

CONTINUOUS IMPROVEMENT PLAN - SUMMARY (draft)

Professional Expertise and Technical Processes

Key actions from previous quarter	Relevant to KPO1-2 (from list):	Target completion date:	Status (from list):	Outcomes:
Home working	KPO2			Free up office space and allow more flexible working
Staff Training	KPO2	Ongoing as and when required		Keeping staff as professional as possible
Monitoring Procedures	KPO2			Providing more quality checks on the process
Fill vacancies	KPO1			Provide full complement of staff for new challenges. Depends on BS Review/restructure

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.)*

Staff training has continued, including compliance training. Two vacant Building Standards surveyor posts were filled in February 2015

Key actions planned for next three quarters:	Relevant to KPO6-9 (from list):	Target completion date:	Priority level (from list):	Proposed outcomes:
Home Working	KPO2		Low	Considered as part of BS review
Staff Training	KPO2		High	Keeping staff as professional as possible
Monitoring Procedures	KPO2		High	To maximise optimal use of staff time, including efficient inspection regime
Fill vacancies	KPO1		High	To ensure best use of resources. Dependent on BS Review
Admin Action plan	KPO2		Medium	Improvements to admin processes, forms etc have been identified and will be implemented when staff time allows

Commentary (optional): *(This could look at longer term priorities (one to three years)):*

Staff training will be required on the 2015 amendments to be introduced in October.

Quality Customer Experience

Key actions from previous quarter	Relevant to KPO3-5 (from list):	Target completion date:	Status (from list):	Outcomes:
E Building Standards	KPO5			PCs and dual screens purchased
Admin efficiency	KPO5			Admin Action Plan prepared
Architects liaison group	KPO3			Tie in with Planning ALG meetings
Customer survey	KPO3			Local & National surveys ongoing
Respond to complaints	KPO3			Swift response to LAGAN complaints
How Good is our Council (HGIOC)	KPO3			High Level Scans complete
Fast tracking	KPO3			Service provided; targets met
Pre Warrant consultations	KPO3			Service provided; tracked on Covalent

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.)*

E Building Standards work is now under progress. Awaiting confirmation of project management set up. Customer survey returns monitored and any complaints replied to on an individual basis. Report on national customer survey commissioned by the Scottish Government's Building Standards Division now available. HGIOC high levels scans posted on Rewired

Key actions planned for next three quarters:	Relevant to KPO3-5 (from list):	Target completion date:	Priority level (from list):	Proposed outcomes:
E Building Standards	KPO5	May 2016	Medium	National portal for electronic submission
Admin efficiency improvements	KPO5	Sept 2015	Medium	Streamline admin processes
Architects liaison group	KPO3	Ongoing	Medium	To keep stakeholders better informed of changes to processes
Customer survey	KPO3	Ongoing with inclusion of National Survey	Medium	To monitor customers experience of process
Respond to complaints	KPO3	Ongoing	High	Fully investigate customer complaints and action remedial measures
How good is our council (HGIOC)	KPO3	Sept 2015	Medium	Use performance framework to show that we are engaging with customers

Fast tracking	KPO3	Ongoing	High	Provide fast track service for urgent applications
Pre warrant consultations	KPO3	Ongoing	Medium	Provide pre application consultation for applications

Commentary (optional): *(This could look at longer term priorities (one to three years)):*

E Building Standards recognised as main priority for year ahead

Operational and Financial Efficiency

Key actions from previous quarter	Relevant to KPO6-9 (from list):	Target completion date:	Status (from list):	Outcomes:
Paperless office	KPO6			Little progress
Consortium	KPO7			See Commentary below
Succession Planning	KPO8			Awaiting BS Review
Financial Monitoring	KPO6			2014/15 revenue budget showed underspend
Complete PDRS	KPO8			Completed in March 2015

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.)*

South Ayrshire took over as lead authority in the South West Scotland Building Standards Consortium after the LABSS AGM on 14th May, and will ne represented on the LABSS Management Board and the LABSS Technical Group

Key actions planned for next three quarters:	Relevant to KPO6-9 (from list):	Target completion date:	Priority level (from list):	Proposed outcomes:
Re-appointment as Verifier	KPO6		High	Decision by Minister expected early in 2016
Consortium	KPO7	Ongoing	Medium	Achieve consistency of approach to process
Succession Planning	KPO8	Dec-15	High	Pass on experience of senior staff prior to retirement.
Financial monitoring	KPO6	Ongoing	High	Monthly meetings with finance to ensure control of finances
Complete PDRs	KPO8	Ongoing	Medium	Annual PDR round will be required

Commentary (optional): *(This could look at longer term priorities (one to three years)):*

First SWSBSC meeting of 2015/16 was held on 23rd June 2015.