

**INVERCLYDE
COUNCIL
BUILDING
STANDARDS
2019-20**

**Quarter 4
January
-
March**

CONTINUOUS IMPROVEMENT PLAN - SUMMARY

Professional Expertise and Technical Processes

Key actions from previous quarter (Q3 2019-20):	Relevant to KPO1-2 (from list):	Target completion date:	Status (from list):	Outcomes:
1. Requirements of the verifier: Maintain records of construction non-compliance locally and report trends and issues with a national impact to drive forward improvements in verification. CIP Action: Introduce formal method of recording non-compliance trends.	KPO2	Mar-20	On target	Ensure that detailed and accurate information is available to assist the Building Standards Division in its analysis of and identification of key areas requiring training, legislative change and priority enforcement.

<p>2. Requirements of the verifier: Verifiers must ensure that a minimum sample [5%] of the total number of building warrant applications decided and completion certificate submissions decided are checked for accuracy. Verifiers must ensure that samples are checked regularly, and sampling considers risk profiles of applications and submissions and staff competencies. The sample should be based upon a random sample, augmented by any identified need for targeted audit as a result of complaints or requests from other organisations identified by the Scottish Government. CIP Action: Introduce peer assessment process as required.</p>	KPO2	Mar-20	On target	The monitoring of risk protocols will identify weaknesses, need for training and re-drafting requirements to ensure that proper procedure is followed.
<p>3. Requirements of the verifier: • 95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including building warrants and amendments issued without a first report). • 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrant and amendments issued without a first report). CIP Action - meet KPO target.</p>	KPO1	Mar-20	High	Ensure that overall performance in 2019-20 achieves the KPO1 targets.

<p>4. Requirements of the verifier: Operational arrangements will be fully reviewed following the appointment of the Senior Building Standards Officer and the 2 Building Standards Officer. CIP Action - Ensure operational arrangements maximise the staff resource.</p>	KPO3	Ongoing	On target	To ensure that customers are provided with the full range of information to assist their understanding of building standards targets and customer commitments.
<p>5. Requirements of the verifier: Verifiers must have staff with appropriate building standards qualifications and experience, and have contingencies for when resourcing is not available in-house. CIP Action: Formalise current arrangement for the professional expertise in structural engineering and fire safety;</p>	KPO2	Mar-20	High	To ensure that the Council has appropriate partnership agreements that will enable a continuous service delivery in specialist areas.
<p>Commentary: <i>(This is an important requirement and should include a narrative summary of progress, as well as the context and rationale for any changes to current and planned actions.)</i></p>				
<p>Actions 1 and 2 are pending consideration of a nationally consistent approach. The Council continues to seek appointment of appropriately qualified officers, and has appointed 2 Building Standards Officers and in the meantime has worked in partnership with Argyll and Bute Council to ensure continuation of service delivery (Actions 4 and 5). Actions 4 and 5 will assist in meeting Action 3.</p>				

Key actions planned for next quarter (Q4 2019-20):	Relevant to KPO1-2 (from list):	Target completion date:	Priority level (from list):	Proposed outcomes:
<p>1. Requirements of the verifier: Maintain records of construction non-compliance locally and report trends and issues with a national impact to drive forward improvements in verification. CIP Action: Introduce formal method of recording non-compliance trends.</p>	KPO2	Mar-20	Medium	Ensure that detailed and accurate information is available to assist the Building Standards Division in its analysis of and identification of key areas requiring training, legislative change and priority enforcement. The monitoring of risk protocols will identify weaknesses, need for training and re-drafting requirements to ensure that proper procedure is followed.
<p>2. Requirements of the verifier: Verifiers must ensure that a minimum sample [5%] of the total number of building warrant applications decided and completion certificate submissions decided are checked for accuracy. Verifiers must ensure that samples are checked regularly, and sampling considers risk profiles of applications and submissions and staff competencies. The sample should be based upon a random sample, augmented by any identified need for targeted audit as a result of complaints or requests from other organisations identified by the Scottish Government. CIP Action: Introduce peer assessment process as required.</p>	KPO2	Mar-20	Medium	The monitoring of risk protocols will identify weaknesses, need for training and re-drafting requirements to ensure that proper procedure is followed.

<p>3. Requirements of the verifier:</p> <ul style="list-style-type: none"> • 95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including building warrants and amendments issued without a first report). • 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrant and amendments issued without a first report). <p>CIP Action - meet KPO target.</p>	KPO1	Mar-20	High	Ensure that overall performance in 2019-20 achieves the KPO1 targets.
<p>4. Requirements of the verifier:</p> <p>Operational arrangements will be fully reviewed following the appointment of the 2 Senior Building Standards Officers and the Building Standards Officer.</p> <p>CIP Action - Ensure operational arrangements maximise the staff resource.</p>	KPO2	Mar-20	Medium	To ensure that desk arrangements currently in place are fit for purpose and to implement changes as identified.
<p>5. Requirements of the verifier:</p> <p>Verifiers must have staff with appropriate building standards qualifications and experience, and have contingencies for when resourcing is not available in-house.</p> <p>CIP Action:</p> <p>Formalise current arrangement for the professional expertise in structural engineering and fire safety;</p>	KPO2	Mar-20	High	To ensure that the Council has appropriate partnership agreements that will enable a continuous service delivery in specialist areas.
<p>Commentary (optional): <i>(This could look at longer term priorities (one to three years)):</i></p>				
<p>Overall, Inverclyde Council aims to be part of a quality Scotland wide building standards service, which offers customers a consistent approach to service delivery. It will set targets in line with agreements at national level between Local Authority Building Standards Scotland and the Scottish Government's Building Standards Division.</p>				

Quality Customer Experience

Key actions from previous quarter (Q2 2019-20):	Relevant to KPO3-5 (from list):	Target completion date:	Status (from list):	Outcomes:
<p>1. Requirements of verifiers: Ensure the facility for online applications through the Scottish Government eBuilding standards system is detailed in the customer charter; Ensure the customer charter includes details of customer dispute resolution, complaints and performance procedures (e.g. LABSS Dispute Resolution Process, LA complaints procedures, SG Verifier Performance Reporting Service for Customers); Review the national customer charter regularly (at least quarterly) maintaining localised information to ensure contact details and appropriate website links are kept up-to-date. CIP Action: Review the customer charter to comply with requirements.</p>	KPO3	Ongoing	On target	To ensure that the customer charter provides applicants with the full range of information to assist their understanding of building standards targets and customer commitments.
<p>2. Reporting Requirement: Publish the national customer charter prominently on the Council website and incorporate version control detailing reviews (review frequency at least quarterly) CIP Action: Review the customer charter to comply with requirements.</p>	KPO3	Ongoing	On target	To ensure that customers are provided with the full range of information to assist their understanding of building standards targets and customer commitments.

<p>3. Reporting Requirement: Report the number of cases referred to the LABSS Dispute Resolution Process, LA complaints procedures, SG Verifier Performance Reporting Service for Customers). CIP Action: Comply with new reporting requirement.</p>	KPO3	Ongoing	On target	To ensure that customers are provided with the full range of information to assist their understanding of building standards complaints procedures and options.
<p>4. Performance target: 95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days. CIP Action: Introduce formal method of responding.</p>	KPO3	Ongoing	On target	To ensure that information may be provided to the Building Standards Division promptly and speed the appeal process.
<p>5. Requirements of verifiers: Use findings from local engagement to identify and make improvements to the customer experience and incorporate actions to improve the customer experience into the continuous improvement plan and monitor progress. CIP Action: Analyse findings of the National Customer Survey 2019.</p>	KPO4	Ongoing	On target	To provide an up-to-date perspective of customer satisfaction and facilitate appropriate responses.
<p>Commentary: <i>(This is an important requirement and should include a narrative summary of progress, as well as the context and rationale for any changes to current and planned actions.)</i></p>				
<p>All actions from KPO 3-5 are being delivered. The use of eBuilding standards is increasingly becoming the norm, and intergration of the system into working practices continues. The National Customer Survey 2019 was published in December and will be reviewed in Q4.</p>				

Key actions planned for next quarter (Q4 2019-20):	Relevant to KPO3-5 (from list):	Target completion date:	Priority level (from list):	Proposed outcomes:
<p>1. Requirements of verifiers: Ensure the facility for online applications through the Scottish Government eBuilding standards system is detailed in the customer charter; Ensure the customer charter includes details of customer dispute resolution, complaints and performance procedures (e.g. LABSS Dispute Resolution Process, LA complaints procedures, SG Verifier Performance Reporting Service for Customers); Review the national customer charter regularly (at least quarterly) maintaining localised information to ensure contact details and appropriate website links are kept up-to-date. CIP Action: Review the customer charter to comply with requirements.</p>	KPO3	Ongoing	Medium	To ensure that the customer charter provides applicants with the full range of information to assist their understanding of building standards targets and customer commitments.
<p>2. Reporting Requirement: Publish the national customer charter prominently on the Council website and incorporate version control detailing reviews (review frequency at least quarterly) CIP Action: Review the customer charter to comply with requirements.</p>	KPO3	Ongoing	Medium	To ensure that customers are provided with the full range of information to assist their understanding of building standards targets and customer commitments.

<p>3. Reporting Requirement: Report the number of cases referred to the LABSS Dispute Resolution Process, LA complaints procedures, SG Verifier Performance Reporting Service for Customers). CIP Action: Comply with new reporting requirement.</p>	KPO3	Ongoing	Medium	To ensure that customers are provided with the full range of information to assist their understanding of building standards complaints procedures and options.
<p>4. Performance target: 95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days. CIP Action: Introduce formal method of responding.</p>	KPO3	Ongoing	Medium	To ensure that information may be provided to the Building Standards Division promptly and speed the appeal process.
<p>5. Requirements of verifiers: Use findings from local engagement to identify and make improvements to the customer experience and incorporate actions to improve the customer experience into the continuous improvement plan and monitor progress. CIP Action: Consider methods to improve customer feedback response rates as a supplement to the Scottish Customer Survey.</p>	KPO4	Mar-20	Medium	To provide an up-to-date perspective of customer satisfaction and facilitate appropriate responses.
<p>Commentary (optional): <i>(This could look at longer term priorities (one to three years)):</i></p>				
<p>Overall, Inverclyde Council aims to be part of a quality Scotland wide building standards service, which offers customers a consistent approach to service delivery. It will set targets in line with agreements at national level between Local Authority Building Standards Scotland and the Scottish Government's Building Standards Division. The National Customer Survey 2019 was published in December and will be reviewed in Q4.</p>				

Operational and Financial Efficiency

Key actions from previous quarter (Q3 2019-20):	Relevant to KPO6-9 (from list):	Target completion date:	Status (from list):	Outcomes:
None				
Key actions planned for next quarter (Q4 2019-20):	Relevant to KPO6-9 (from list):	Target completion date:	Priority level (from list):	Proposed outcomes:
None				
Commentary (optional): <i>(This could look at longer term priorities (one to three years)):</i>				
<p>Inverclyde Council Building Standards will continue to provide and monitor operational and financial returns, ensuring that these elements of performance are able to facilitate the planned focus on improving the overall time taken to deliver building warrant approvals and an efficient and effective reasonable enquiry service. Priority in 2019-20 is compliance with the new Operating and Performance Framework; no new actions are required under the heading of Operating and Financial Efficiency to achieve this aim.</p>				