telephone Statistics	CSE monitoring improvements/change to phone system corporately	Automated and accurate monitoring	Corporate/CSE Team	Aug 2019
Introduction of email Auto response	Keep the customer informed of timescales and acknowledge receipt of their communication	Better informed and content communication is received by the Council	Customer/Staff	Sept 2019
Uniform system available outwith corporate environment	Achieve 'live' inspection data input, reduce duplication of notes, improve data protection and increase accuracy.	Time saving allows increased performance and decreased timescales for communications.	Staff/management	Jan 2020
Mobile working enhancement – 4G enabled mobiles	Achieve 'live' inspection data input, download applications outwith corporate environment etc and allows greater support/sharing from dangerous buildings.	Allows greater flexibility for inspection (same day)	Staff/management/customers	Jan 2020
Enhanced 'live' email signatures	Allows up to date pandemic/restrictions to service info for customers	Better informed	Management	March 2020
I.T equipment available for home use	Full double monitor set up allowable to replicate office working	Resilience through pandemic allowing for a full BS assessment service to continue without delay	Staff	March 2020
Microsoft Teams	Allow live remote inspection during pandemic	Support Construction Industry and avoid any delays	Staff and customers	May 2020
Develop Remote Verification Inspection Options and guidance	Allow live or digital remote inspection during pandemic and support the Scottish Governments digital transformation agenda	Support Construction Industry and avoid any delays during pandemic	Scot gov/customers	April 2020 (ongoing)
Increased Payment Methods	Increase and modernise payment options, allow defer to client and support the E-BS Portal	Allow defer to client option for Agents paying for applications. Provide new online payment form and telephone payment options for all customers.	Customers/Agents	Late 2020
Improved routes to 'Do I need a Building Warrant'	To reduce 'back and forth' communication and streamline process for customer	Standardised process, online	Customers and staff	Aug 2021

Customer Engagement event – tailored (Council customers)	Raise awareness of processes and new regulation requirements	Better customer journey and avoid any unnecessary delays	Management/internal customers	Feb 2021
Develop Dangerous Buildings Quarterly Review	High staff turnover leading to difficulties managing cases. Training.	Staff competence and knowledge increased and consistent	Management	Trial period 20-21, Implemented April 2021
Revised website content	To ensure appropriateness of content and comply with mobile standards	Ease of use of website	Communication Team	April 2021
Revise telephone contact arrangements	Ease of contact	Ease of contact	Customers (Nat Cust Survey)	March 2022
Improve Extension to Warrant reminder process	Streamline process	Increased options for payments and easier process to apply.	Customers/staff	Underway – Implementation Feb 2023
Improve Customer Survey – 1 National Survey with Dashboard	2 surveys (local & National) needs reduced	More surveys with real time comparable data	Customers/ Staff/ Scot gov.	1 st April 2022
New 'Do I need a warrant' online form to be created	Information supplied through accessline was sporadic for reporting	Improved customer Journey and efficient process.	Staff	April 2022
National CSE Benchmarking Group re-formed	Previous group vital for continuous improvement, support and benchmarking	Improved CSE compliance and continuous improvement	Management	Sept 2022
Website layout revised	User testing required emphasis of search for 'building warrants' rather than building standards	Improved online customer journey	Web team/user testing	Oct 2022
New non-emergency Dangerous Building online reporting form to be created.	Information supplied through accessline was sporadic for reporting	All information submitted will be relevant and complete for immediate investigation to commence	Management	Nov 2022
New Modern Apprentice role created with improved work with schools	Workforce Development planning and creating opportunities. Raising profile of BS as a career.	Improved succession planning – fast track assessment of minor applications.	Management/Staff/LABSS/Scottish Government	Feb 2023
New Duty Officer Protocol drafted	Consistency and openness to customers	Consistency	Staff	Feb 2023

New Regulations Disseminations	To inform regular customer users on future changes	Inform customers on change to requirements and therefore create better customer journeys.	Customers/Agents	Feb 2023
Create new Annual Performance Report Template	Previous software license expired/not renewed.	Accessible document complying with website standards	Management	April 2023
New Customer Newsletter format and provider utilised	Previous Newsletter format/company revoked.	Standardised format, accessible, easy to subscribe/unsubscribe	Management/CSE group	May 2023
Customer Focus Group created	Focus on customer groups for continuous improvement.	Focussed customer feedback	Customers/Agents/CSE group	2023
Enhanced website analytics	To gain insight on website use	Insight can inform future improvements	Angus Council web team	2023
Pre-warrant assessment online form/Uniform procedures.	To make it easier for customers to find out if they require consent	More in depth and consistent information received and more efficient and recorded process.	Customers/staff	May 2023
Enhancements to Enterprise	To gain efficiencies in an automated process	Quicker to receive Building Warrant/Completion Certificate Acceptance.	Staff	Feb 2023
Create simple SAP 10 checklist	To understand the simple requirements and create a simplified, consistent approach to checking procedure	Consistency for customer	Staff	Nov 2023
Form Processing Team consortium	To learn from best practice from other authorities	Continuous improvements and create a support network	Staff/Tayside Consortium	Nov/Dec 2023
Amend templates and letters in Uniform	Review and improve current letter templates	Improved consistency and adequacy of information.	Staff	Jan 2024
Restructure of team to create 2 teams/leaders and temp trainee post	Succession planning, improve mentoring opportunities and improve governance arrangements	Improved structure across Angus County	Management	April 2024
Add more info on inspection areas to the website - areas	Possible confusion by the customer	Improved information for customers/ease of contact.	Staff/customers	April 2024

Create safeworking in/out board	Improve lone working safety.	Increased safety in line with Risk Assessments.	Management	Dec 2024
Alternative Approach Spreadsheet created.	Provide a collated area for alternative approach solutions to the shared.	Ease of access to the specific case, reduced searching	Staff	June 2024
Ability to provide partial refunds through PAY360	Complex process currently.	Time benefit to the customer and ease of process for staff.	Staff/customers	Feb 2024
Improve online PDF forms	Existing forms are difficult to use for mobile and tablet devices.	Ease of use for customers and simplified process for staff.	Customers	Ongoing – planned end April 2025
Online appointment request system	Current requests can be laborious.	Improved efficiency for the customer and automation for the staff member.	Staff	Ongoing – planned end 2025
Resume Surveyors Meetings with Consortia partners.	To improve cross authority discussions and learning.	Improved benchmarking and networking.	Staff/Consortia	Jan 2024
Restructure Modern Apprentice role to Graduate Apprentice role.	Support career development of current MA and provide clear career path.	Retain current MA supporting incoming new staff into the Building Standards profession.	Management	Ongoing – planned May 2024
Create new Dangerous Buildings & Enforcement Officer post	Increase in Dangerous Buildings cases and lack of dedicated resource.	Building Warrant assessments completed faster and more time for Officers and Technicians to carry out verification inspection.	Management & staff	Feb 2024
Improve guidance on the website on how to make a good quality application	Information appears lacking and guidance is available.	Improved information for customers and improved quality of applications for staff.	Management	Jan 2025

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