



**South Lanarkshire Council  
Building Standards Verification Service  
Continuous Improvement Plan  
January - March 2014 Update**



Community and Enterprise  
Resources

CUSTOMER  
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Key performance outcome 9 (Continuous improvement plan)

<b>Quarterly return for period ending [31 March 2014]</b>			
<b>Outcome</b>	<b>Verifier position to meet the KPO criteria</b>	<b>Planned actions and milestones to meet the KPO criteria</b>	<b>Completion date</b>
<p><b>KPO1 – Time taken to grant a building warrant</b></p> <p>The intention of this KPO is to minimise the time taken for customers to obtain a building warrant whilst importantly, maintaining the appropriate levels of competent plan assessment.</p>	<p>All required data reported to BSD.</p> <p>The overall number of applications granted during this period was 534 with the average time taken being 45 days.</p> <p>The average time was the same as the last quarter suggesting the baseline figure is in this area, this will be monitored at the end of the next quarter</p> <p>Traditional local PI's continue to be monitored and reported internally and show no underlying service delivery issues.</p> <p>Action plan created following scanning workshop, tasks and timeframes for completion allocated to appropriate staff.</p>	<p>Report KPO data on a quarterly basis.</p> <p>Monitor trends once reliable baseline established.</p> <p>Outcomes from scanning workshop to be passed to managers for consideration.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Feb 2014</p>

**Quarterly return for period ending [31 March 2014]**

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<p><b>KPO2 – Compliance during construction</b></p> <p>The intention of this KPO is to promote quality and consistency of compliance assessment by undertaking timed and proportionate reasonable inquiries using a risk-based approach to inspection and other forms of assessment e.g. photographic evidence.</p>	<p>All required data reported to BSD.</p> <p>CCNP's have been issued for 100% of new applications approved during quarter.</p> <p>249 completion acceptances issued within quarter, 72% with successful CCNP's.</p> <p>This compares to 71% in the previous quarter suggesting the baseline is in this area, this will be monitored at the end of the next quarter.</p> <p>The majority of failures where due to non notification of a prescribed stage within the CCNP. No issues with a national impact to report.</p>	<p>Development remains ongoing with regards to the creation of bespoke CCNP's.</p> <p>Critical infrastructure upgrades are currently ongoing which will delay a final solution until the end of the year.</p> <p>Current workaround templates will continue to be used; the NDOM version has been updated to reflect new guidance in this area.</p>	<p>December 2014</p>

**Quarterly return for period ending [31 March 2014]**

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<p><b>KPO3 – Meeting customer expectations</b></p> <p>The purpose of this KPO is to provide an “escape route” for any customers that are dissatisfied with the agreed processing time of building warrant and amendment to building warrant applications.</p>	<p>All required data reported to BSD.</p> <p>97% (562) of applications were assessed within 20 days, 3% (18) were assessed within the buffer period.</p> <p>No applications missed the 35 day backstop.</p> <p>No applications were subject to a customer agreement.</p>	<p>Monitor assessment times and consider workload split as required.</p> <p>Monitor data quality on an ongoing basis to ensure accuracy of reporting outcomes.</p>	<p>Ongoing</p>

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<p><b>KPO4 – National customer charter</b></p> <p>A national customer charter will complement the local charter and will demonstrate the shared commitment to service levels and a consistent standard of quality across all verifiers.</p>	<p>Charter on SLC website with hard copies available within area office receptions.</p>	<p>Maintain checks on accuracy of localised information.</p>	<p>Ongoing</p>

Quarterly return for period ending [31 March 2014]			
Outcome	Verifier position to meet the KPO criteria	Planned actions and milestones to meet the KPO criteria	Completion date
<p><b>KPO5 – Improvement of the customer experience</b></p> <p>The purpose of this KPO is for verifiers to gain a more detailed understanding of their different customer groups and to be able to respond most appropriately to their needs.</p>	<p>First national customer satisfaction survey currently being carried out by BSD/Pye Tait.</p> <p>Local customer satisfaction surveys undertaken on an ongoing basis with data for 2013/14 currently being collated.</p> <p>Data provided to Pye Tait as required with Opt In/Out process included within appropriate forms</p>	<p>Opt in/out process to continue in accordance with Pye Tait programme</p> <p>Local surveys ongoing</p> <p>Mystery Shopping exercise ongoing</p>	<p>National survey ongoing during 2014.</p> <p>Local surveys ongoing.</p> <p>September 2014</p>

Quarterly return for period ending [31 March 2014]			
Outcome	Verifier position to meet the KPO criteria.	Planned actions and milestones to meet the KPO criteria	Completion date
<p><b>KPO6 – Financial governance</b></p> <p>The purpose of this KPO is to monitor verification fee income compared with the costs of running the service to:</p>	All required data reported to BSD.	Quarterly data checks on system information	Ongoing

Quarterly return for period ending [31 March 2014]			
Outcome	Verifier position to meet the KPO criteria	Planned actions and milestones to meet the KPO criteria	Completion date
<p><b>KPO7 – National forum meetings</b></p> <p>To develop a national construction forum within Scotland that will bring together key stakeholders in the construction industry and encourage collaborative partnership working.</p> <p>This approach will underpin greater consistency and seek solutions to issues in the public interest.</p>	Attend national forum meetings as and when required.	Follow up on any action points from the meetings and report back through the quarterly continuous improvement plan template on any improvements or progress made as a result of these meetings.	(TBC by BSD)

**Quarterly return for period ending [31 March 2014]**

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<p><b>KPO8 – Balanced scorecard (business plan)</b></p> <p>The balanced scorecard template will enable a consistent approach to reporting that has not been delivered in previous years.</p>	<p>Balanced Scorecard for 2013/14 submitted to the BSD.</p>	<p>Quarterly progress updated via iIMPROVE, the Councils corporate performance recording system.</p>	<p>Ongoing</p>

**Quarterly return for period ending [31 March 2014]**

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<p><b>KPO9 – Continuous improvement plan</b></p> <p>The introduction of a Continuous Improvement Plan will enable verifiers to demonstrate their commitment to continuous improvement which cuts across all aspects of their balanced scorecards. Although initially focussing on the implementation of the performance framework, verifiers can still be creative in their pursuit of improvements without concentrating solely on the data reporting aspects, such as response times.</p> <p>The plans will allow the Scottish Government to assess the current position of verifiers and see both their business ambitions, and their progress. Also initially, to understand how close verifiers are to implementing the new framework and achieving KPO targets, and the actions planned in order to meet the implementation and the targets.</p>	<p>CIP reported to the BSD each quarter</p> <p>Significant achievements during quarter (not listed elsewhere)</p> <ul style="list-style-type: none"> <li>• Completion of PSIF assessment and creation of improvement action plan which details 35 separate areas for improvement.</li> <li>• Continue to exceed 3 out of 4 local PI measures.</li> <li>• Preparation for CSE year 2 assessment</li> <li>• Achievement of all learning and development targets for 2013/14.</li> </ul>	<p>As detailed in Planning and Building Standards Service Plan for 2013-14.</p>	<p>Ongoing</p>