

IMPROVEMENT STRATEGIES FOR BUILDING STANDARDS

Outcomes from review of the West Lothian Annual Survey carried out January 2020.

Customer Comments / Improvement Initiative (You said)	Progress (We Did)
<p>Why ask for emails and contact numbers and never or rarely use them.</p>	<p>We ask for these details to allow us to contact customers when required – this is generally to request information or arrange site visits. Staff are reminded to contact all customers prior to a site visit being carried out.</p>
<p>What is the point of an intermediary call centre who can neither answer queries nor offer a direct connection to building standards.</p>	<p>The Council contact centre should really only be used for general enquiries - when a general enquiry is received the contact centre inform building standards who aim to contact the customer the same day or at the latest the following day.</p> <p>Customers of building standards are provided with details on how to contact both the case officer and building standards when the building warrant application has been registered. This allows customers to make direct contact with the case officer.</p> <p>Construction Compliance Notification Plan (CCNP) documentation are sent out with each granted building warrant. This includes contact details for the case officer and building standards contact details to allow an appointment to be made for site visits.</p>
<p>It would be good to get a time slot for a site visit.</p>	<p>Due to the demand for site visits and the uncertain nature of many visits, we generally offer an am or pm time slot with the option of the case officer calling 30 minutes or an hour before arriving. In certain circumstances a specific time slot can be arranged and this should be made directly with the officer carrying out the visit.</p>

<p>CCNP did not have enough detail regarding precisely what was required at each stage (e.g. superstructure is open to interpretation)</p>	<p>The CCNP has been updated to clarify what is to be inspected and at what stage.</p>
<p>The service seems to vary on the individual officer assigned to your case, some are very helpful other are not</p>	<p>All staff have been reminded of their responsibilities towards customer service. Examples of good customer service are highlighted to the team as well as what is deemed unacceptable customer service. We aim to provide a customer experience that is both productive and helpful – staff are regularly reminded that customer service is not an add on to our job it is an intrinsic part of our job.</p>
<p>Unable to send in photos because of the file size</p>	<p>Staff reminded to direct customers wishing to submit photographs to use the e-buiding standards portal : https://www.ebuildingstandards.scot/eBuildingStandardsClient/default.aspx</p>
<p>When it comes to technical queries it was a little more difficult to get an answer. I'm guessing this is a result of the system where there is not one specific case officer throughout a project.</p>	<p>Staff reminded that there is a case officer for all projects and also Principals/ more experienced staff can provide guidance on technical matters if they are unsure or require guidance.</p>