Professional Expertise and Technical Processes           Key actions from previous quarter (22 2015/16):         Relevant to KPO1-2 (from list):         Target completion date:         Status (from list):         Outcomes:           (22 2015/16):         1.Embed risk management procedures to ensure applications are allocated to staff who are suitable qualified and experienced to deal with it. Review on an annual datic         Item managers impleme management procedures and site inspections to improve efficiency.         On target         team managers impleme management procedures and site inspections to improve efficiency.           2. Implement action plan covering processes such as drain testing and site inspections to improve efficiency.         KPO1         31.3.2016         Dentarget         drain testing processes in November 2015 to improve ways of working.           4. Post BSD returns via web process to improve performance         KPO1         31.3.2016         On target         returns completed processes sit process to improve performance           5. Put in place efficiencies in the BS process to improve performance         KPO2         31.3.2016         On target         changes to processes sit reduction in help desk to processing           6. Embed risk assessment methodology into normal working practices for reasonable enquiry         KPO1         31.3.2016         On target         stel inspections carried ou reasonable enquiry           7. Produce a Continuous Improvement Plan based on the template, outinduced on 1 October 2015         KPO1         3	mpulsory. Other isidered. In action plan being inted including allow focus on warrant ut on basis on by team manager - fire safety, energy					
(o2 2015/16):       (from list):       Control         1. Embed risk management procedures to ensure applications are allocated to staff who are suitable qualified and experienced to deal with it. Review on an annual mass.       Skippen to the staff who are suitable qualified and experienced to deal with it. Review on an annual mass.       Skippen to the staff who are suitable qualified and experienced to deal with it. Review on an annual mass.       Skippen to the staff who are suitable qualified and experienced to deal with it. Review on an annual mass.       Skippen to the staff who are suitable qualified and experienced to deal with it. Review on an annual mass.       Skippen to the staff who are suitable qualified and experienced to deal with it. Review on annual and site inspections to improve afficiency.       Skippen to the staff who are suitable qualified and experienced to the staff who are suitable qualified and experienced to the staff who are suitable qualified and experienced to the staff who are suitable qualified and experience and site inspections to improve process to improve performance the staff training on normal working process to improve performance the staff training on an is place to methodology into normal working practices for reasonable enquiry practices for reasonable enquiry practices for reasonable enquiry and the staff training on an is place to methodology into normal working practices for reasonable enquiry and the staff training on an is place to methodology into normal working practices for reasonable enquiry and the staff training on the tegislation introduced on 1 October 2015 Support building surveyors in attending courses to ald their CPD       SkPO1       31.3.2016       On target       training carried out the efficiency, 0 carbon home efficiency, 0 carbon home efficiency, 0 carbon home       In acc	mpulsory. Other isidered. In action plan being inted including allow focus on warrant ut on basis on by team manager - fire safety, energy					
procedures to ensure applications are allocated to staff who are suitable qualified and experienced to deal with it. Review on an annual hasis       management procedures         2. Implement action plan covering processes such as drain testing and site inspections to improve afficiency       KPO1       31.3.2016       Behind schedule       drain testing no longer co- inspections still being cor         3. Undertake a lean review of building standards processes in November 2015 to improve ways of working       KPO1       31.3.2016       Completed       lean review completed ar progressed         9. Post BSD returns via web platform       KPO1       31.3.2016       On target       returns completed platform         6. Embed risk assessment methodology into normal working Process to improve performance       KPO1       31.3.2016       On target       site inspections carried o reasonable enquiry reasonable enquiry processing         7. Produce a Continuous Improvement Plan based on the template, outlining plans in place to methodology into normal working P. Provide training on new legislation introduced on 1 October 2015       KPO1       31.3.2016       On target       now being completed efficiency, 0 carbon home reasonable enquiry reasonable enquiry processitency in the processitency in the processitency in the processitency in the processitency in the provide training aimed at ensuring consistency in the presaration of CCNPs.       KPO1       31.3.2016       On target       various courses attended efficiency, 0 carbon home efficiency, 0 carbon home provide training aimed at ensuring consistency in the presaration of CCNPs.	mpulsory. Other isidered. id action plan being irted including allow focus on warrant ut on basis on iy team manager - fire safety, energy					
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4. Post BSD returns via web platform       KPO1       31.3.2016       On target       returns completed         platform       31.3.2016       On target       returns completed         process to improve performance       SPO1       31.3.2016       On target       changes to processes stared         6. Embed risk assessment       KPO2       31.3.2016       On target       changes to processing         6. Embed risk assessment       KPO2       31.3.2016       On target       site inspections carried or reasonable enquiry         practices for reasonable enquiry       site inspections carried on reasonable enquiry       now being completed       now being completed         Improvement Plan based on the template, outlining plans in place to       KPO1       31.3.2016       On target       now being completed         9. Provide training on new legislation introduced on 1 October       KPO1       31.3.2016       Completed       staff training carried out territions courses attended efficiency, 0 carbon home         9. Support building surveyors in attending courses to aid their CPD       KPO2       31.3.2016       On target       targeted for 4th quarter         10. Provide training aimed at ensuring consistency in the preparation of CCNPs       KPO2       31.3.2016       On target       targeted for 4th quarter         11. Benchmarking with SESBC – The South East Soctiand Building <t< td=""><td>allow focus on warrant ut on basis on ny team manager - fire safety, energy</td></t<>	allow focus on warrant ut on basis on ny team manager - fire safety, energy					
process to improve performance       reduction in help desk to processing         6. Embed risk assessment methodology into normal working practices for reasonable enquiry       KPO2       31.3.2016       On target       site inspections carried on reasonable enquiry         7. Produce a Continuous Improvement Plan based on the template, outlining plans in place to       KPO1       31.3.2016       On target       now being completed         8. Provide training on new legislation introduced on 1 October 2015       KPO1       31.3.2016       Completed       staff training carried out to efficiency, 0 carbon home         10. Provide training aimed at ensuring consistency in the greazation of CCNPs       KPO2       31.3.2016       On target       various courses attended efficiency, 0 carbon home         10. Provide training aimed at ensuring consistency in the greazation of CCNPs       KPO2       31.3.2016       On target       meetings attended efficiency, 0 carbon home         11. Benchmarking with SESBC – The South East Social ad Building       KPO2       31.3.2016       On target       meetings attended         Standards Consortium Group; LABSS – Local Authority Building       KPO2       31.3.2016       On target       meetings attended	allow focus on warrant ut on basis on ny team manager - fire safety, energy					
methodology into normal working practices for reasonable enquiry       reasonable enquiry         7. Produce a Continuous Improvement Plan based on the template, outlining plans in place to meet the KPO1 targets.       KPO1       31.3.2016       On target       now being completed         8. Provide training on new legislation introduced on 1 October 2015       KPO1       31.3.2016       Completed       staff training carried out to carried out to 2015         9. Support building surveyors in attending courses to aid their CPD       KPO1       31.3.2016       On target       various courses attended efficiency, 0 carbon home         10. Provide training aimed at ensuring consistency in the preparation of CCNPS       KPO2       31.3.2016       On target       targeted for 4th quarter         11. Benchmarking with SESBC – The South East Scotland Building Standards Consortium Group; LABSS – Local Authority Building       KPO2       31.3.2016       On target       meetings attended	y team manager - fire safety, energy					
7. Produce a Continuous       KPO1       31.3.2016       On target       now being completed         Improvement Plan based on the template, outlining plans in place to       Now being completed       now being completed         S. Provide training on new legislation introduced on 1 October 2015       Staff training courses to aid their CPD       Staff training courses to aid their CPD       KPO1       31.3.2016       Completed       staff training carried out to efficiency, 0 carbon home         10. Provide training aimed at ensuring consistency in the preparation of CCNPs       KPO2       31.3.2016       Behind schedule       targeted for 4th quarter         11. Benchmarking with SESBC – The South East Social Authority Building       KPO2       31.3.2016       On target       meetings attended	- fire safety, energy					
8. Provide training on new legislation introduced on 1 October 2015       Staff training carried out to the staff training carried out t	- fire safety, energy					
attending courses to aid their CPD     efficiency, 0 carbon home       10. Provide training aimed at ensuring consistency in the preparation of CCNPs.     KPO2     31.3.2016     Behind schedule     targeted for 4th quarter       11. Benchmarking with SESBC – The South East Scotland Building Standards Consortium Group; LABSS – Local Authority Building     KPO2     31.3.2016     On target     meetings attended						
ensuring consistency in the preparation of CCNPs 11. Benchmarking with SESBC – KPO2 31.3.2016 On target meetings attended Standards Consortium Group; LABSS – Local Authority Building						
11. Benchmarking with SESBC –     KPO2     31.3.2016     On target     meetings attended       The South East Scotland Building     Standards Consortium Group;     LABSS – Local Authority Building     meetings attended						
Standards Scotland Organisation and UK Core Cities Group						
Aun Func Lingering     KPO1     31.3.2016     On target     service provided       Support – To Midlothian Council.     And Fire Engineering Support – To     Satisfies and Orkney Islands     service provided						
Internal S         Internal S <thinternal s<="" th=""> <thinternal s<="" th="">         Internal</thinternal></thinternal>						
14. BS team managers to meet         KPO2         31.3.2016         On target         meetings held every 2 we           regularly as a technical forum to resolve technical questions         Image: Comparison of the second						
15. Consider succession planning as part of further service restructuring     KPO1     31.3.2016     On target     this will be considered wh place						
16. Change our customer contact channels to allow a greater focus on warrant and completion certificate processing         KPO1         31.3.2016         Completed         new system introduced of new system introduced of product of the processing						
Commentary: (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.) Performance has been poor in this quarter as the number of warrant applications has increased. The focus has been on looking at our customer contacts so that we can reduce these and let the surveyors get on with application processing. The customer engagement strategy and a revised help desk desk are being implemented. The lean review has started to strip out tasks that add little value to the process and this will lead to efficiencies and improved performance.						
Key actions planned for next three Relevant to KPO1-2 Target completion date: Priority level (from list): Proposed outcomes: quarters: (from list):						
1. implement the lean review of KPO1 31.12.2015 High review of processes to m efficient and thus improve ways of working						
2. Embed risk assessment KPO2 31.3.2016 Medium to ensure best use of resk methodology into normal working practices for reasonable enquiry						
3. Provide training on new KPO2 31.3.2016 Medium to ensure surveyors are f regulations and can fully i 2015						
4. Take a lead role on the national E-KPO1 31.3.2016 High to ensure the benefits of I Building Standards project						
5. Assess effectiveness of KPO1 31.3.2016 High to improve efficiency and contact channels to allow a greater focus on warrant and completion certificate processing	reduce unnecessary					
Commentary (optional): (This could look at longer term priorities (one to three years)):						
Quality Customer Experience						
Key actions from previous quarter         Relevant to KPO3-5 (from list):         Target completion date:         Status (from list):         Outcomes:						
1. Implementation of channel shift as part of the customer engagement strategy to encourage customers to self serve on the council website     KPO3     ongoing     On target     new customer engagement on 14 December with sup building standards calls						
A Review of the building standards KPO4 ongoing Completed new help desk service sta help desk to reduce direct contact but still provide a service.						

3. Publish data on performance	KPO4	quarterly	Behind schedule	this will be done when the charter is updated
against national KPOs within the		4		
national customer charter on an				
annual basis 4. Maintain Customer Service	KPO5	annually	Completed	accreditation received November 2015
Excellence accreditation	11 00	dimddify	Completed	
5. Review the National charter to	KPO4	31.3.2016	On target	
ensure it is up-to-date 6. Inform customers about the new	KPO5	31.3.2016	On target	this will be done when the strategy is being
customer service charter	11 00	51.5.2010	Ontarget	implemented
7. Ensure the national customer	KPO4	31.3.2016	On target	current charter is online
charter is published on verifier's				
website and is clearly accessible				
for customers online and in printed form				
8. Implementation of customer	KPO3	31.3.2016	Completed	strategy in implementation phase
engagement strategy				
9. Prepare a communication plan to	KPO3	31.3.2016	Completed	communication plan being implemented
let customer know about out				
strategy and the implementation of channel shift				
10. Take forward actions from	KPO5	31.3.2016	On target	this forms part of the lean review
meeting with ECAN				
11. Provide BSD with information		31.3.2016	Completed	
required for national surveys 12. Create a system of customer	KPO5	31.3.2016	Not started	
surveys to get feedback on				
customer satisfaction				
13. Create customer focus groups	KPO5	31.3.2016	On target	
for feedback	KPO3	31.3.2016	Completed	implemented 14 December 2015
14. Implement a revised help desk service with more focus on		01.0.2010	Completed	inplantation in December 2010
customer using online systems to				
self serve in line with the customer				
engagement strategy.	KPO4	31.3.2016	Completed	these are in the charter
15. Ensure the requirements of the customer 'escape route' are	NF 04	31.3.2010	Completed	these are in the charter
detailed in the customer charter				
16. Continued external	KPO5	31.3.2016	On target	ISO and CSE achieved.
accreditation				
	quirement and should include	e a narrative summary of progre	ess, as well as the context ar	nd rationale for any changes to current and
planned actions.)				
				Planning and Building Standards in line with the cused advice for those that need it, improved
speed of application processing as cus			, improved priorie service, io	cused advice for those that need it, improved
speed of application processing as eas		uon.		
Key actions planned for next three	Relevant to KPO3-5	Target completion date:	Priority level (from list):	Proposed outcomes:
quarters:	(from list):	5		
1. Implementation of channel shift	KPO3	31.5.2016	High	Implement channel shift in Planning and Building
as part of the customer			Ŭ	Standards in line with the Council's overarching
engagement strategy to encourage				Transformational Change programme.Key
customers to self serve on the				actions include improved website, improved
council wohsite				phone service, focused advice for those that
council website				
Council website				need it, improved speed of application
Council website				need it, improved speed of application processing as customers self serve for
2. Assessment of changes to the	KPO4	31.3.2016	High	need it, improved speed of application
2. Assessment of changes to the building standards help desk to	KPO4	31.3.2016	High	need it, improved speed of application processing as customers self serve for information.
2. Assessment of changes to the building standards help desk to reduce direct contact but still	KPO4	31.3.2016	High	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service.				need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service. 3. Review the National charter to	KPO4	31.3.2016 31.3.2016	High Medium	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service.				need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform
2. Assessment of changes to the building standards help desk to reduce direct contact but still <u>movide a service</u> . 3. Review the National charter to <u>ensure it is up-to-date</u> 4. Implement the communication plan to let customer know about	KPO4	31.3.2016	Medium	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service. 3. Review the National charter to ensure it is up-to-date 4. Implement the communication plan to let customer know about out strategy and the	KPO4	31.3.2016	Medium	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service. 3. Review the National charter to ensure it is up-to-date 4. Implement the communication plan to let customer know about out strategy and the implementation of channel shift	KPO4	31.3.2016	Medium High	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening
2. Assessment of changes to the building standards help desk to reduce direct contact but still <u>nrovide a service</u> 3. Review the National charter to <u>ensure it is up-to-date</u> 4. Implement the communication plan to let customer know about out strategy and the <u>implementation of channel shift</u> 5. Create a system of customer	KPO4 KPO3	31.3.2016 ongoing	Medium	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service. 3. Review the National charter to ensure it is up-to-date 4. Implement the communication plan to let customer know about out strategy and the implementation of channel shift 5. Create a system of customer surveys to get feedback on	КРО4 КРО3 КРО5	31.3.2016 ongoing 31.3.2016	Medium High	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening
2. Assessment of changes to the building standards help desk to reduce direct contact but still <u>nrovide a service</u> 3. Review the National charter to <u>ensure it is up-to-date</u> 4. Implement the communication plan to let customer know about out strategy and the <u>implementation of channel shift</u> 5. Create a system of customer	КРО4 КРО3 КРО5	31.3.2016 ongoing 31.3.2016	Medium High	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service. 3. Review the National charter to ensure it is up-to-date 4. Implement the communication plan to let customer know about out strategy and the implementation of channel shift 5. Create a system of customer surveys to get feedback on	КРО4 КРО3 КРО5	31.3.2016 ongoing 31.3.2016	Medium High	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service. 3. Review the National charter to ensure it is up-to-date 4. Implement the communication plan to let customer know about out strategy and the implementation of channel shift 5. Create a system of customer surveys to get feedback on	КРО4 КРО3 КРО5	31.3.2016 ongoing 31.3.2016	Medium High	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service. 3. Review the National charter to ensure it is up-to-date 4. Implement the communication plan to let customer know about out strategy and the implementation of channel shift 5. Create a system of customer surveys to get feedback on	КРО4 КРО3 КРО5	31.3.2016 ongoing 31.3.2016	Medium High	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service. 3. Review the National charter to ensure it is up-to-date 4. Implement the communication plan to let customer know about out strategy and the implementation of channel shift 5. Create a system of customer surveys to get feedback on	КРО4 КРО3 КРО5	31.3.2016 ongoing 31.3.2016	Medium High	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening
2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service. 3. Review the National charter to ensure it is up-to-date 4. Implement the communication plan to let customer know about out strategy and the implementation of channel shift 5. Create a system of customer surveys to get feedback on	KPO4 KPO3 KPO5 ook at longer term priorities (	31.3.2016 ongoing 31.3.2016	Medium High Medium Efficiency	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening
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2. Assessment of changes to the building standards help desk to reduce direct contact but still provide a service. 3. Review the National charter to ensure it is up-to-date 4. Implement the communication plan to let customer know about out strategy and the implementation of channel shift 5. Create a system of customer surveys to get feedback on customer satisfaction Commentary (optional): (This could I Key actions from previous quarter (Q2 2015/16):	KPO4 KPO3 ook at longer term priorities ( Relevant to KPO6-9 (from list):	31.3.2016 ongoing 31.3.2016 (one to three years)): (one to three years)): (one to three years)): (one to three years)):	Medium High Medium <u>Efficiency</u> Status (from list):	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening to show customers we are listening
2. Assessment of changes to the building standards help desk to reduce direct contact but still <u>nrovide a service</u> . 3. Review the National charter to <u>ensure it is up-to-date</u> 4. Implement the communication plan to let customer know about out strategy and the <u>implementation of channel shift</u> 5. Create a system of customer surveys to get feedback on <u>customer satisfaction</u> Commentary (optional): ( <i>This could I</i> Key actions from previous quarter (Q2 2015/16): 1. Keep team structures under	KPO4 KPO3 KPO5 ook at longer term priorities ( cok at longer term priorities ( relevant to <b>KPO6-9</b> (from list): KPO9	31.3.2016 ongoing 31.3.2016 one to three years)): Operational and Financial Target completion date: ongoing	Medium High Medium Efficiency Status (from list): On target	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening to show customers we are listening <b>Outcomes:</b> discussion started on new structures
2. Assessment of changes to the building standards help desk to reduce direct contact but still <u>nrovide a service.</u> 3. Review the National charter to <u>ensure it is up-to-date</u> 4. Implement the communication plan to let customer know about out strategy and the <u>implementation of channel shift</u> 5. Create a system of customer surveys to get feedback on <u>customer satisfaction</u> <u>Commentary (optional): (This could I</u> Key actions from previous quarter (02 2015/16): 1. Keep team structures under 2. Ensure that time recording	KPO4 KPO3 KPO5 ook at longer term priorities ( Relevant to KPO6-9 (from list): KPO9 KPO9	31.3.2016 ongoing 31.3.2016 one to three years)): Decrational and Financial Target completion date: ongoing 31.3.2016	Medium High Medium Efficiency Status (from list): On target Completed	need it, improved speed of application processing as customers self serve for information. to improve efficiency and reduce unnecessary contact to show we have good customer standards to show we engage with customers and inform them of what is happening to show customers we are listening Outcomes: discussion started on new structures systems in place
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