



Assessment Report
Customer Service Excellence

Argyll and Bute Council Corporate Template Argyll and Bute Council Building Standards

Successful
1 June 2023

Assessment Summary

Overview

Overall Self-assessment	Strong
Overall outcome	Successful

Rolling Programme 3 2023. (RP3 2023)

Argyll and Bute Building Standards currently sits within the Development and Economic Growth Directorate. Services are delivered from 4 area offices at strategic locations. Building Standards is a regulatory service, responsible for issuing building warrants and overseeing the development of applications, and ensuring compliance to the regulations. Around 16 staff are employed.

You remain a highly customer focused organisation, using the Customer Service Excellence Standard very effectively and consistently as a tool for continuous improvement. There is good approach and dedication to not only maintain a high level of service delivery, but also to explore areas for improvement. There is some very strong evidence supporting this approach including the development of digital access to services.

These improvements emanate from systematic and thorough consultation, commitment from staff to engage with customers at all stages of interaction, sound and appropriate communications through modern media platforms. Maintaining the practice of remote verifications, has also received appreciation from customers. You have also made specific effort to identify and meet customer expectations, meriting a new C+ at 2.1.3.

Clearly you remain at the forefront of excellence and the recommendation for retention of the CSE Standard is well deserved. There is full compliance in all elements, whilst obtaining 24 Compliance Plus (C+) ratings in all Criteria as follows: 6 CP+ in Criterion 1; 6 CP+ in Criterion 2; 5 CP+ in Criterion 3; 6 CP+ in Criterion 4 and 1 CP+ in Criterion 5. Again a remarkable achievement.

1: Customer Insight

Criterion 1 self-assessment	Strong
Criterion 1 outcome	Successful

RP3 2023 Criterion 1 is about Customer Insight, engagement and satisfaction.

You keep in mind the needs of customers around a wide geographical area. You use staff at all locations to support and ensure a smooth experience for customers. You make considerable effort to establish needs according to individual circumstances, by asking the simple question: 'what meets your needs?' Your Gaelic translations are updated regularly and a programme of reaching out to refugee communities has commenced. Your strategies for consultation and engagement, although well embedded, are continually reviewed to reflect the modern digital approach in providing access and service delivery. You take on-board comment from agents and stakeholders, which is appreciated.

National and local surveys all include the appropriate questions on customer satisfaction and appropriate questions are raised at agent forums, specifically around changes in legislation and practices such as hybrid working and digital access to services.

2: The Culture of the Organisation

Criterion 2 self-assessment	Strong
Criterion 2 outcome	Successful

RP3 2023 Criterion 2 is about the culture of the organisation.

Commitment on expectations outlined in your Customer Charter and applied throughout, remains extremely strong. You establish needs at the first point of contact with effort to support customers with digital applications through exceptional communications and dialogue, including enhanced publications in the newsletter and MS Teams meetings. This merits a new Compliance Plus at 2.1.3.

Leaders and managers encourage and support staff by providing opportunity to deliver top class customer service. You continue with customer focused training, and participation in management meetings. It was also clear from discussion with staff that they are totally customer focused and require little motivation. This together with management support provides the perfect platform for good teamwork.

Delivering the best possible experience for all customers remains a top priority, with strategies and plans at the root of this commitment, but service delivery is the outcome. You believe in your own ability to deliver and this is demonstrated through recognition, including externally from Local Authority Building Services Scotland (LABSS).

3: Information and Access

Criterion 3 self-assessment Strong

Criterion 3 outcome Successful

RP3 2023 Criterion 3 is about providing quality information, being accessible and joint working arrangements.

Call Centre scripts and information for staff at the Service Points are consistently updated. Verbal messages are delivered at agent forums, in relation to updated legislation, and they also indicate an appreciation of the on-going dialogue. You converse with migrant communities and provide fresh information in the Newsletter and on digital screens. The website remains a valuable tool and you make good use of Survey Monkey and passive e-mails. You ensure information provided is accurate and complete by carrying out risk assessments and ensure customers are kept well informed of progress. Contracts are in place to ensure premises are clean and tidy. Activity with the (Area Property Action Group, (APAG) provides a good platform to engage, outside of core activities. It is noted that you are also involved with Argyll Access Panels. Staff at all locations are also involved in a number of community initiatives.

4: Delivery

Criterion 4 self-assessment Strong

Criterion 4 outcome Successful

RP3 2023 Criterion 4 is about delivering against standards and dealing with problems including complaints.

Staff working groups remain effective and outcomes are monitored through the Scorecard. Collaboration through LABBS and the CSE Benchmarking Forum provides useful comparisons for setting capability standards. You perform well against the Scottish national average in all aspects including customer satisfaction. It is noted that you remain in the top 5 performing Building Standards Services. The E Building platform has developed substantially and now 90% of applications are being made through the Portal. The Enterprise system is now well embedded, but you are keen to learn from the data it produces to enhance service delivery, particularly in relation to workflow. No complaints have reached the level for involvement by the Service Director, but you are mindful of the need to take all expressions of dissatisfaction seriously. Staff are trained on complaints handling and fresh guidance issued as appropriate. There is commitment to handling and investigating complaints objectively and there remains a complete trust in staff to tackle issues.

5: Timeliness and Quality of Service

Criterion 5 self-assessment Strong

Criterion 5 outcome Successful

RP3 2023 Criterion 5 is about the timeliness and quality of response to customer contact.

You take a thorough approach to identifying customer needs at the first point of contact, through risk assessments. Call Centre and Service Point staff are well primed and customer feedback indicates that issues are quickly understood. Consequently you continue to provide a smooth experience for customers and an assurance that enquiries will always arrive on the right desk. All customer information is systematically logged and available digitally for future reference. Your joint working protocols also include a commitment to share information. Well established relations with other service providers, enhances the willingness to and trust in sharing information. The commitment to dealing with customers fully at the first point of contact, includes swift follow up action. This can be said of all at the Call Centre, Service Points and Building Standards staff. Outcome comparisons with other organisations shows you in good light and comment from agents made to the assessor, indicates that performance in Building Standards in Argyll & Bute are highly regarded.

1: Customer Insight

1.1: Customer Identification

1.1.1: We have an in-depth understanding of the characteristics of our current and potential customer groups based on recent and reliable information.

Applicant Self Assessment: Strong

Compliance to Standard: Compliant

Active Evidence

001-2020: User Forum Attendance and Feedback	Assessor Acceptance:	Yes
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User Forums were arranged for 2019, due to lack of uptake the formal events were cancelled with small informal gatherings held in each of the area offices. A copy of the presentation was provided to all who noted interest. User feedback is being considered regarding future events.

002-2020: Weekly Planning Lists	Assessor Acceptance:	Yes
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We receive Weekly Planning Lists from own Council and Loch Lomond & Trossachs National Park Authority. Potential future customers are identified and contact made where applicable.

003-2020: Pre-Warrant Discussions	Assessor Acceptance:	Yes
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We encourage pre-warrant discussion with Applicants, Agents and/or Other External Agencies and have formal process for recording outcomes. This is also included in our Customer Service Charter.

Corporate Evidence

C001: Website Visitor Report 2017	Assessor Acceptance:	Yes
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Analysis of visitor usage of the website gives us an insight into activities that can inform future developments & ongoing improvement. This evidence is of our quarterly analysis of website usage with demographic breakdown by gender, age, channel preference etc that goes to our Customer Service Board

C002: Organisation Database on the CRM	Assessor Acceptance:	Yes
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Our Corporate CRM not only hold comprehensive information about private customers, but also about every Organisation in Argyll and Bute and their specific characteristics. This allows us to segment them by area, organisation type etc and provided targeted services.

C113: Using CRM Customer Info For Proactive Engagement	Assessor Acceptance:	Yes
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The council CRM holds comprehensive data on every customer in A&B. With appropriate GDPR permission we use those characteristics to send targeted information about service disruption and service changes, events and other beneficial info. Reports help us identify existing & potential target groups

1.1.1.1: We have an in-depth understanding of the characteristics of our current

Remote RP1 2021 Your commitment to gaining in-depth understanding of characteristics of all customer groups has not been deterred by the restrictions of Covid 19, apart from the suspension of Agent Forums. However it was noted, during discussion, your current development of virtual seminars and or webinars for Agents. Feedback from Agents indicated their appreciation of this development. The weekly planning lists and pre-warrant discussions continue to be useful for the development of customer insight and helped you to gain insight on the frequency of contact. The development of the RVI's also provides a useful platform to engage and obtain valuable customer insight.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

1.1.1.2: and potential customer groups

Remote RP1 2021 The corporate demographic information continues to be used effectively to identify potential customers and their respective needs. However, the pre-warrant discussions and weekly planning lists also provide useful information here. This demonstrates your commitment to early intervention to identify specific needs and preferences, particularly in complex cases.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

1.1.1.3: based on recent and reliable information.

Remote RP1 2021 All data obtained continues to be based on valid and current research. During discussions with stakeholders and other Council providers it was confirmed that engagement with Building Standards is frequent, meaningful and extremely useful.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

1.1.2: We have developed customer insight about our customer groups to better understand their needs and preferences.

Applicant Self Assessment: Satisfactory
Compliance to Standard: Compliance Plus

Active Evidence

004-2021: Customer Journey Map	Assessor Acceptance:	Yes
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As a result of partnership working between LABSS and the BSD a national CJM has been produced and published in 2017 which we have now adopted in line with the other 31 LAs. This document is available on our webpages and replaces our own CJM.

007-2021: Performance Management	Assessor Acceptance:	Yes
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The overriding request from our customers is the provision of a timeous response to building warrants. Our whole performance management system centres around measuring the response times to building warrants and completion certificates.

114-2021: Customer Engagement	Assessor Acceptance:	Yes
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We obtain customer insight via various channels (national and local surveys, one to ones, and review of formal stage 1 and 2 complaints) and use it to develop our Service Improvement Log. Also see evidence 117-2021

Corporate Evidence

C004: Your Voice Consultation 2018	Assessor Acceptance:	Yes
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Throughout the summer of 2018 the council conducted a series of 9 public meetings and a webinar to gain direct insight into what our customers and communities wanted from their public services and how they felt decisions should be made

C025: Customer Care Toolkit	Assessor Acceptance:	Yes
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Customer Journey Mapping gives excellent insight (Evidence C003) is now an established part of the business improvement methodology deployed council wide. It is contained in the Customer Service Toolkit that is evidenced here including a quick reference guide and case studies.

C114: 2017/18 Corporate Budget Consultation Outcomes	Assessor Acceptance:	Yes
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We used customer insight about our customer groups to launch a multimedia budget consultation to inform the council's spending choices. This resulted in 770 responses and 2,500 comments. This report summarises the outcomes and the changes made to meet citizens' needs.

1.1.2.1: We have developed customer insight about our customer groups

Remote RP2 2022 You have made considerable effort to not only expand the range of customer insight activity, but also carry out significant analysis of the data and introduce a range of enhancements. These enhancements include making use of URL numbers, adding the address of projects for easy reference, providing PDF documents for stakeholders, introduced a reminder to clients of impending expiry date of warrant applications, introduced a template for use of temporary buildings and updated the website with a variety of hyper links.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.1.2.2: to better understand their needs and preferences.

Remote RP2 2022 The introduction of the wide range of enhancements gives a clear indication of the extent to which you understand customer needs and have taken considerable note of views with regard to the changes. Feedback to the assessor during discussion with stakeholders, partners and customers confirms the wholehearted appreciation of the levels to which all in Building Standards are prepared to enhance an already high level of service delivery. Consequently this element merits a Compliance Plus rating.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.1.3: We make particular efforts to identify hard to reach and disadvantaged groups and individuals and have developed our services in response to their specific needs.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

008-2023: Accessibility to Service	Assessor Acceptance:	Yes
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The Building Standards Service provides a devolved service from four areas and a sub-area office strategically located throughout A&B Council which are fully accessible. Our successful in-house eBS system has now been fully migrated to the National eBS Portal, facilitating electronic submissions.

038-2023: Building Standards Webpages	Assessor Acceptance:	Yes
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For those individuals in remote locations who are unable to easily access an area or sub-area office all information on our service and performance can be accessed through our webpages. The information on these pages is regularly reviewed and updated.

071-2023: Gaelic Translations	Assessor Acceptance:	Yes
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To assist those individuals who's first language is Gaelic we have translated our most relevant documents into Gaelic with all documents available on our webpages and in area office receptions.

Corporate Evidence

C006: Website Accessibility Report and Guidance	Assessor Acceptance:	Yes
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The Council's Web Team receives expert input from SOCITM (using specialist mystery shoppers), to ensure our website is as usable as possible for our visually impaired users. This evidence shows the most recent report which scored us highly as we've responsibly implemented all previous recommendations

C007: Engaging with our Gaelic speaking minority.	Assessor Acceptance:	Yes
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The council area includes part of the Gaelic speaking heartland of Scotland so we make extra efforts to ensure their needs are met. This evidence shows the new 2018-22 Gaelic Action Plan with many actions to boost this marginalised community.

C038: Strategic Islands Group	Assessor Acceptance:	Yes
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Our hard to reach island Communities have been given a new champion Group within the council administration. This evidence is the TORs but the most recent minute will be shown at assessment.

1.1.3.1: We make particular efforts to identify hard to reach

RP3 2023 You continue to use the wide variety of channels to reach people over a very widespread geographical area. You offer a very flexible approach by using staff at all locations to support and ensure a smooth experience for customers. You make every effort to establish needs according to individual circumstances, by asking the simple question: 'what meets your needs?'

Evidence Value: Fully Met

1.1.3.2: and disadvantaged groups and individuals

RP3 2023 You make every effort to ensure an inclusive service, with a continual updating programme of Gaelic publications and you are now reaching out to refugee communities.

Evidence Value: Fully Met

1.1.3.3: and have developed our services in response to their specific needs.

RP3 2023 Hybrid working continues to be effectively managed and comment from customers and partners indicated that this level of service meets all needs and preferences.

Evidence Value: Fully Met

1.2: Engagement and Consultation

1.2.1: We have a strategy for engaging and involving customers using a range of methods appropriate to the needs of identified customer groups.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

010-2020: Annual Verification Performance Report	Assessor Acceptance:	Yes
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Continuous Improvement Plan has now been replaced by the Annual Verification Performance Report inline with the Scottish Government requirements. It is quarterly updated, presented to Council and published on our webpages. (see page 31 of report)

094-2021: Customer Engagement Strategy	Assessor Acceptance:	Yes
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We have a customer engagement strategy that sets out our vision for customer engagement going forward. This document has been updated in line with new ways of engaging with our customers as a result of the COVID pandemic.

111-2020: COVID Working Practices	Assessor Acceptance:	Yes
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Due to COVID restrictions on internal inspections of properties we introduced Remote Verification Inspections (RVI's) to allow us to continue to deliver our service to our stakeholders.

Corporate Evidence

C039: MOWG on Communication	Assessor Acceptance:	Yes
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In late 2017 the Council set up a Member-officer Working Gp specifically to totally review it Communication Marketing nad Web approaches to engaging all customer groups. This shows the scope and outcomes.

C049: Communication, Marketing and Web Strategy 2018-20	Assessor Acceptance:	Yes
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A key outcome of the Comms MOWG (C039) was a new Communication, marketing and Web Strategy - Go to bottom of this document to see summsry of Plan on a Page.

C115: Assisted Digital Strategy 2016-19	Assessor Acceptance:	Yes
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The council uses digital media to engage and involve customers but it recognises that not all have access to or can use digital media. Our Assisted Digital Strategy shows how we will help digitally disenfranchised customers by providing support appropriate to their needs, e.g. outreach support.

1.2.1.1: We have a strategy for engaging and involving customers

Remote RP1 2021 Your Customer Engagement Strategy clearly outlines the level of commitment to engage with and involve customers. However this is under-pinned by a number of very sound practices. You are prepared to take on-board Scottish Government guidance and liaise very effectively with housing developers. This has resulted in a very detailed and useful documents and guidance for Covid Working Practices. You have also standardised the approach for RVI's enabling considerable consistency.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.2.1.2: using a range of methods

Remote RP1 2021 You have developed a very close working relationship with a wide range of partners and other service providers, internally within Argyll & Bute Council, other Local Authority Building Standards departments, LABSS and also external agencies. More local and customer based engagement and involvement is carried out through consistent day-to-day dialogue. Discussion with customers indicated a high level of appreciation on the availability of staff at all levels to engage and listen.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.2.1.3: appropriate to the needs of identified customer groups.

Remote RP1 2021 This level of engagement and involvement is clearly geared to meet the needs as appropriate. For example high level national strategy is conducted through liaison with the Scottish Government and LABSS. Localised engagement is entrusted to managers and staff, who are prepared to take responsibility and see issues resolved to the satisfaction of everyone. The outcomes from all such engagement and involvement are systematically logged in a detailed register, enabling the tracking of issues. The whole approach is highly commendable and deserves the retention of compliance plus.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.2.2: We have made the consultation of customers integral to continually improving our service and we advise customers of the results and action taken.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

009-2021: Customer Consultation	Assessor Acceptance:	Yes
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We continually seek customer feedback on each stage of the Building Standards process and more in depth consultation is carried out on an annual basis with our stakeholders. This is carried out by letter, electronically and face to face, which is centrally collated and used for service improvements.

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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The customer survey returns are collated centrally, analysed and reported quarterly to our Stakeholder via our webpages, newsletters and displayed in our re-opened area offices; Council; Senior Management Team; and via internal performance management system (Pyramid).

079-2023: Service Improvement Log	Assessor Acceptance:	Yes
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We consult with our customers both internally and externally at every stage of the process. This is integral to continually improving our service. The service improvements are entered on to our Service Improvement Log which is published on our webpages and regularly updated.

Corporate Evidence

C011: Customer Service Strategy 2015-19	Assessor Acceptance:	Yes
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This criterion requires evidence of how Customer input shapes policy etc, so the evidence attached is the new Customer Service Strategy that was the direct result of the feedback from the CS Survey (C010), so it incorporates many of the insights customers gave us e.g. new pledges in the CS Charter.

C050: Vision Values, Outcomes Consultation	Assessor Acceptance:	Yes
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As part of the new Corporate Plan creation we consulted customers on the new Vision Values and Outcomes, including even the new Council Slogan. This report shows the results and these were adopted and are now in the Plan.

C114: 2017/18 Corporate Budget Consultation Outcomes	Assessor Acceptance:	Yes
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We used customer insight about our customer groups to launch a multimedia budget consultation to inform the council's spending choices. This resulted in 770 responses and 2,500 comments. This report summarises the outcomes and was published on the website.

1.2.2.1: We have made the consultation of customers integral to continually improving our service

Remote RP2 2022 Engagement with stakeholders, partners and customers remains a high priority. However it is clear from the range of activities, including the intended resumption of Agents' Forums, that you are determined to enhance activity. This has been embedded into your revised Engagement Strategy, which has been updated annually since introduced 5 years ago. Feedback to the assessor during discussion with stakeholders, partners and customers indicated that the level of engagement is exceptional and highly appreciated.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.2.2.2: and we advise customers of the results and action taken.

Remote RP2 2022 A wide range of enhancements have been made and include the on-going commitment to providing remote verifications. This practice was introduced during lockdown, but is now seen by both service provider and service recipients as a permanent provision and a clear digital enhancement. The upgrade to 10 MB on the E Portal, by courtesy of the Scottish Government, has also been appreciated. All current enhancements have been communicated to stakeholders, partners and customers and the feedback to the assessor during discussion indicated that considerable effort has been made by all in Building Standards to enhance an already high level of communication. Consequently this element merits a Compliance Plus rating.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.2.3: We regularly review our strategies and opportunities for consulting and engaging with customers to ensure that the methods used are effective and provide reliable and representative results.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

013-2023: Building Standards Service Team Plan Assessor Acceptance: Yes

The outcomes in our Team Plan which derive from our Service Plan and Annual Verification Performance Report (quarterly) focus on customer service improvements ensuring that engagement strategies are appropriate. These documents are reviewed and updated annually. (see 009, 011 and 012)

047-2022: User Forums and Newsletter Assessor Acceptance: Yes

As part of our engagement strategy we seek to engage with our customers through as many avenues as possible, individually and collectively: electronically Via MS Teams. We have moved to annual online user forums and issue several newsletters every year.

103-2023: Building Standards Customer Engagement Strategy and Service Improvement Log Assessor Acceptance: Yes

Our service engagement strategy clearly identifies our strategies for consulting and engaging with our customers and our service improvement log clearly identifies that our strategy results in service improvements and outcomes desired by our regular users. Both documents are published on our webpage

Corporate Evidence

C013: Departmental Reporting Against ABOIP Targets Assessor Acceptance: Yes

In 2018 ABC reviewed its SOA and the updated version is now known as the AB Outcome Improvement Plan. Pages 28-31 detail the commitment to Engagement and Empowerment and outcomes are on the website.

C014: Review of Citizen's Panel Arrangements 2017 Assessor Acceptance: Yes

The council recruits 1200 demographically representative volunteers from across Argyll and Bute to be a sounding board called the Citizens Panel. These are regularly consulted on a range of matters and this report shows the CSB giving input to a review of those Citizen's Panel arrangements.

C051: Helensburgh Waterfront Major Development Consultation review Assessor Acceptance: Yes

Every major development in ABC is subject to major public consultaion and the approach to each one is reviewed beforehand and the strategy updated beforehand. This is the most recent example - See Appendix 1.

1.2.3.1: We regularly review our strategies and opportunities for consulting

RP3 2023 Your strategies for consultation are well embedded and reflect the more digital approach in providing access and service delivery. You take time to review comment from agents and stakeholders and the renewal of on-line forums are appreciated.

Evidence Value: Fully Met

1.2.3.2: and engaging with customers to ensure that the methods used are effective and provide reliable and representative results.

RP3 2023 Likewise the arrangements for engagement at various levels and channels are regularly reviewed. You ensure that your main Engagement Strategy document is reviewed annually.

Evidence Value: Fully Met

1.3: Customer Satisfaction

1.3.1: We use reliable and accurate methods to measure customer satisfaction on a regular basis.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

009-2021: Customer Consultation	Assessor Acceptance:	Yes
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We continually seek customer feedback on each stage of the Building Standards process with our stakeholders. This is carried out electronically and used for service improvements.

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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Inhouse customer survey returns are collated, analysed and reported quarterly to our Stakeholder via our webpages, newsletters and displayed in our area offices; Council; SMT; and via Pyramid. SG undertake a national survey of BS customers and A&B Council well exceed the national average.

015-2023: Building Standards Division Performance Framework for Verifiers	Assessor Acceptance:	Yes
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We are subject to regular monitoring and periodic inspection under a national performance framework introduced in May 2012 and updated in April 2017. The updated document seeks to address a wide range of actions and behaviours which between them demonstrate a strong customer-focused service.

Corporate Evidence

C001: Website Visitor Report 2017	Assessor Acceptance:	Yes
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Analysis of visitor feedback from a pop up survey to every 100th website visitor is included in a wider quarterly report to CSB. This evidence is of our last quarterly analysis of website usage with customer satisfaction overall and specific features such as web search.

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes
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The council uses the CSC's Automated phone survey capability to offer every caller to CSC a survey. This report summarises the findings for FQ1 2018. Headline satisfaction was 92.6%

C118: CS Target Monitoring	Assessor Acceptance:	Yes
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The Council keeps track of over 30 external + internal customer satisfaction measures and reports an average quarterly to senior managers and members on the Customer Service Scorecard. This evidence shows that we have reliable internal/external trend data for 4 years that can be drilled into team level

1.3.1.1: We use reliable and accurate methods to measure customer satisfaction on a regular basis.

Remote RP1 2021 Your extensive range of engagement and involvement offers you the opportunity to measure customer satisfaction. Feedback, during discussion, indicated a high level of regard for everyone in Argyll & Bute Building Standards. However you also deploy a range of very effective methods to measure customer satisfaction. These include the use of national and corporate customer satisfaction surveys, supplemented by local internal surveys. You include customer satisfaction as one of your KPI's, which are measured systematically through the Verification Report. You adopt a very proactive approach to all aspects of service delivery, including the measurement of outcomes. You are upheld as exemplars of excellence, which merits a compliance plus rating.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise

Evidence Value: Fully Met

1.3.2: We analyse and publicise satisfaction levels for the full range of customers for all main areas of our service and we have improved services as a result.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

007-2021: Performance Management	Assessor Acceptance:	Yes
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The overriding request from our customers is the provision of a timeous response to Building Warrants. Our whole performance management system centres around measuring the response times to Building Warrants and Completion Certificates. We continually perform above the nationally set targets.

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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The customer survey returns are collated centrally, analysed and reported quarterly to our Stakeholder via our webpages, newsletters and displayed in our re-opened area offices; Council; Senior Management Team; and via internal performance management system (Pyramid).

079-2023: Service Improvement Log	Assessor Acceptance:	Yes
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We consult with our customers both internally and externally at every stage of the process. This is integral to continually improving our service. The service improvements are entered on to our Service Improvement Log which is published on our webpages and regularly updated.

Corporate Evidence

C017: Argyll and Bute Customer Service Charter	Assessor Acceptance:	Yes
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This evidence is a snapshot of our Website page on the Customer Service Charter, which has at the bottom of the page resources showing the outcomes of the Performance against the Charter and the move to automated surveys and quarterly analysis with improvement actions tracked by CSB.

C118: CS Target Monitoring	Assessor Acceptance:	Yes
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The Council keeps track of over 30 external and internal customer satisfaction measures and reports an average quarterly to senior managers and members via the Pyramid system including improvements made in comments boxes. Key results are published on performance page of website.

C119: Departmental Performance Reporting to Customers	Assessor Acceptance:	Yes
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The council reports on all aspects of service delivery including satisfaction, complaints, Consultations, improvements etc through its Quarterly performance Reports on the Website. This evidence shows this analysis and improvements.

1.3.2.1: We analyse and publicise satisfaction levels for the full range of customers

Remote RP2 2022 The updated evidence demonstrates that you continue to analyse customer feedback thoroughly and systematically. This includes customer surveys, day-to-day dialogue with customers and greater emphasis on reviewing complaints, irrespective of how serious the expression of dissatisfaction may be. You continue to publish results through the website but also in your newsletter.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

1.3.2.2: for all main areas of our service

Remote RP2 2022 All your main services are included in the customer research and subsequent analysis of the engagement with stakeholders, partners and customers.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

1.3.2.3: and we have improved services as a result.

Remote RP2 2022 The customer feedback, including the most recent survey results, show a very healthy picture with regard to customer satisfaction. You continue to maintain a very detailed Service Improvement Log and it is clear from the information logged that service improvement is regular and on-going.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

1.3.3: We include in our measurement of satisfaction specific questions relating to key areas including those on delivery, timeliness, information, access, and the quality of customer service, as well as specific questions which are informed by customer insight.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

015-2023: Building Standards Division Performance Framework for Verifiers	Assessor Acceptance:	Yes
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We are subject to regular monitoring and periodic inspection under a national performance framework introduced in 05/12 and measureable from 01/10/12. It seeks to address a wide range of actions and behaviours which, between them, demonstrate a strong customer-focused service. Been updated 2021.

017-2023: Annual Customer Satisfaction Survey	Assessor Acceptance:	Yes
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Our annual customer satisfaction survey includes questions on service delivery, timeliness, access and the quality of customer service.

011-2022: User Forum Presentations	Assessor Acceptance:	Yes
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At our user forums presentations we include the results of customer satisfaction questionnaires to encourage further feedback informed by customer insight. We also engage in Survey Monkey Surveys after the User Forums and we encourage questions at the end of our Forums.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes
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This evidence shows the report on the last satisfaction survey for the CSP FTF Service including elements of Access, Satisfaction, Quality etc.

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes
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This evidence is the report to CSB of the outcomes of the new automated telephony satisfaction survey that customer can opt to complete and which is offered to every caller. See section 3.4.2 for questions on information quality and delivery and the high scores achieved by CSC when taking calls.

C123: Avoidable Contact Insight Analysis	Assessor Acceptance:	Yes
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The council's CRM system records quality of service by measuring avoidable contacts through failure of service. This is an excellent indirect measure of customer satisfaction as every contact is in effect a dissatisfied customer. It gives a huge sample to analyse and improve from.

1.3.3.1: We include in our measurement of satisfaction specific questions relating to key areas including those on delivery, timeliness, information, access, and the quality of customer service,

RP3 2023 The national and local surveys all include the appropriate questions on customer satisfaction.

Evidence Value: Fully Met

1.3.3.2: as well as specific questions which are informed by customer insight.

RP3 2023 You also ensure that appropriate questions are raised at agent forums, specifically around changes in legislation and practices such as hybrid working and digital access to services.

Evidence Value: Fully Met

1.3.4: We set challenging and stretching targets for customer satisfaction and our levels are improving.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

010-2020: Annual Verification Performance Report	Assessor Acceptance:	Yes
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Our Balanced Scorecard has been replaced with the Annual Verification Performance Report and highlights our most recent customer satisfaction level (page 29)

018-2020: Customer Satisfaction Target	Assessor Acceptance:	Yes
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To ensure our customer satisfaction target is challenging we have increased our target from 84% (Corporate target) to 90% and we publish the current quarter's results and trends in our area offices and on our websites. This information is also included within our user forum presentations.

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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To ensure our customer satisfaction target is challenging we have set a customer satisfaction target of 90% which exceeds the Corporate Customer Satisfaction Target of 84%.

Corporate Evidence

C015: CSC Key Telephony Indicators	Assessor Acceptance:	Yes
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The Customer Service Centre has challenging targets for 3 key drivers of customer satisfaction: The % of calls answered at first point of contact, % calls abandoned and success of the council's automated switchboard. All 3 show increased targets and delivery.

C118: CS Target Monitoring	Assessor Acceptance:	Yes
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This evidence shows that the corporate targets for internal and external customer service have been increased as performance has increased. This is tracked via 30 different satisfaction scores on the Pyramid system across the council.

C121: Corporate Cleaning Customer Satisfaction	Assessor Acceptance:	Yes
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The council's Facilities Services team measures feedback on the cleanliness of council offices and schools and catering supplied to them. It reports this through the Pyramid reporting service. The target is high at 90% but is regularly exceeded so Facilities are increasing it to 92% for 2017-18

1.3.4.1: We set challenging and stretching targets for customer satisfaction

Remote RP1 2021 Challenging and appropriate standards remain in place for all aspects of customer satisfaction. The overall commitment is laid out in a very comprehensive Service Charter and the annual Verification Performance Report. You have also maintained your commitment to set your local customer satisfaction target at 90%, in comparison to the corporate target of 84%. This challenge is indicative of your desire to provide and maintain a very high standard of service delivery.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.3.4.2: and our levels are improving.

Remote RP1 2021 The outcomes from the measures in place, continue to show a consistent compliance to standard and in many instances exceeds significantly. There are also significant trends of improvement, year-on-year, but with a notable jump in providing a polite and courteous service (86% to 97%) against a national average of 82%. The application and confidence in staff to deliver such a consistent high level of service delivery is noticeable, which deserves the retention of a compliance plus rating.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.3.5: We have made positive changes to services as a result of analysing customer experience, including improved customer journeys.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

004-2021: Customer Journey Map	Assessor Acceptance:	Yes
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As a result of partnership working between LABSS and the BSD a national CJM has been produced and published in 2017 which we have now adopted in line with the other 31 LAs. This document is available on our webpages and replaces our own CJM.

079-2023: Service Improvement Log	Assessor Acceptance:	Yes
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We consult with our customers both internally and externally at every stage of the process. This is integral to continually improving our service. The service improvements are entered on to our Service Improvement Log which is published on our webpages and regularly updated.

114-2021: Customer Engagement	Assessor Acceptance:	Yes
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We obtain customer insight via various channels (national and local surveys, one to ones, and review of formal stage 1 and 2 complaints) and use it to develop our Service Improvement Log. Also see evidence 117-2021

Corporate Evidence

C019: Website Customer Behaviour and Performance Analysis Tool	Assessor Acceptance:	Yes
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The council has recently invested in a new customer behaviour and performance analysis tool to replace its old Socitm's Website performance service. The new tool tracks and analyses customer web journeys allowing numerous incremental improvements based on actual behaviour, not just feedback.

C025: Customer Care Toolkit	Assessor Acceptance:	Yes
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Customer Journey Mapping is now an established part of the business improvement methodology deployed council wide. It is contained in the Customer Service Toolkit that is evidenced here including a quick reference guide and case studies and makes positive changes e.g. Social Welfare (Evidence C003)

C122: Tuning the Voice Automated Switchboard	Assessor Acceptance:	Yes
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The council's voice auto switchboard has a tuning/learning capability shown in this guide that allows us to examine failed customer interactions, make tuning adjustments based on phonetics and make sure the customer is successful next time.

1.3.5.1: We have made positive changes to services as a result of analysing customer experience,

Remote RP2 2022 Analysing customer experience across all areas of service delivery continues to be a high priority, which is carried out systematically and with huge enthusiasm. A good number of positive changes and enhancements have been made and the impact shared with stakeholders, partners and customers. Previously mentioned improvements in the assessor's report include the expiry reminder, remote verifications and greater use of complaints feedback and analysis. However some further improvements were cited, including additional links in the website such as 'how to make a building warrant' and 'how to fix things. Comment from a customer indicated that staff are forward thinking and 'have a bit of gumption'.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.3.5.2: including improved customer journeys.

Remote RP2 2022 There remains clear intent to not only analyse customer journeys through your well established Journey Map, but also during all other types of customer engagement. It is accepted that as a result of the pandemic some procedural changes are most likely to be permanent. A lot of work has been done to gain customer trust and outline the benefits of the changes. Comment to the assessor during discussion with stakeholders, partners and customers confirmed that this strategy provided confidence in the desire to adapt procedures for the very best reasons. This has ensured that customer journeys throughout the entire period of the pandemic have been very smooth. Consequently Compliance Plus is retained.

RP3 2023 Although not formally reviewed, Compliance Plus remains as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2: The Culture of the Organisation

2.1: Leadership, Policy and Culture

2.1.1: There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

030-2020: Team, Team Leader, Whole Team Meetings - Agendas and Minutes	Assessor Acceptance:	Yes
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Our service to our customers is an integral part of the discussions held across a range of meetings which include daily management meetings, weekly Team Leader meetings and weekly area team meetings.

095-2021: Pyramid Monitoring of Standards	Assessor Acceptance:	Yes
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BSM produces a report for quarterly meetings with D&I Executive Director to discuss performance relating to the Pyramid indicators which relate to the service we provide and how good this is.

Corporate Evidence

C022: Corporate Plan, Vision, Values and Strategic Outcomes	Assessor Acceptance:	Yes
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The Council's Corporate Plan, Corporate Vision and Values are underpinned by the Strategic Outcomes. These have just been updated and include a number of customer focused outcomes (highlighted yellow) that show customers are core to strategic thinking.

C026: Leadership Commitment Strategic Customer Service Board	Assessor Acceptance:	Yes
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The Council's leadership has set up a Customer Service Board of senior managers to manage customer service performance, ensure the CS development plan is implemented and to promote CS training. evidence is the Boards Terms of Reference reviewed and updated in 2015 as part of the CS Strategy review

C052: Elected Leadership Policy Lead	Assessor Acceptance:	Yes
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The elected council leadership has appointed specific councillors to be Policy Leads for critical areas. Rory Colville is the Policy Lead for Customer Services. He receives a monthly update on key targets and developments.

2.1.1.1: There is corporate commitment to putting the customer at the heart of service delivery

Remote RP1 2021 Following the retirement of the service lead a management restructure has been implemented. However the same level of customer service focus and commitment has been maintained. The commitment was very obvious during discussion with managers, staff, partners and customers. Corporate policies and encouragement for a customer based service are fully and enthusiastically adopted, but with a service level slant that is unique to Building Standards. It was agreed that evidence at 111-2020 Covid Working Practices, should be added here, which further demonstrates the commitment to addressing difficult circumstance and providing the right level of support for staff and customers.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.1.1.2: and leaders in our organisation actively support this and advocate for customers.

Remote RP1 2021 The display of leadership within Building Standards remains very impressive. It is done without fuss and on an on-going basis. Managers have made a full commitment to increase the level of reviewing service delivery, outcomes and performance, from quarterly meetings to weekly and subsequently daily. These have been in the main to identify service achievements and improvements where appropriate. As a consequence staff feel very supported and empowered. Feedback to the assessor during discussion with stakeholders, partners and customers indicates complete trust in all within Building Standards to deliver a first class service. Compliance plus is therefore retained.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.1.2: We use customer insight to inform policy and strategy and to prioritise service improvement activity.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

081-2021: Annual Verification Performance Report (incorporating Continuous Improvement Plan)	Assessor Acceptance:	Yes
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Our Continuous Improvement Plan is updated quarterly and published on our website. It forms part of business plan and through customer insight ensure our service improvement activities are prioritised.

107-2021: LAs Process Maps	Assessor Acceptance:	Yes
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Since the inception of our commercialisation in 2016 we have assisted 8 LAs and as a result of this engagement we have developed and update our policies and procedures for handling external applications in a professional and timeous manner, per our customers requirements

114-2021: Customer Engagement	Assessor Acceptance:	Yes
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We obtain customer insight via various channels (national and local surveys, one to ones, and review of formal stage 1 and 2 complaints) and use it to develop our Service Improvement Log. Also see evidence 117-2021

Corporate Evidence

C004: Your Voice Consultation 2018	Assessor Acceptance:	Yes
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Throughout the summer of 2018 the council conducted a series of 9 public meetings and a webinar to gain direct insight into what our customers want from the Future of their public services and how they felt decisions should be made on service delivery.

C027: Customer Driven Community Improvements	Assessor Acceptance:	Yes
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Following a successful trial of participatory budgeting in 2017 the Council decided to have its entire £150k Community Grants budget allocated in this way in 2018. 4686 citizens voted and this shows the chosen projects.

C114: 2017/18 Corporate Budget Consultation Outcomes	Assessor Acceptance:	Yes
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We used 770 responses and 2,500 comments of customer insight from our budget consultation to inform the council's spending choices. This report summarises the outcomes and how it was influenced by that insight.

2.1.2.1: We use customer insight to inform policy and strategy

Remote RP2 2022 You have made considerable efforts to ensuring that the very useful data gathered during customer insight activity is analysed and used to inform policy and procedures. You have paid a lot of attention to the importance of complaints, and in particular to the processes of evaluation of customer concerns at both stage 1 and stage 2 complaints. You have learned from digital applications implemented during lockdown and have enhanced navigation on the website with adding useful hyper links. You now ensure that all verbal communications with customers are recorded for future reference.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.1.2.2: and to prioritise service improvement activity.

Remote RP2 2022 In addition to the samples listed above you developed a section on your website which addresses the question for potential customers, which is: 'Do you need a Building Warrant'. You are the only Building Standards in Scotland to provide this information in this format and so far there have been 500 hits and 100 downloads of the information on your website. You continue to provide assistance to other local authority building standards, through your commercialisation program and in doing so ensure that service priorities are reviewed effectively. Feedback from customers who have been recipients of this devolved service is very positive. Overall you have shown remarkable resolve to making most use of customer insight, which merits a Compliance Plus rating.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.1.3: We have policies and procedures which support the right of all customers to expect excellent levels of service.

Applicant Self Assessment: Strong
Compliance to Standard: Compliance Plus

Active Evidence

015-2023: Building Standards Division Performance Framework for Verifiers	Assessor Acceptance:	Yes
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We are subject to regular monitoring and periodic inspection under a national performance framework introduced in 05/12 and measurable from 01/10/12. It seeks to address a wide range of actions and behaviours which, between them, demonstrate a strong customer-focused service. Being updated 2021.

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Our Customer Service Charter includes both national and local customer service commitments. The national service commitments were designed following consultation between the BSD and LABSS. The local commitments were designed following local stakeholder consultations.

027-2021: Procedural Handbook	Assessor Acceptance:	Yes
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The Procedural Handbook is the template for the customer to navigate the verification process (see pages 3, 17, 27 & 94).

Corporate Evidence

C016: Copy of our Customer Service Charter Poster	Assessor Acceptance:	Yes
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Our Customer Service Charter tells customers what they are entitled to in terms of customer service whenever they contact us and in whatever way they contact us. It applies corporately and is widely promoted at service points, offices and on the web (just search for Customer Charter on our A-Z)

C056: Ensuring GDPR Law and Standards are Met 2018	Assessor Acceptance:	Yes
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New laws on Data Protection were introduced in May 2016 with stringent service standards on data retention, usage and consent. This shows the efforts made to ensure customer rights are met across the council.

C090: Complaints Handling Procedure	Assessor Acceptance:	Yes
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Our Complaints handling procedure explicitly states its aim is "We welcome and value complaints because this feedback helps us improve our services and ensures our customers are treated fairly"
This is a copy of that procedure and the Introduction explains that aim and the standards of response.

2.1.3.1: We have policies and procedures which support the right of all customers to expect excellent levels of service.

RP3 2023 Your continued commitment at all levels within the organisation, to supporting the right of customers, remains extremely strong and completely obvious to stakeholders, partners and customers. The overall commitment is outlined in your Customer Charter and delivered at the first point of contact. A lot of effort has been made to ascertain customer needs in a changing digital world and with the service delivery there has been considerable communications and dialogue with service users, including enhanced publications through the newsletter and during the use of MS Teams meetings. Overall this level of commitment merits Compliance Plus.

Evidence Value: Fully Met

2.1.4: We ensure that all customers and customer groups are treated fairly and this is confirmed by feedback and the measurement of customer experience.

Applicant Self Assessment: Satisfactory
Compliance to Standard: Compliance Plus

Active Evidence

009-2021: Customer Consultation	Assessor Acceptance:	Yes
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We continually seek customer feedback on each stage of the Building Standards process and more in depth consultation is carried out on an annual basis with our stakeholders. As part of this process all our surveys ask this question.

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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The customer survey returns are collated, analysed and reported quarterly. As part of this process our questionnaires have been updated. In addition the Scottish Government carry out an annual national customer survey which consistently places A&B above the national average.

024-2020: Continuous Customer Survey Questionnaire and Results	Assessor Acceptance:	Yes
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The customer survey returns are collated and analysed to ensure all customer groups are treated fairly.

Corporate Evidence

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes
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As a result of CSE the council is introducing a fairness question to its corporate satisfaction surveys. This one is for anyone who calls the council's contact centre and this report shows that (3.4.2) all 68 respondents said they had been treated fairly.

C020: Automated Complaints process Satisfaction Survey	Assessor Acceptance:	Yes
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In May 2017 the council set up an automated satisfaction survey for customers who have lodged a formal complaint. They are offered it 5 days after their complaint has been marked as resolved and the purpose is to evaluate how the process was for them including if they felt they were treated fairly.

C022: Corporate Plan, Vision, Values and Strategic Outcomes	Assessor Acceptance:	Yes
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Argyll and Bute Community Planning Partnership is committed to promoting equality and has a key aim that people are treated fairly and with respect. This evidence shows the new ABOIP and web and hub pages with policies, guidance and training to put this into practice.

2.1.4.1: We ensure that all customers and customer groups are treated fairly

Remote RP1 2021 All policies and procedures in place show the full commitment to treating customers fairly, in every aspect of service delivery. Many challenges have been faced with the diverse geographical spread of customers, the added impact of the Covid 19 pandemic and consequential access restrictions. However you have maintained a high level of respect from customers, whose feedback in surveys and comments, confirms complete satisfaction. Indeed the most recent survey shows a 100% score for being treated fairly.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.1.4.2: and this is confirmed by feedback and the measurement of customer experience.

Remote RP1 2021 As indicated above the customer feedback confirms that the commitment to treating customers fairly is being fulfilled comprehensively. Your service delivery is consistent across all customer groups, in terms of location, scale of complexity of applicants and size of organisations. Feedback to the assessor, during discussion with stakeholders, partners and customers, indicated no surprise that the existing high level of service was maintained during the whole period of the Covid 19 pandemic. Consequently the compliance plus rating is retained here.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.1.5: We protect customers' privacy both in face-to-face discussions and in the transfer and storage of customer information.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

025-2023: Building Standards Register Policy	Assessor Acceptance:	Yes
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Under the Building (Scotland) Act 2003 we legally maintain a Public Register that contains limited information (Part 1) on each application and the remaining information (Part 2 - floor plans, etc.) are held securely in the office.

027-2021: Procedural Handbook	Assessor Acceptance:	Yes
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Pages 71 - 76 set out the national guidelines for the protection of customers information in relation to building warrant application.

115-2021: GDPR Learning Module	Assessor Acceptance:	Yes
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All specific Building Standards and Admin staff have had training and update training on GDPR through the Council's online training system.

Corporate Evidence

C030: Secure computer systems	Assessor Acceptance:	Yes
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No employee is granted access to any council computer system until they have read the council's ICT Acceptable Use Policy (detailing customer data privacy and security) AND their Head of Service has completed the AUP form specifying what systems and what levels of access they are permitted.

C056: Ensuring GDPR Law and Standards are Met 2018	Assessor Acceptance:	Yes
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New laws on Data Protection were introduced in May 2016 with stringent service standards on data retention, usage and consent. This shows the efforts made to ensure customer rights are met across the council.

C068: Code of Conduct - Data Protection	Assessor Acceptance:	Yes
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The UK Government introduced new standards for cyber security called Cyber Essentials. The highest standard that can be achieved is Essentials Plus and Argyll and Bute Achieved that in 2018

2.1.5.1: We protect customers' privacy both in face-to-face discussions

Remote RP2 2022 Although face-to-face discussions are still restricted in some circumstances, you ensure that all appropriate protocols are applied diligently. It is interesting that you are currently trialing a new form of reception access in the form of a 'Digital Receptionist', where customers can register arrival for appointments etc at a terminal. Feedback from stakeholders, partners and customers during discussion with the assessor indicates complete confidence and trust with all Building Standards staff.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

2.1.5.2: and in the transfer and storage of customer information.

Remote RP2 2022 Likewise the protocols for the transfer and storage of customer information remains tight. Training has been provided for new staff on GDPR, in addition to all staff being encouraged to make maximum use of the Learning On Line (LEON) facility. Overall all security arrangements remain very effective.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

2.1.6: We empower and encourage all employees to actively promote and participate in the customer focused culture of our organisation.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

020-2023: Verification Performance Report	Assessor Acceptance:	Yes
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Pages 16-25. These areas of the Annual Verification Performance Report demonstrate our commitment to empower and encourage all staff to actively promote and participate in the customer focused culture of our Service.

030-2020: Team, Team Leader, Whole Team Meetings - Agendas and Minutes	Assessor Acceptance:	Yes
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We have 3 levels of meetings where staff are encouraged to contribute and participate. There are Team Leader meetings with Management, area office representative meetings (Team Leader & Surveyor) and whole team meetings. These help to deliver statutory and customer requirements and are circulated.

031-2023: Customer Service Training	Assessor Acceptance:	Yes
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To ensure that Building Standards remain customer focused all staff (including all new staff) have undertaken refresher training in customer care (every 5 years). Building Standards also provides training to the CSC Agents (see BS106) and 1 of the main services to provide this with the CSC.

Corporate Evidence

C023: Customer Care Training	Assessor Acceptance:	Yes
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The council provides comprehensive and multilevel customer care training for employees both at induction and right through to professional accreditation. This evidence shows the nature and scope of that. Recently SMT introduced a new video called Positive Customer Care that all employees must watch.

C057: 2018-21 Website Strategy	Assessor Acceptance:	Yes
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In Early 2018 a number of consultations were held to inform the new Website Strategy, which was approved by SMT in May and is on the website. Staff were encouraged to influence the future and 199 did so as shown in this evidence.

C099: Employee Excellence Awards	Assessor Acceptance:	Yes
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The Council has an annual Employee Awards competition with awards categories linked to corporate priorities and Every employee is encouraged to take part. One of the key recognition categories is EXCELLENT CUSTOMER SERVICE to reinforce how important this is to what we do. This is from the last event

2.1.6.1: We empower and encourage all employees to actively promote

RP3 2023 It remains clear that leaders and managers encourage and support staff by providing them ample opportunity to demonstrate their commitment to first class service delivery. You also continue to provide appropriate customer focus training, and participation in management meetings where service delivery is discussed in depth.

Evidence Value: Fully Met

2.1.6.2: and participate in the customer focused culture of our organisation.

RP3 2023 As indicated you provide the opportunity for staff involvement, but it was clear from discussion with staff that they are totally customer focused and require little motivation. This attitude together with management support provides the perfect platform for good teamwork.

Evidence Value: Fully Met

2.2: Staff Professionalism and Attitude

2.2.1: We can demonstrate our commitment to developing and delivering customer focused services through our recruitment, training and development policies for staff.

Applicant Self Assessment: Strong

Compliance to Standard: Compliant

Active Evidence

031-2023: Customer Service Training	Assessor Acceptance:	Yes
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To ensure that Building Standards remain customer focused all staff (including admin and new starts) undertake / have undertaken refresher training in customer care. Refresher training has been undertaken.

032-2020: Building Standards Surveyor Job Description	Assessor Acceptance:	Yes
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Competence based recruitment in line with the requirements of the job enables the Surveyor to draw on their own experience to demonstrate a customer focused approach. As part of our recruitment there is a training and development procedure in place to ensure good customer service is embedded.

034-2023: Risk Assessment Protocols	Assessor Acceptance:	Yes
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The allocation of work to surveyors takes account of various factors including their competence, the surveyors current and projected workloads, the requirement for surveyor development or training and any other circumstances which may affect the performance of the surveyor, section or department.

Corporate Evidence

C023: Customer Care Training	Assessor Acceptance:	Yes
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This evidence is the access on our intranet to customer service specific training courses for employees, including base level online self learning modules and the SQA recognised Customer Service Professional Qualification for CS professionals. 1955 employees have done this and 27 have achieved CSPQ

C032: Customer Focused Performance Appraisal & Development	Assessor Acceptance:	Yes
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The corporate Performance appraisal and development system (PRD); links development to required job outcomes and core competencies required for each post. Customer focus is a competence across all posts and grades as shown by this evidence.

C070: Example Recruitment Job Description 2018	Assessor Acceptance:	Yes
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Every recruitment requires a Job Description to be created specific to the new post, even temporary ones. These all include elements of customer focus and this example shows a recent new post. Every employee has a JD.

2.2.1.1: We can demonstrate our commitment to developing and delivering customer focused services through our recruitment,

Remote RP1 2021 The updated evidence shows an on-going commitment to recruiting customer focussed staff, including appropriately worded job descriptions showing a requirement to being customer focused. This is embedded into all recruitment processes throughout Argyll & Bute Council.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

2.2.1.2: training and development policies for staff.

Remote RP1 2021 You have made significant efforts to support staff in a number of ways. These include the provision of a Positive Customer Care training course which includes areas such as Greeting, active Listening, Assisting the customer and Doing a little bit extra (GLAD). You have also put a lot of emphasis on providing the necessary support and encouragement for staff to 'get it right first time'. You have invested time in supporting staff through the Covid 19 pandemic by assessing capability and explicit mentoring, where appropriate.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

2.2.2: Our staff are polite and friendly to customers and have an understanding of customer needs.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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Our customer survey results confirm that our staff are polite, friendly and understanding of our customer's needs.

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Our Charter sets out the minimum standards of care that all customers can expect from Building Standards staff. These standards are in line with the Council and Planning & Regulatory Services Customer Care Charters to ensure a consistent approach across the Council.

035-2021: Staff Recognition by Customers	Assessor Acceptance:	Yes
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Building Standards staff receive on a regular basis letters and emails from satisfied customers which highlight staff going well beyond normal service delivery.

Corporate Evidence

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes
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This survey from April 2018 shows 95.6% satisfaction with staff attitude and professionalism and para 3.4.3 has many comments on politeness and courtesy of staff.

C028: Our Polite and Friendly Standards	Assessor Acceptance:	Yes
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The Council's Customer Service Charter has a specific standard on polite and friendly service and this evidence shows that and how performance against it is monitored by the Customer Service Board and it is reported on the Customer Service Scorecard with a challenging target of 96% that is being met

C032: Customer Focused Performance Appraisal & Development	Assessor Acceptance:	Yes
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The corporate employee development approach has core competencies at its heart and customer focus is the first one, including 1,1,3 requiring polite customer service.

2.2.2.1: Our staff are polite and friendly to customers

Remote RP2 2022 It is clear from the presented evidence and comments from stakeholders, partners and customers that all staff are polite and friendly. The customer survey results both at national and local level show the maintenance of high levels of satisfaction in this area of service delivery.
RP3 2023 Not reviewed.

Evidence Value: Fully Met

2.2.2.2: and have an understanding of customer needs.

Remote RP2 2022 In addition to providing polite and friendly service, there is clear indication that all staff have a good understanding of customer needs. Several areas of service delivery were commended by customers and included accessibility, quality of advice and overall how this makes such a difference in how services are delivered. This element remains fully compliant.
RP3 2023 Not reviewed.

Evidence Value: Fully Met

2.2.3: We prioritise customer focus at all levels of our organisation and evaluate individual and team commitment through the performance management system.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

020-2023: Verification Performance Report	Assessor Acceptance:	Yes
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Pages 16-25 demonstrates our service makes customer focus a priority and which is a key driver for staff training and reward. The importance of customer focus is embedded in staff attitudes.

036-2021: Staff Recognition by Management	Assessor Acceptance:	Yes
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Building Standards Management recognise the importance of positive customer engagement by staff on the reputation of the Council. As a result thank you letters and emails to staff praising them for their continual customer focus are issued where appropriate.

013-2023: Building Standards Service Team Plan	Assessor Acceptance:	Yes
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Flowing from the Annual Verification Performance Report, our main driver for customer service improvement, the Building Standards Team Plan highlight the "golden thread" and ensures customer focus is a priority at all levels of service delivery.

Corporate Evidence

C052: Elected Leadership Policy Lead	Assessor Acceptance:	Yes
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The elected council leadership has appointed specific councillors to be Policy Leads for critical areas. Rory Colville is the Policy Lead for Customer Services. He receives a monthly update on key targets and developments.

C099: Employee Excellence Awards	Assessor Acceptance:	Yes
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The Council has an annual Employee Awards competition with awards categories linked to corporate priorities. One of the Categories was INVOLVING AND LISTENING TO CUSTOMERS. The Screenshot below shows the award winners for all the categories and a picture from the Award Ceremony

C132: Corporate Customer Service Scorecard	Assessor Acceptance:	Yes
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Corporate Customer Service Scorecard is a dashboard of key customer service measures used by the Customer Service Board, Strategic Management Team and policy and Performance Committee to monitor performance. It is published internally and externally every quarter.

2.2.3.1: We prioritise customer focus at all levels of our organisation

RP3 2023 Delivering the best possible experience for all customers remains a top priority for all in your organisation. Your strategies and plans are at the root of this commitment, but actual involvement and service delivery is the outcome. You believe in your own abilities to deliver, with the underlying commitment to making the experience better. It is also clear that you will use every opportunity to explore ways of improving performance through liaison with LABSS and the CSE Forum. Overall your approach here merits the retention of Compliance Plus.

Evidence Value: Fully Met

2.2.3.2: and evaluate individual and team commitment through the performance management system.

RP3 2023 It was clear from discussion with leaders and managers that they are prepared to recognise and reward good performance. This happens at both individual and team levels and the channels include personal thanks through e-mails from the service director and external recognition such as the LLABS awards. Customer feedback also provides a good source of information and this was confirmed from comment received during discussion with partners and customers.

Evidence Value: Fully Met

2.2.4: We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

028-2020: Policies, Views, General Office Guidance and Instruction Notes	Assessor Acceptance:	Yes
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These documents are produced as a result of whole team input to ensure a consistent, fair and customer focused approach to decision making made by all area teams.

029-2020: Building Standards Staff Survey 2020	Assessor Acceptance:	Yes
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Annually Building Standards staff participate in a questionnaire which measures staff satisfaction as it relates to the individuals participation in the customer focused culture of our organisation. The results of the survey are presented and discussed annually with the team and management.

030-2020: Team, Team Leader, Whole Team Meetings - Agendas and Minutes	Assessor Acceptance:	Yes
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Our service to our customers is an integral part of the discussions held across a range of meetings which include daily management meetings, weekly Team Leader meetings and weekly area Team meetings.

Corporate Evidence

C031: Corporate Employee Surveys 2018	Assessor Acceptance:	Yes
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Council culture is to consult staff on significant issues that affect them and the way do business and then to use the insight to change things from internal mechanisms, to communication, our corporate culture and service delivery. This evidence shows 2 large surveys that had over 1500 responds each

C035: Employee Suggestion Scheme	Assessor Acceptance:	Yes
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The corporate staff suggestion scheme incentivises employees to identify and contribute ideas. managers must consider and document their reasons for accepting/ rejecting employees' ideas. It was recently promoted by The Chief Exec to relaunch.

C057: 2018-21 Website Strategy	Assessor Acceptance:	Yes
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In Early 2018 a number of consultations were held to inform the new Website Strategy, which was approved by SMT in May and is on the website. Staff were encouraged to influence the future and 199 did so as shown in this evidence.

2.2.4.1: We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.

Remote RP1 2021 You use a variety of channels to gather staff insight to help you develop meaningful and appropriate policies and procedures. These include customer and staff surveys and day-to-day feedback from service users. Considerable effort is made during the increased frequency of management meetings to review and consider the feedback obtained. Consequently a number of policies have been reviewed and or developed including the Covid Working Practices and Garden Room Guidance. Staff appreciate this level of involvement, particularly in seeing suggestions and ideas coming to fruition.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

2.2.5: We value the contribution our staff make to delivering customer focused services, and leaders, managers and staff demonstrate these behaviours.

Applicant Self Assessment: Strong
Compliance to Standard: Compliance Plus

Active Evidence

036-2021: Staff Recognition by Management	Assessor Acceptance:	Yes
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Building Standards Management recognise the importance of positive customer engagement by staff on the reputation of the Council. As a result thank you letters and emails to staff praising them for their continual customer focus are issued where appropriate.

084-2021: Professional Subscriptions	Assessor Acceptance:	Yes
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The Local Authority values their staff's commitment to professionalism which includes customer oriented service delivery within the workplace and to support this the LA finances their annual subscriptions to the relevant professional bodies.

BS037: Whole Team Meetings	Assessor Acceptance:	Yes
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Whole Team meetings have evolved to include presentations from area staff (i.e. TLs, BSSs and ABSSs) outlining their achievements and customer service focus. These are now in addition to the standard Management presentations on performance, service priorities and customer feedback.

Corporate Evidence

C033: Employee Recognition for CS Excellence	Assessor Acceptance:	Yes
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The Senior Management Team continually promote customer focus and use employee and team recognition to do this. This evidence shows the Chief Exec's Blog praising service delivery and our Hub "Celebrating Success" feature which often has customer service related articles including CSE Awards!

C058: Council Leader's Report on CSE Achievers.	Assessor Acceptance:	Yes
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Leaders Report on CSE: "so those teams who, like Governance and Law, have come through the process with flying colours, are to be congratulated – and thanked for their contribution to the council's business and service delivery"

C099: Employee Excellence Awards	Assessor Acceptance:	Yes
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The Council has an annual Employee Awards competition with awards categories linked to corporate priorities and Every employee is encouraged to take part. One of the key recognition categories is EXCELLENT CUSTOMER SERVICE to reinforce how important this is to what we do. This is from the last event

2.2.5.1: We value the contribution our staff make to delivering customer focused services,

Remote RP2 2022 It was very clear from the outset of the assessment that staff, and their efforts, remain highly appreciated by senior managers within Building Standards, but also within the parent directorate of Development and Economic Growth. Comment from the Directorate lead was very positive during discussion with the assessor.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.2.5.2: and leaders, managers and staff demonstrate these behaviours.

Remote RP2 2022 Considerable effort continues to be made by leaders and managers to engage with staff on a personal level, which includes thank you e-mails, but also freedom to exercise initiative. Managers have a huge respect for and trust in their staff to deliver beyond requirement, which has enabled them to maintain the practice of commercialisation in taking on additional work from other Local Authorities. Although the teams are spread across a wide geographical area there is mutual support, which adds considerable value and moral. Comment from stakeholders also indicated the value of support provided willingly. Overall staff remain extremely well valued and retention of Compliance Plus is well deserved.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3: Information and Access

3.1: Range of Information

3.1.1: We make information about the full range of services we provide available to our customers and potential customers, including how and when people can contact us, how our services are run and who is in charge.

Applicant Self Assessment: Strong

Compliance to Standard: Compliant

Active Evidence

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Our Charter provides information on the services we provide and how we can be contacted. This information is in line with the Council and Planning & Regulatory Services Customer Care Charters to ensure a consistent approach across the Council.

038-2023: Building Standards Webpages	Assessor Acceptance:	Yes
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The updated Building Standards webpages provide information on the full range of services we provide including how and when people can contact us, how our service is run, details of our management structure and also includes a wide range of guidance documents and applications forms.

040-2020: CCNP Letter to Applicant	Assessor Acceptance:	Yes
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The letter to the applicant contains important information advising the customer on the importance of the proposed inspection regime, how and when to contact us and the requirements of the need to obtain a Completion Certificate at the end of the process.

Corporate Evidence

C004: Your Voice Consultation 2018	Assessor Acceptance:	Yes
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As part of its consultation on the future of public service delivery the Chief Exec and officers toured Argyll and held roadshows, telling citizens about current services and governance and asking how it might be improved.

C034: Who is in Charge?	Assessor Acceptance:	Yes
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We make Customers Aware of who is in charge in the 'About Your Council' section of our website and specifically the 'See How My Council is Structured Pages' and also the information about political composition and who runs the various committees etc. This shows screenshots of relevant resources.

C124: Corporate Website Contact Us Page	Assessor Acceptance:	Yes
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the Corporate Website Contact Us Page with details of the many ways that customers can get in touch with us. Please also note that all the main web pages also have a pane with easy navigation to the contact us detail.

3.1.1.1: We make information about the full range of services we provide available to our customers and potential customers,

Remote RP1 2021 The Charter and website provide a wide range of detailed information on all aspects of service delivery. The very frequent messages and guidance on the impact of Covid 19 are also of a high standard in content and clarity. The CCNP letters continue to be a good platform for providing information to new customers.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

3.1.1.2: including how and when people can contact us,

Remote RP1 2021 All relevant contact details are included in published material, but this is supplemented with specific direct staff details at the outset of customer engagement. This level of accessibility was confirmed during discussions with customers, partners and stakeholders.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

3.1.1.3: how our services are run and who is in charge.

Remote RP1 2021 Information on how services are run and what customers can expect are clearly outlined at all stages of engagement. Leaders, managers and all staff are well known to service users.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

3.1.2: Where there is a charge for services, we tell our customers how much they will have to pay.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

039-2021: Building Standards Application Forms	Assessor Acceptance:	Yes
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All applications forms have a fee note, where relevant.

041-2021: Building Standards Fee Guidance	Assessor Acceptance:	Yes
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This note which is available on our webpages and in our area offices outlines all the statutory and non-statutory fees charged by Building Standards, including copy charges.

042-2021: Building Standards Non-Statutory Charges	Assessor Acceptance:	Yes
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This information on non-statutory Building Standards charges is on the council website and is available to all.

Corporate Evidence

C040: The Council's "Pay It" Facility.	Assessor Acceptance:	Yes
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All invoices for council services can be paid online or via a 24/7 automated payment service or at Customer Service Points. All details are available on the website by clicking the "Pay It" button on the homepage. This evidence screenshots those web pages, which are updated with price rises.

C100: The Council's A-Z of Licences and Fees	Assessor Acceptance:	Yes
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The council has various licensing powers and tells customers about these, how to apply and the licence costs via an online Licensing A-Z.

C126: Downloadable Fees and Charges	Assessor Acceptance:	Yes
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The council website has a full list of all council fees and charges as authorised annually in the council budget. These are easy to find using fees and charges in the search engine. It is updated annually

3.1.2.1: Where there is a charge for services, we tell our customers how much they will have to pay.

Remote RP2 2022 You continue to ensure that all customers and customer groups are informed about appropriate charges. This is done formally in the website, on application forms and in guidance notes. However this is supplemented where appropriate with personal intervention and communication. All statutory regulations notices are regularly updated.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

3.2: Quality of Information

3.2.1: We provide our customers with the information they need in ways which meet their needs and preferences, using a variety of appropriate channels.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

008-2023: Accessibility to Service	Assessor Acceptance:	Yes
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Whilst we are homeworking we are still delivering the same level of service as we would do from our 5 offices utilising modern technology, remote virtual inspections (RVI's) and encouraging the use of various electronic communication channels.

017-2023: Annual Customer Satisfaction Survey	Assessor Acceptance:	Yes
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The survey contains specific questions relating to how Building Standards keep customers informed and respondents comment on how they feel the Service delivers on this. Also linked to BS092 - National Customer Survey.

038-2023: Building Standards Webpages	Assessor Acceptance:	Yes
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The updated Building Standards webpages provide information on the full range of services we provide including how and when people can contact us, how our service is run, details of our management structure and also includes a wide range of guidance documents and applications forms.

Corporate Evidence

C059: An Array of Channels	Assessor Acceptance:	Yes
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This evidence shows the array of mediated and automated channels we use to inform and transact with customers. Note the volumes.

C112: Corporate Social Media Policy 2016	Assessor Acceptance:	Yes
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Social Media is an increasingly important way for us to get real time information to customers and in 2018 we added Instagram to our Facebook and Twitter channels. Twitter alone has 12000 followers.

C125: Display Screen Network	Assessor Acceptance:	Yes
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The council has 16 display screens across its estate in public buildings that it displays changing info on for customers who do not use the web. This evidence is the invoice for £17k for the network's recent upgrade.

3.2.1.1: We provide our customers with the information they need in ways which meet their needs and preferences,

Remote RP1 2021 The traditional methods used to inform customers are still effective and fit for purpose. However you have adapted to the current Covid 19 restrictions and found new ways of communicating. These include the use of SKYPE, MS Teams and mobile devices. Discussion with service users indicated that a very flexible and thorough approach has been implemented to suit the needs of individual customers.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3.2.1.2: using a variety of appropriate channels.

Remote RP1 2021 As indicated above the flexibility in channel use is extensive and appreciated by customers. Although the traditional format of Agents' Forums has been suspended, during the lockdown period, you have developed a new strategy of virtual forums. The expectation on resumption of these forums is eagerly anticipated by Agents. Overall the whole approach on providing customers with relevant, current information through appropriate channels merits retention of compliance plus.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3.2.2: We take reasonable steps to make sure our customers have received and understood the information we provide.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

009-2021: Customer Consultation	Assessor Acceptance:	Yes
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Our questionnaires ask for feedback on the level and quality of information and advice given. To date no adverse comments have been received. (see BS092)

046-2023: eBuilding Standards	Assessor Acceptance:	Yes
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Following the increasing demand for electronic communications all Building Standards application forms can now be completed and submitted online. This also includes the submission of plans and associated documentation as part of application process.

117-2021: Actions as a Result of Complaints	Assessor Acceptance:	Yes
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In response to a Stage 2 Complaint and SPSO Findings we have improved and adopted our communication process with stakeholders by publishing "Do I Require a Building Warrant" on our webpages.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes
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The Council has a suite of automated surveys and a key role of these is to check understanding and completeness of the information provided. This Oct 2017 survey explicitly asks "I received all the information that I required and it was easy to understand" and scored 91% of 77 respondents.

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes
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As a result of CSE the council has introduced a fairness question to its corporate satisfaction surveys. This one is for anyone who calls the council's contact centre and the latest April 2018 report shows that 98% of 44 respondents affirmed they received a high quality of info

C041: Smart Assistant	Assessor Acceptance:	Yes
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Smart Assistant is a new online aide which customers use to search for answers to their common council related questions .A key feature is that it checks to see if the customer has received the information they were looking for.If not the answer goes to experts in the back office to respond fully to

3.2.2.1: We take reasonable steps to make sure our customers have received

Remote RP2 2022 The level and consistency of engagement with customers is such that it is relatively easy to ensure that customers receive the information required. This is also confirmed in customer feedback through surveys and day-to-day communication.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

3.2.2.2: and understood the information we provide.

Remote RP2 2022 The resultant enhancements to service delivery shows that you have a clear understanding of customer needs. For example, the provision of guidance for E applications, introduction of observation letters and follow up telephone calls. You have also added additional address information in communications to Agents dealing with multiple applications. This element remains fully compliant.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

3.2.3: We have improved the range, content and quality of verbal, published and web based information we provide to ensure it is relevant and meets the needs of customers.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

071-2023: Gaelic Translations	Assessor Acceptance:	Yes
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As the Gaelic language is still widely used in areas in Argyll & Bute we now provided Gaelic versions of our main guidance documents which are available from our area offices and our webpages.

049-2023: Document Review and Update	Assessor Acceptance:	Yes
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Regular reviews and updates where required of all documentation produced by Building Standards are carried out in line with our Annual Verification Performance Report and in compliance with Corporate Policy. Historical copies of documentation can be viewed on site ('B' & 'Y' drives)

093-2023: BS Webpage Updating	Assessor Acceptance:	Yes
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Regular review and update our webpages to ensure that we provide our customers with online access to the most up to date information and documentation.

Corporate Evidence

C049: Communication, Marketing and Web Strategy 2018-20	Assessor Acceptance:	Yes
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A key outcome of the Comms MOWG (C039) was a new Communication, marketing and Web Strategy - Go to bottom of this document to see summary of Plan on a Page.

C057: 2018-21 Website Strategy	Assessor Acceptance:	Yes
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In Early 2018 a number of consultations were held to inform the new Website Strategy, which was approved by SMT in May and is on the website. Staff were encouraged to influence the future and 199 did so as shown in this evidence.

C127: New eMail and Letter Writing Guidance	Assessor Acceptance:	Yes
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This is the new Guidance on eMail and letter writing developed by our Communication team for use across the organisation and which sets out best practice and standards. It is an update on a previous version that was in the Corporate Comms Strategy.

3.2.3.1: We have improved the range, content and quality of verbal,

RP3 2023 There is constant reviewing of verbal communications particularly in relation to the Call Centre scripts and for staff at the service Points. Verbal messages are also delivered at agent forums, particularly in relation to updated legislation. Comment from agents indicated an appreciation of the on-going dialogue. You are also making specific effort to converse with migrant communities.

Evidence Value: Fully Met

3.2.3.2: published

RP3 2023 Up-to-date information is also provided in the Newsletter and on digital screens at some of the public access points. All new and amended forms are updated with fresh Gaelic versions.

Evidence Value: Fully Met

3.2.3.3: and web based information we provide to ensure it is relevant and meets the needs of customers.

RP3 2023 The website is a valuable tool and well used by customers. It is constantly updated and is easy to navigate. Survey Monkey is used effectively to gather customer information digitally and questions are reviewed prior to issue. You also make use of passive e-mails, to communicate with a wider range of customers.

Evidence Value: Fully Met

3.2.4: We can demonstrate that information we provide to our customers is accurate and complete, and that when this is not the case we advise customers when they will receive the information they requested.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Our Charter outlines the Service's standards for responding to customers enquiries.

034-2023: Risk Assessment Protocols	Assessor Acceptance:	Yes
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Our risk assessment protocols aid staff development but through a process of first and second checks ensures that the information we provide to customers is accurate and complete.

108-2023: 3rd Party Customers	Assessor Acceptance:	Yes
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We issue emails to the LAs and the relevant agents/applicants advising that we consider their application is ready for approval and that the process is back with the parent authority for completion of the process.

Corporate Evidence

C044: Fixing Avoidable Contacts	Assessor Acceptance:	Yes
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When a customer contact (from any channel) is due to a failure of information provision (See C123), the request is handled and classified by the CSC, who provide or arrange for the info to be provided . This is a real example of where this happened.

C113: Using CRM Customer Info For Proactive Engagement	Assessor Acceptance:	Yes
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The council CRM holds comprehensive data on every customer in A&B. We use those characteristics to send targeted information about service disruption, service change and info provision failure e.g. it was used to notify customers of incorrect bin calendars.

C123: Avoidable Contact Insight Analysis	Assessor Acceptance:	Yes
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The corporate approach for identifying and analysing failure demand or avoidable contact includes a specific measure for information provision failure e.g. when customers contact us about not being given info or given bad information. inFQ1 2018 there were 38/48327 contacts, info is largely accurate

3.2.4.1: We can demonstrate that information we provide to our customers is accurate and complete,

RP3 2023 You continue to ensure, wherever possible, that all information provided at the outset is accurate. To enable this you carry out risk assessments, which have two levels of verification built into the process. Comment from stakeholders, partners and customers indicated that the level of accuracy of information provided is very high.

Evidence Value: Fully Met

3.2.4.2: and that when this is not the case we advise customers when they will receive the information they requested.

RP3 2023 The nature of Building Warrant applications means that not all information can be provided at the outset. However, you ensure that customers are kept well informed of progress and likewise the feedback to the assessor indicated complete satisfaction with this aspect of service delivery. You also ensure good communications with other Local Authorities when assisting with their customer applications through the commercialisation programme.

Evidence Value: Fully Met

3.3: Access

3.3.1: We make our services easily accessible to all customers through provision of a range of alternative channels.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

008-2023: Accessibility to Service	Assessor Acceptance:	Yes
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Whilst we are homeworking we are still delivering the same level of service as we would do from our 5 offices utilising modern technology, remote virtual inspections (RVI's) and encouraging the use of various electronic communication channels.

038-2023: Building Standards Webpages	Assessor Acceptance:	Yes
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The updated Building Standards webpages provide information on the full range of services we provide including how and when people can contact us, how our service is run, details of our management structure and also includes a wide range of guidance documents and applications forms.

071-2023: Gaelic Translations	Assessor Acceptance:	Yes
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With 4% percentage of our residents being fluent gaelic speakers our charter and main guidance documents have been translated with gaelic version being available via our webpages and in all area offices (when open).

Corporate Evidence

C041: Smart Assistant	Assessor Acceptance:	Yes
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The council has introduced a new Smart Assistant Service on its website to assist people who are less digitally able or who cannot find the info they. Need. It works out of hours when webchat is not available and if the customer still cannot find what they need it notifies an agent to help them.

C059: An Array of Channels	Assessor Acceptance:	Yes
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This evidence shows the array of mediated and automated channels we use to inform and transact with customers. Note the alternative channels such as voiceforms.

C115: Assisted Digital Strategy 2016-19	Assessor Acceptance:	Yes
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.The council has a current Assisted Digital Strategy and action plan that shows how we recognise and will address the needs of those who are hard to reach and who have difficulty contacting us via the Web.

3.3.1.1: We make our services easily accessible to all customers through provision of a range of alternative channels.

Remote RP1 2021 You have ensured during a very difficult year that the accessibility of the services provided remains outstanding. Business was open as usual, which was narrated to the assessor during discussion with stakeholders, partners and customers. Digital channels are promoted and supported at every opportunity including clerical support for traditional hard copies, the Admin Team have stepped up to the mark. Although reduced during the lockdown period, the level of support provided to other Local Authority Building Standards has been maintained. You also continue to provide support to your Gaelic communities through translation. Overall your desire to maintain and indeed enhance access to your services deserves retention of compliance plus.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3.3.2: We evaluate how customers interact with the organisation through access channels and we use this information to identify possible service improvements, and offer better choices

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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The customer survey returns are collated centrally, analysed and reported quarterly. This information is used where possible to identify service improvements and offer better choices.

020-2023: Verification Performance Report	Assessor Acceptance:	Yes
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Page 12 of the Verification Performance Report provides information on the use of the Customer Service Centre 'Golden Number' and this will confirm since its introduction more customers are dealt with at first point of contact.

079-2023: Service Improvement Log	Assessor Acceptance:	Yes
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The Service Improvement Log was created to register suggestions from stakeholders, staff and benchmarking groups for potential service improvements. The suggestions are evaluated, adopted if appropriate and published on our webpages.

Corporate Evidence

C043: 2018 Channel Shift Report	Assessor Acceptance:	Yes
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This report shows the continual analysis that we undertake to check how customers are contacting the council and the ever increasing shift to digital channels. It captures the new digital channel choices we have offered such as webchat, smart assistant and voice forms.

C063: Advice Services Review	Assessor Acceptance:	Yes
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In 2018 the council carried out a full review of its face to face advice services such as Welfare Rights, Homelessness and debt counselling - this report details the new approach using partner outlets for best value.

C107: SOCITM Feedback and Our Response	Assessor Acceptance:	Yes
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The SOCITM Annual assessment of our website gives us a benchmark against other councils and great feedback on where we can improve. This evidence shows the outcome of the 2018 Assessment and an example action plan for recycling that we put in place to enhance the service.

3.3.2.1: We evaluate how customers interact with the organisation through access channels

Remote RP2 2022 You continue to evaluate the different access routes in a variety of ways. These include website activity, conducted and analysed for you by Customer Services Support, national and local surveys and during day-to-day customer engagement. Feedback from stakeholders, partners and customers during discussion with the assessor also indicated appreciation of how accessible Building Standards staff are.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

3.3.2.2: and we use this information to identify possible service improvements,

Remote RP2 2022 You are always prepared to make improvements, where appropriate, following customer feedback. Some examples cited were inclusion of the generic e-mail address in all communications, and continued use of remote verifications, even although post Covid access restrictions had been lifted.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

3.3.2.3: and offer better choices

Remote RP2 2022 You continue to offer a variety of access channels and the choice is such that there has been a reduction of 551 in the number of telephone enquiries received. Customer feedback also indicates satisfaction with the access choices available.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

3.3.3: We ensure that where customers can visit our premises in person facilities are as clean and comfortable as possible.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

New Evidence

120-2023: New Working Practices	Assessor Acceptance:	Yes
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Our new hybrid ways of working still allow customers to visit the offices if required

Active Evidence

050-2023: Office Locations	Assessor Acceptance:	Yes
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We have a decentralised office set up with local area offices located throughout the Authority. These offices are fully accessible and meet with Corporate standards.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes
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This recent 2017 survey of Customer Service Points had a question on whether the office that I visited was clean and tidy and 90% affirmed they were, 8% did not know and only 2% said they were not. This is a twice yearly survey and in this 46 customers gave their feedback.

C036: Customer Service Point Checklist	Assessor Acceptance:	Yes
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The Customer Service Point Managers use a checklist to determine that key features of the CSPs are up to standard and conform to a corporate standard. This evidence is a copy of the 2018 checklist updated to include new kiosks

C121: Corporate Cleaning Customer Satisfaction	Assessor Acceptance:	Yes
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The council's Facilities Services team measures feedback on the cleanliness of council offices and schools and catering supplied to them. It reports this through the Pyramid reporting service. The target is high at 90% but is regularly exceeded.

3.3.3.1: We ensure that where customers can visit our premises in person facilities are as clean and comfortable as possible.

RP3 2023 Contracts are in place to ensure premises are clean and tidy. The frequency of public visits has decreased following the Covid restrictions, but has not diminished the commitment for providing good and comfortable premises.

Evidence Value: Fully Met

3.4: Co-operative working with other providers, partners and communities

3.4.1: We have made arrangements with other providers and partners to offer and supply co-ordinated services, and these arrangements have demonstrable benefits for our customers

Applicant Self Assessment: Strong
Compliance to Standard: Compliance Plus

Active Evidence

052-2020: Internal and Legislative Consultees	Assessor Acceptance:	Yes
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We work in partnership with many statutory and non statutory consultees, both internal and external, to ensure the customer's experience is integrated with other statutory permissions thereby making the process more transparent and quality focused.

077-2020: Service Level Agreement	Assessor Acceptance:	Yes
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We have arrangements in place to allow the Customer Service Centre to provide the first point of contact for Building Standards Customers. The arrangements include training and provision of scripts to advisors to ensure accurate and consistent call handling.

096-2020: Partnership Working	Assessor Acceptance:	Yes
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As an income generating process we have increased our commercialisation to include assisting other Local Authorities and the private sector. Benefits: quality service to our new service users; additional income; and a recognition of our CSE status to a wider stakeholder group.

Corporate Evidence

C048: Community Planning Partnership	Assessor Acceptance:	Yes
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The Council in partnership with NHS, Police, Fire & Rescue Service, 3rd Sector, Highlands and Islands Enterprise, and seeks to deliver co-ordinated services for the benefit of the residents of Argyll and Bute. This is managed through the Community Planning Partnership, which this evidence shows.

C063: Advice Services Review	Assessor Acceptance:	Yes
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In 2018 the council carried out a full review of its face to face advice services such as Welfare Rights, this report details the new approach using partners such as Citizens and Money Advice. Para 7.3 shows benefits for customers.

C065: Business Growth Partnerships 2018	Assessor Acceptance:	Yes
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The council works closely with Highland Island Enterprise and Enterprise Scotland to help business customers grow and prosper, this newsletter provides many recent examples.

3.4.1.1: We have made arrangements with other providers and partners to offer and supply co-ordinated services,

Remote RP1 2021 The range of partners and other service providers, with whom you work closely together, is extensive. This includes both internal Argyll & Bute Council services and external agencies. The arrangements operate extremely well and continue to provide a very co-ordinated and seamless service. Service Levels Agreements are in place, where appropriate. The assessor had discussions with a cross section of partners and the level of support provided by Building Standards staff is highly appreciated.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3.4.1.2: and these arrangements have demonstrable benefits for our customers

Remote RP1 2021 During discussion with the wide range of partners, it was clear that the arrangements have demonstrable benefits for customers. For example the work developed with APAG in ensuring a co-ordinated approach to addressing public concerns about unsafe or problematic buildings has been appreciated and the team has been nominated for a service award. You have developed a log to document all co-ordinated arrangements to ensure continuity and mapping of service delivery outcomes. Consequently the compliance plus rating is retained here.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3.4.2: We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service.

Applicant Self Assessment: Satisfactory
Compliance to Standard: Compliance Plus

Active Evidence

098-2021: BSD & LABSS	Assessor Acceptance:	Yes
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The close links developed between the SG BSD and LABSS ensure a greater level of accountability for quality of service for customers and through the BSD's audit programme ensures that customers nationally are able to access a minimum standard of service irrespective of their location.

099-2021: Verification for partner LAs	Assessor Acceptance:	Yes
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As a service of excellence (CSE) we are now seen as being the LA to go to for assistance. As a result we are currently assisting Scottish Borders, East Lothian and City of Dundee (starting soon) Councils. This assistance is operated with clear lines of accountability ensuring quality of service.

BS100: Third Party Reviewers	Assessor Acceptance:	Yes
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The current verification systems requires each LA to have third party partners providing Fire Engineering and Structural specialisms. As a result we have developed close links between ourselves and GCU & ATK ensure that our customers have clear lines of accountability for quality of service.

Corporate Evidence

C066: CPP Progress Bulletins	Assessor Acceptance:	Yes
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As part of the new ABIOP arrangements we publish regular bulletins describing who is doing what to deliver the outcomes, so customers have a clear understanding.

C075: TellUs Once	Assessor Acceptance:	Yes
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The Tell Us Once Service is done in conjunction with Registrars of Scotland and DWP and is designed to ensure customers who notify a birth/death only need to notify this once and the info is then cascaded to all relevant teams etc in the participating organisations. Active arrangements check quality

C090: Complaints Handling Procedure	Assessor Acceptance:	Yes
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The complaints procedure documents accountability for service (e.g. the social work complaints have a different statutory process) and the demarcation with the Scottish Public Services Ombudsman who supervise quality and are 2nd tier of appeal.

3.4.2.1: We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service.

Remote RP2 2022 The extensive range of joint working arrangements, including BSD and LABSS, remains impressive and the range of supportive comments provided by partners during discussion with the assessor was once again a clear indication of the extent to which joint working arrangements are valued and operated by Argyll & Bute Building Standards. The supportive comments from other authorities on commercialisation is also comprehensive. Compliance Plus retained.

RP3 2023 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3.4.3: We interact within wider communities and we can demonstrate the ways in which we support those communities.

Applicant Self Assessment: Strong
Compliance to Standard: Compliance Plus

New Evidence

119-2023: APAG/CARS/THI	Assessor Acceptance:	Yes
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Building Standards are an integral member of the Area Property Action Group (APAG). This function ensures our communities are best served by pro-active engagement with other council services and the wider community.

121-2023: Working with wider communities	Assessor Acceptance:	Yes
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We are an active member of the Argyll Access Panels and we work in the wider community of Building Standards supporting other Local Authority Verifiers to assist their customer service provision.

Active Evidence

057-2023: Volunteering Within Wider Communities	Assessor Acceptance:	Yes
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A number of our Building Standards staff are actively engaged in the wider community carrying out a variety of additional paid and voluntary roles, eg. coastguard rescue officer, RLSS UK NLA Tutor, Piper in Oban Pipe Band, LABBS Ambassador, etc.

Corporate Evidence

C027: Customer Driven Community Improvements	Assessor Acceptance:	Yes
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We interacted through participative budgetting to fund all these local projects voted for across all 4 areas, without us none would progress.

C053: Grants to Voluntary and Community Groups	Assessor Acceptance:	Yes
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The Council votes a significant amount of money each year for local voluntary and community groups via Area committees. This is a screenshot of the webpage encouraging applications and providing all the info groups need to do so. It also administers a number of Windfarm Trusts, a minute is attached.

3.4.3.1: We interact within wider communities and we can demonstrate the ways in which we support those communities.

RP3 2023 The four sites are located in strategic positions, and although widespread they provide good access for customers. In the sense of the wider community activity the APAG provides a good platform to engage, outwith core activities. It is noted that you are also involved with Argyll Access Panels. Staff at all locations are also involved in a number of community initiatives. Overall, you serve local communities extremely well and Compliance Plus is retained.

Evidence Value: Fully Met

4: Delivery

4.1: Delivery standards

4.1.1: We have challenging standards for our main services, which take account of our responsibility for delivering national and statutory standards and targets.

Applicant Self Assessment: Strong

Compliance to Standard: Compliant

Active Evidence

015-2023: Building Standards Division Performance Framework for Verifiers	Assessor Acceptance:	Yes
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This national framework sets baseline standards of service delivery and requires us to submit quarterly and annual reports on 9 Key Performance Outcomes to the Scottish Government.

018-2020: Customer Satisfaction Target	Assessor Acceptance:	Yes
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Our performance for our main services including customer satisfaction are collated, interrogated, updated and published quarterly on our webpages and displayed in all offices.

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Our Charter sets out challenging standards for service delivery both National and Local. Our performance results are published quarterly.

Corporate Evidence

C013: Departmental Reporting Against ABOIP Targets	Assessor Acceptance:	Yes
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The council delivers a range of Services to national and ABOIP related targets, this shows the quarterly reports of performance for each Dept that relate to those ABOIP targets. It replaces old SOA targets.

C091: 2017/18 Corporate Complaints Report	Assessor Acceptance:	Yes
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We have a number of targets for complaints that comply with SPSO guidelines, This report fully details those targets and our performance against them . It is published on the website.

C119: Departmental Performance Reporting to Customers	Assessor Acceptance:	Yes
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This evidence shows the Public Performance Reporting across all our services and depts on the web, how we are doing against internal and national targets and SOA. It is regularly updated and goes to PRS Committee & is subject to a Public Performance Reporting Improvement Plan review by Audit Scotland

4.1.1.1: We have challenging standards for our main services,

Remote RP1 2021 Appropriate standards of performance remain in place and include a wide range of KPI's around key issues such as a range of timescales for the issue of a first report. The target of 95% of first reports within 20 days is challenging. A further example is to increase the quality and consistency of compliance assessment during construction processes. Within the range of KPI's you also include customer satisfaction as a measure against the Customer Charter commitments.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.1.1.2: which take account of our responsibility for delivering national and statutory standards and targets.

Remote RP1 2021 Many of the standards and processes you have in place are statutory requirements, to ensure consistency across Scotland. You ensure that all standards, both statutory and service level are outlined and reported on through the Pyramid system and Verification Report.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.1.2: We monitor and meet our standards, key departmental and performance targets, and we tell our customers about our performance.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

007-2021: Performance Management	Assessor Acceptance:	Yes
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Building Standards have currently undertaken a monthly reporting of KPO criteria this has resulting in highlighting issues needing addressed and leading to better performance statistics.

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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Building Standards have a suite of challenging targets which it monitors constantly and reports on internally and externally quarterly and annually through a variety of methods. As a result of this we have amended our target for customer satisfaction from corporates 84% to a more challenging 90%.

095-2021: Pyramid Monitoring of Standards	Assessor Acceptance:	Yes
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Pyramid is the Council's internal reporting platform where quarterly performance is displayed and our BS/RSM produces a report for quarterly meetings with D&I Executive Director to discuss performance relating to the Pyramid indicators which relate to the service we provide and how good this is.

Corporate Evidence

C013: Departmental Reporting Against ABOIP Targets	Assessor Acceptance:	Yes
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The council delivers a range of Services to national and ABOIP related targets, this shows the quarterly reports of performance for each Dept and is updated quarterly on the PPF reporting on the website and to the P&R Committee.

C091: 2017/18 Corporate Complaints Report	Assessor Acceptance:	Yes
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We have a number of targets for complaints that comply with SPSO guidelines, This report fully details those targets and our performance against them . It is published on the website.

C104: Corporate Annual Report 2017-18	Assessor Acceptance:	Yes
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All key ABOIP and national indicators are monitored and reported through an annual report -this fully details The Difference We Make. It is published to community partners and on the website.

4.1.2.1: We monitor and meet our standards, key departmental and performance targets,

Remote RP2 2022 The well embedded monitoring systems continue to be used effectively and diligently including Pyramid, workload reviews, monthly and quarterly performance reviews with detailed reports. You also use customer feedback, including customer survey analysis. This systematic approach has enabled you to quickly identify potential danger points, particularly being currently 2.5 members of staff short. The outcomes show a consistent high performance level, including the work done for other local authorities through the commercialisation programme, which allows you to prioritise work on particular projects. This is a total workforce approach and it was clear from comment made to the assessor during discussion with stakeholders, partners and customers that they were the beneficiaries of this approach. Overall a splendid effort deserving retention of Compliance Plus.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

4.1.2.2: and we tell our customers about our performance.

Remote RP2 2022 You continue to provide considerable reports and information, in ways that suits the recipients such as stakeholders, partners and customers. Feedback to the assessor, during discussion with these customer groups, indicates complete satisfaction with the level and quality of performance outcome information.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

4.1.3: We consult and involve customers, citizens, partners and staff on the setting, reviewing and raising of our local standards.

Applicant Self Assessment: Satisfactory
Compliance to Standard: Compliance Plus

Active Evidence

077-2020: Service Level Agreement	Assessor Acceptance:	Yes
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We have developed a Service Level Agreement with our other LA customer on the level of service and performance that we will provide to their stakeholders/customers when their Building Warrant applications on their behalf. This is a commercial agreement that they pay for our service provision.

BS058: Staff Working Group	Assessor Acceptance:	Yes
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Building Standards actively encourage staff participation in the setting, reviewing and raising of local standards, through formal channels eg. Scorecard Team, CSE Team, Technical Group, Team, Whole Team and Team Leader meetings. Suggestions are also welcome at anytime. (see on site)

080-2023: CSE Benchmarking Group	Assessor Acceptance:	Yes
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The agendas and minutes demonstrate our commitment to CSE. By benchmarking with the other Local Authority Building Standards, third sector and private sector CSE accreditation holders we learn from Best Practice and further set, review and raise our standards.

Corporate Evidence

C004: Your Voice Consultation 2018	Assessor Acceptance:	Yes
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The Your voice public consultation on representation covers all aspects of governance including performance reporting and target monitoring.e.g this evidences the Isle of Jura Development Plan socio economic development targets.

C010: Customer Service - Customer Consultation Report	Assessor Acceptance:	Yes
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All of the outcomes and targets in the new ABOIP (previously SOA) were agreed in consultation with the Community Planning Partnership and through the community consultation framework. SeeP14 for outcomes and p.28 re engagement.

C130: 2018-19 Service Plan - Customer & Support Services	Assessor Acceptance:	Yes
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Every year all services follow a corporate template and deliver their Service Plans – a key feature of which is that Targets are set for every service, following consultation with key staff responsible for delivering them. Shown are the 2017/18 and 2016/16 targets for the Customer Service Centre

4.1.3.1: We consult and involve customers, citizens, partners and staff on the setting, reviewing and raising of our local standards.

RP3 2023 Your wide range of consultation includes that on reviewing and setting local standards. Service Level Agreements are in place, particularly in relation to other Local Authorities through the Commercialisation programme. Staff are heavily involved in working groups and outcomes such as impact of technical issues are monitored through the Scorecard. There is also a lot of collaboration through LABBS and the CSE Benchmarking Forum which provides useful comparisons for setting capability standards. Overall the level of activity here merits the retention of Compliance Plus.

Evidence Value: Fully Met

4.2: Achieved Delivery and Outcomes

4.2.1: We agree with our customers at the outset what they can expect from the service we provide.

Applicant Self Assessment: Strong
Compliance to Standard: Compliance Plus

Active Evidence

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Our Customer Service Charter sets out the aims of our Service and how we intend on delivering these. It outlines what customers can do to help and how they can provide feedback on the service we provide.

038-2023: Building Standards Webpages	Assessor Acceptance:	Yes
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The updated Building Standards webpages detail the purpose, scope and standards of the service so customers are aware of what to expect, plus the provision of guidance and FAQs to assist.

097-2020: Verification Process	Assessor Acceptance:	Yes
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On receipt of an application an acknowledgement letter is issued informing the applicant/agent on what they can expect from the service. On issue of a Building Warrant along with issue of the warrant to an agent a letter with the CCNP is also sent directly to the applicant outlining the process.

Corporate Evidence

C010: Customer Service - Customer Consultation Report	Assessor Acceptance:	Yes
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All of the outcomes and targets in the new ABOIP (previously SOA) show what customers can expect from the council and its community partners over the years ahead. These are reported on in the Annual Report C104.

C017: Argyll and Bute Customer Service Charter	Assessor Acceptance:	Yes
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The corporate customer service charter standards clearly set out what standards customers can expect regarding service via a number of channels and it is widely publicised. The standards were determined following an extensive consultation. They will be reviewed in 2019.

C094: Corporate Complaints Leaflet	Assessor Acceptance:	Yes
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The corporate complaints process has well documented timescales and stages. It was reviewed in 2017 to bring it in line with new national guidelines and this leaflet details (pages 4 and 5) the timescales customer should expect depending on the stage the complaint is at.

4.2.1.1: We agree with our customers at the outset what they can expect from the service we provide.

Remote RP1 2021 You make specific efforts to ensure customer expectations are clearly outlined at the outset of engagement. This has been particularly important throughout the Covid 19 pandemic and the production of the Covid Working Practices has been extremely useful. You have regularly communicated with customers through a variety of channels, with some innovative pro-active initiatives including encouraging customers to go digital, sharing customer contact preferences with other service providers (adhering to data protection protocol) and development of the RVI process. These all indicate a high degree of care for customers justifying retention of compliance plus.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

4.2.2: We can demonstrate that we deliver the service we promised to individual customers and that outcomes are positive for the majority of our customers.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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Show the level of service promised to customers, including clear evidence of trends which allow resources to be allocated accordingly. These results published internally and externally quarterly and annually confirm that the outcomes for the majority of our customers are positive.

101-2021: Customer Journey Map and Engagement Strategy	Assessor Acceptance:	Yes
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Through the production of our customer engagement strategy which we update and continually review as a the result of the adoption of the national customer journey map we can demonstrate that we deliver the service that we promised to our customers.

117-2021: Actions as a Result of Complaints	Assessor Acceptance:	Yes
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Building Standards as the result of Stage 1 and Stage 2 complaints have updated our policy documentation (Do I Required a Building Warrant) on our webpages and implement a more transparent contact arrangement for all staff.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes
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The Customer Service Board has commissioned a quarterly survey of customers who visit our Customer Service Points in a conscious effort to ensure these largely non-digital users continue to receive a service that meets their needs. This evidence is the Oct.2017 report shows high satisfaction level.

C117: Ongoing Web Satisfaction Surveys	Assessor Acceptance:	Yes
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The council subscribes to a web survey service provided by the Society of IT Managers (SOCITM) whereby every 100th visitor to the website is invited to take a short survey on their web experience. This feedback is analysed and presented to the Customer Service Board quarterly with improvement recs.

C119: Departmental Performance Reporting to Customers	Assessor Acceptance:	Yes
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The corporate Public Performance Reporting system keeps customers up to date with performance across every council service and shows service delivery across all ABOIP agreed outcomes. It reports on all the positive performance and improvement initiatives for customers. C104 details these.

4.2.2.1: We can demonstrate that we deliver the service we promised to individual customers

Remote RP2 2022 Delivering service promises in addition to fulfilling statutory obligations is also a priority throughout the entire workforce. Although there is a commonality with a lot of building warrant applications, each one is treated individually and with care and attention.
RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.2.2.2: and that outcomes are positive for the majority of our customers.

Remote RP2 2022 This level of commitment is confirmed through survey results and all other forms of customer feedback. The outcomes are positive for the vast majority of customers and feedback to the assessor during discussion with customers is that any issues are dealt with individually and professionally.
RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.2.3: We can demonstrate that we benchmark our performance against that of similar or complementary organisations and have used that information to improve our service.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

079-2023: Service Improvement Log	Assessor Acceptance:	Yes
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The Service Improvement Log was created to register suggestions from stakeholders, staff and benchmarking groups for potential service improvements. The suggestions are evaluated, adopted if appropriate and published on our webpages.

080-2023: CSE Benchmarking Group	Assessor Acceptance:	Yes
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The agendas and minutes demonstrate our commitment to CSE. By benchmarking with the other Local Authority Building Standards, third sector and private sector CSE accreditation holders we learn from Best Practice and further set, review and raise our standards.

092-2023: National Customer Survey	Assessor Acceptance:	Yes
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Since 2013 the Scottish Government have commissioned an annual national LA BS customer survey. The results of the survey allow us to benchmark against the national average and the most recent confirms that we remain ranked among the top 5 LAs by our customers for performance and quality of service.

Corporate Evidence

C045: Scottish Local Gvt Digital Partnership	Assessor Acceptance:	Yes
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The Council joined and cofunds the Scottish Local Gvt Digital Office, made up of most other councils & Scottish Gvt whose purpose is to benchmark digital service performance & coordinate digital development. The most recent improvement is to make all managers complete a Digital Maturity Assessment.

C107: SOCITM Feedback and Our Response	Assessor Acceptance:	Yes
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The council subscribes to the national Socitm benchmark report on every council's website. This is a copy of our outcome for 17/18 and shows how we are top 5 in Scotland but can still improve e.g our online recycling info.

C136: Local Gvt Benchmarking Framework	Assessor Acceptance:	Yes
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The council benchmarks its performance against all other Scottish councils across a range of service indicators and uses that information to review and improve services. E.g. cost of CT collection was above the national average so we invested in a new Revs and Bens System to help drive down costs.

4.2.3.1: We can demonstrate that we benchmark our performance against that of similar or complementary organisations

RP3 2023 You perform well against the Scottish national average and consequently are in a good position to maintain the assistance provided through the Commercialisation programme. You also continue to use the Service Improvement Log and the outcomes from the CSE Benchmarking Group to monitor performance. The National Survey outcomes also show good comparisons and you take justified pride in the fact that you remain in the top 5 performing Building Services. This is all good confirmation of customer focused service delivery.

Evidence Value: Fully Met

4.2.3.2: and have used that information to improve our service.

RP3 2023 The Service Improvement log shows a number of improvements, including the updating of the Building Standards Procedural document, producing a training plan for IDOX and updating the Technical Handbook.

Evidence Value: Fully Met

4.2.4: We have developed and learned from best practice identified within and outside our organisation, and we publish our examples externally where appropriate.

Applicant Self Assessment: Satisfactory
Compliance to Standard: Compliance Plus

Active Evidence

046-2023: eBuilding Standards	Assessor Acceptance:	Yes
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Building Standards electronic submissions (90% of all our applications) are now made through a Scottish Government national portal which then routes it to the relevant Local Authority. To have a full electronic system we have developed digital plan stamping to achieve a paperless system.

091-2023: Verification Performance	Assessor Acceptance:	Yes
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Through our performance returns submitted to the BSD a report is provided which highlights our performance in relation to the other 31 Local Authorities. This confirms our performance ranks highly, but has indicated continued education on CCNPs is needed for all partners in the verification process.

104-2023: Enterprise	Assessor Acceptance:	Yes
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Enterprise is a performance management tool that will improve efficiency and performance in the delivery of our service through the functionality of workflow task, workload reports, graphs, etc. By visiting Glasgow City Council we were able to see the system in operation before deciding to install.

Corporate Evidence

C046: National Innovation Exchange	Assessor Acceptance:	Yes
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The Scottish Government recently opened a national online innovation exchange where public bodies can publish examples of leading innovations. The council subscribes to this and has posted a number of entries from different Services. Updated evidence shows a case study on out use of Skype.

C086: Customer Service Board Minute	Assessor Acceptance:	Yes
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The role of the Customer Service Board is to provide a forum for Services to work together to identify common CS problems, solutions, standards and developments. Its Service champions share best practice and continually drive forward CS excellence. This minute from July 2018 Board shows its dynamism.

C107: SOCITM Feedback and Our Response	Assessor Acceptance:	Yes
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The Annual SOCITM Better connected Report evaluates the performance and compares standards of websites for all councils in the UK. We carefully scrutinise it and adopt the best practices of those councils that score better than us for specific tasks. We are the No1 exemplar council for Libraries.

4.2.4.1: We have developed and learned from best practice identified within

RP3 2023 Although a number of very successful initiatives have been in place for a few years, you are still keen to learn from best practice. The E Building platform has developed substantially and now 90% of applications are being made through the Portal.

Evidence Value: Fully Met

4.2.4.2: and outside our organisation,

RP3 2023 The Building Standards legislation and process is set nationally, but you are keen to apply the processes to suit the needs of your customers and customer groups. The Enterprise system is now well embedded, but you are keen to learn from the data it produces to enhance service delivery, particularly in relation to workflow.

Evidence Value: Fully Met

4.2.4.3: and we publish our examples externally where appropriate.

RP3 2023 Developments and outcomes are constantly monitored and discussed through the Verification process, Staff working Group and at management meetings. Overall, this shows a high degree of commitment to learning and implementing change where appropriate and merits the retention of Compliance Plus.

Evidence Value: Fully Met

4.3: Deal effectively with problems

4.3.1: We identify any dips in performance against our standards and explain these to customers, together with action we are taking to put things right and prevent further recurrence.

Applicant Self Assessment: Satisfactory
Compliance to Standard: Compliance Plus

Active Evidence

074-2020: Building Standards Website Published Performance Information	Assessor Acceptance:	Yes
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Current KPO figures confirm that we continue to meet our targets despite the COVID pandemic.. We continue to work as a virtual team.

111-2020: COVID Working Practices	Assessor Acceptance:	Yes
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Due to COVID restrictions we identified the need to continue site inspections. To carryout our service we developed and implemented a number of alternative means of complying with Scottish Government COVID guidance.

112-2020: Performance and Workload	Assessor Acceptance:	Yes
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Where dips in performance are identified an action plan is developed to secure improvements and is implemented to prevent recurrences.

Corporate Evidence

C113: Using CRM Customer Info For Proactive Engagement	Assessor Acceptance:	Yes
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We use our new Corporate Outreach service to proactively alert customers to variations in service and unforeseen disruptions that cause our service performance to dip. This is an extension to our unified disruption service and is new for 2018.

C119: Departmental Performance Reporting to Customers	Assessor Acceptance:	Yes
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Our corporate PPR Reporting on the website includes reporting where our performance has dipped or not been as expected and how we aim to address this. It covers every Service and Department. This shows a recent Example.

C132: Corporate Customer Service Scorecard	Assessor Acceptance:	Yes
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Our corporate customer service scorecard shows performance against standards in 4 main dashboard including indicators for whether the performance is improving or falling and has narratives explaining how the latter will be addressed. It is scrutinised by the Performance Committee of members

4.3.1.1: We identify any dips in performance against our standards

Remote RP1 2021 Despite the additional pressure during the Covid 19 pandemic, your performance has remained consistently high, which is a credit to all. You have taken a very pro-active approach over the last year, including reviewing staff resources and annual leave patterns. As a consequence the very high level of performance has been achieved. In addition it is noted that no official complaints have been received.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

4.3.1.2: and explain these to customers,

Remote RP1 2021 The Website, Verification Report and on-going communications with customers, including Agents, who are a crucial customer group, remain excellent channels to report outcomes. During discussion with stakeholders, partners and customers (including Agents) the assessor was informed that this level of performance was not unexpected. The attitude of service as normal was the consistent experience.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

4.3.1.3: together with action we are taking to put things right and prevent further recurrence.

Remote RP1 2021 Likewise the commitment to putting things right, should performance drop below standard and expectation, is clearly evident from the processes in place. This commitment was also confirmed during discussion with the assessor. Overall an outstanding effort has been made by all to maintain a consistent high level of service delivery, during difficult times, which merits a compliance plus rating.

Remote RP2 2022 Although not formally reviewed, Compliance Plus is retained, as nothing has arisen to indicate otherwise.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

4.3.2: We have an easy to use complaints procedure, which includes a commitment to deal with problems fully and solve them wherever possible within a reasonable time limit.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

015-2023: Building Standards Division Performance Framework for Verifiers	Assessor Acceptance:	Yes
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This framework includes the option of an escape route for customers who are not satisfied with the performance of their local verifier

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Our charter outlines our commitment to handling complaints to satisfactory resolution. It explains the process involved in making a complaint and outlines the timescales involved for processing.

094-2021: Customer Engagement Strategy	Assessor Acceptance:	Yes
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Through having formalised our customer engagement by producing this strategy we continue to ensure that all our staff operate in a customer focused manner and as a result we don't let problems develop and normally resolved at source with no recourse to the corporate complaints procedure.

Corporate Evidence

C062: Corporate Approach to Complaints Mgt	Assessor Acceptance:	Yes
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The council operates a simple to use centralised complaints process for customers with a single phone number 01546605514, a single web form and single email address for customers to use. This evidence shows the 2017 reviewed guidance on the Intranet for employees and managers that is still current.

C088: Complaints Performance Monitoring	Assessor Acceptance:	Yes
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The council's focus on speedy, open complaints resolution is shown by the fact it features on the Customer Service Scorecard, used by the Senior Management Team. This gives info on resolution times and volumes and improvements made as a result of complaints. This shows the FQ4 2017/18 scorecard.

C094: Corporate Complaints Leaflet	Assessor Acceptance:	Yes
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The Council's complaints procedure ensure acknowledgement letters are issued to complainants which advise of date by which response will be issued and details of the officer dealing with complaint. This is a copy of the leaflet given to customers.

4.3.2.1: We have an easy to use complaints procedure,

Remote RP2 2022 The complaints system throughout Argyll & Bute Council has been well embedded for a good number of years. The procedures are well publicised and the customers, during discussion with the assessor, although to date had not had a need to make a complaint were fully aware of how to do so. The on-going, day-to-day relationship built up by staff, provides a very easy and comfortable atmosphere to discuss issues of concern.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.3.2.2: which includes a commitment to deal with problems fully

Remote RP2 2022 The published information includes the commitment to fully deal with problems and again through comment made to the assessor, the complete confidence in service delivery was evident. You have ensured that throughout the entire period of Covid restrictions, a reactive and proactive approach, which has been appreciated by customers.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.3.2.3: and solve them wherever possible within a reasonable time limit.

Remote RP2 2022 Every effort is made to ensuring all expressions of concern are dealt with fully, professionally and on time.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.3.3: We give staff training and guidance to handle complaints and to investigate them objectively, and we can demonstrate that we empower staff to put things right.

Applicant Self Assessment: Satisfactory
Compliance to Standard: Compliance Plus

Active Evidence

031-2023: Customer Service Training	Assessor Acceptance:	Yes
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To ensure that Building Standards remain customer focused all staff including new starts undertake customer care training. These internal courses includes complaint handling. Refresher training will be undertaken every 5 years.

105-2023: Compliants Handling Training	Assessor Acceptance:	Yes
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Building Standards identified that while the Council had a policy on compliant handling it did not have a training module. As a result of bring this to the fore, the Council's Complaint Handling Manager provided a training for Building Standards staff and is being rolled out across the Council.

117-2021: Actions as a Result of Complaints	Assessor Acceptance:	Yes
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All building Standards Staff have undertaken complaints handling training and are well versed in dealing with potentially difficult and challenging situations. All staff try to be as diplomatic and engaging in the best interests of the customer and service provision.

Corporate Evidence

C023: Customer Care Training	Assessor Acceptance:	Yes
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The council's core Positive Customer Service Training provides the core skills for handling complaints e.g. listening to what the customer's issues are,act on them,going the extra mile for resolution etc and the Mgt Training includes complaint management empowering original officer to fix issues.

C047: Complaints Co-ordinator Bulletin	Assessor Acceptance:	Yes
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The Council rebuilt its Central complaint Mgt system on Oracle CRM and introduced the role of Complaints Co-ordinator to ensure that cases were actioned correctly and timeously. They receive dedicated system training and are empowered to request enhancements which are included in Update Bulletins.

C062: Corporate Approach to Complaints Mgt	Assessor Acceptance:	Yes
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All staff are made aware of the corporate complaints system as part of induction and those who operate it are given full training. The second screenshot on this evidence shows the full range of supporting materials (guides etc) available to customers on the council's intranet Hub.

4.3.3.1: We give staff training and guidance to handle complaints

RP3 2023 Although no complaints have reached the level for involvement by the Service Director in the last 12 months, you are mindful of the need to take all expressions of dissatisfaction seriously. Consequently all staff are trained on complaints handling and fresh guidance issued as appropriate. Complaints are also reviewed systematically for learning points.

Evidence Value: Fully Met

4.3.3.2: and to investigate them objectively,

RP3 2023 There is clear commitment to handling and investigating complaints objectively at all levels of your organisation. Although none of the partners and customers who met with the assessor has reason to make a formal complaint, they were fully aware of the process and confirm confidence and ability of staff to tackle any issue seriously and professionally.

Evidence Value: Fully Met

4.3.3.3: and we can demonstrate that we empower staff to put things right.

RP3 2023 There remains a complete trust, by leaders and managers in staff, to tackle issues. Likewise staff appreciate this level of trust and empowerment that is afforded. Whilst there is a recognition that a lot can be learned from complaints, there is desire to prevent them happening in the first place. This is commendable and the fact that no complaints reached senior management is an indicator of success. Overall, the approach to complaint handling merits the retention of Compliance Plus.

Evidence Value: Fully Met

4.3.4: We learn from any mistakes we make by identifying patterns in formal and informal complaints and comments from customers and use this information to improve services and publicise action taken.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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Show the level of service promised to customers, including clear evidence of trends which allow resources to be allocated accordingly. These results published internally and externally quarterly and annually confirm that the outcomes for the vast majority of our customers are positive.

079-2023: Service Improvement Log	Assessor Acceptance:	Yes
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All complaints formal and informal are fully investigated. We receive very few complaints (non upheld) to allow us to make service improvements through this process. Our service improvements are made by benchmarking, best practice and dialogue with our service users and are published on our webpages

113-2020: Remote Verification Inspections (RVI's)	Assessor Acceptance:	Yes
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COVID restrictions prevented site inspections of occupied domestic premises which led to informal complaints being made by individuals. To address this issue we investigated, developed and introduced RVI's.

Corporate Evidence

C020: Automated Complaints process Satisfaction Survey	Assessor Acceptance:	Yes
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We introduced a satisfaction survey to identify patterns of issues with our own complaint handling process and analyse this quarterly to identify improvements and we publicise these through our Pyramid and online reporting systems.

C088: Complaints Performance Monitoring	Assessor Acceptance:	Yes
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The council's focus on speedy, open complaints resolution is shown by the fact it features on the Customer Service Scorecard, used by the Senior Management Team. This not only gives info on resolution times, but also improvements made as a result of complaints. The scorecard is published to PRS Ctte

C123: Avoidable Contact Insight Analysis	Assessor Acceptance:	Yes
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The council has sophisticated software that captures data on all failure demand or avoidable contact. These are all informal complaints and this evidence shows the capture and analysis of that data to try and prevent obvious causes of informal complaints via reports to the Customer Service Board.

4.3.4.1: We learn from any mistakes we make by identifying patterns in formal

Remote RP1 2021 Although no formal complaints have been received, it is clear that you are prepared to review performance, particularly as part of the increased level of management meetings (now daily and referred to as 'catch up's). Your pro-active approach, with innovative interventions, has clearly worked well for you.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.3.4.2: and informal complaints and comments from customers

Remote RP1 2021 Likewise comment from customers, during all levels of engagement, including surveys, partnership forums and day-to-day exchange continue to be taken on-board. This commitment was confirmed during discussion with customers and partners met.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.3.4.3: and use this information to improve services and publicise action taken.

Remote RP1 2021 The Service Improvements Log remains a very useful tool and contains a lot of information about enhancements to procedures and practices.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.3.5: We regularly review and improve our complaints procedure, taking account of the views of customers, complainants and staff.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

065-2021: D&I Customer Complaint Monitoring	Assessor Acceptance:	Yes
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D&I Management Team quarterly review all complaints including the effectiveness in handling them. Any improvement actions as a result are minuted.

088-2021: Customer Feedback	Assessor Acceptance:	Yes
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We try to identify customer dissatisfaction through analysis of customer satisfaction surveys. With any negative comments/experiences being investigated to prevent any potential future issues developing into formal complaints.

102-2021: Corporate Complaints Procedure Training	Assessor Acceptance:	Yes
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Following our CPD training session on 12th Dec '18 on the Corporate Complaints Handling Procedure a formal online training module in LEON has been produced and all BS Staff have undertaken this as refresher training.

Corporate Evidence

C020: Automated Complaints process Satisfaction Survey	Assessor Acceptance:	Yes
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In May 2017 the council set up an automated satisfaction survey for customers who have lodged a formal complaint. They are offered it 5 days after their complaint has been marked as resolved and the purpose is to evaluate how the process was for them including if they felt they were treated fairly

C047: Complaints Co-ordinator Bulletin	Assessor Acceptance:	Yes
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The Council rebuilt its Central complaint Mgt system on Oracle CRM and introduced the role of Complaints Co-ordinator to ensure that cases were actioned correctly and timeously. They received dedicated system training and are empowered to request enhancements which are included in Update Bulletins.

C067: Complaints Annual Report 16/17	Assessor Acceptance:	Yes
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We engage customers and elected members through the production of an annual complaints report that covers process, performance and improvements. This is the most recent report and covers feedback from SPSO.

4.3.5.1: We regularly review and improve our complaints procedure,

Remote RP2 2022 Although the main responsibility of reviewing the complaints system lies at corporate level, you have taken the opportunity to analyse and learn from complaints made at both tier 1 and 2. Consequently,

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RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.3.5.2: taking account of the views of customers, complainants and staff.

Remote RP2 2022 this has provided you a greater insight to the value of complaints. This includes why the complaint has been made in the first place, could it have been avoided and how it is handled at each stage of the process.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

4.3.6: We ensure that the outcome of the complaint process for customers (whose complaint is upheld) is satisfactory for them.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

015-2023: Building Standards Division Performance Framework for Verifiers	Assessor Acceptance:	Yes
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This performance framework includes the concept of an 'escape route' for customers who are not satisfied with the performance of their local verifier. Since its inception 5 years ago none of our customers have had cause to use this.

105-2023: Compliants Handling Training	Assessor Acceptance:	Yes
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Although Building Standards receive very few, if any complaints. We were the first service to undertake the corporate training in complaint handling to ensure that our team is equipped to deal with any complaints and thus ensure the outcome of the complaint process for customers is satisfactory.

117-2021: Actions as a Result of Complaints	Assessor Acceptance:	Yes
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All building Standards Staff have undertaken complaints handling training and are well versed in dealing with potentially difficult and challenging situations. All staff try to be as diplomatic and engaging in the best interests of the customer and service provision.

Corporate Evidence

C020: Automated Complaints process Satisfaction Survey	Assessor Acceptance:	Yes
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In May 2017 the council set up an automated satisfaction survey for customers who have lodged a formal complaint. They are offered it 5 days after their complaint has been marked as resolved and lets us assure and improve the complaints process. We track if respondents complaints are upheld or not

C090: Complaints Handling Procedure	Assessor Acceptance:	Yes
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This procedure shows the council operates a 2 tier compliants system, so that if a customer is not satisfied with how their complaint is handled we ensure it isto be reviewed by a second officer, even if it is upheld.69 out of 367 complaints went to S2 in 2017/18 of which 21 were upheld.

C129: SPSO Complaints Stats 2017-18	Assessor Acceptance:	Yes
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A key indicator of how satisfied customers are with the outcome of their complaint is the number that go to the SPSO. This evidence shows only 5% do and only 1% of those are upheld, 2 complaints out of 420!

4.3.6.1: We ensure that the outcome of the complaint process for customers (whose complaint is upheld) is satisfactory for them.

RP3 2023 Although no formal complaints have needed to be upheld in the last year, the process for ensuring that the outcome is satisfactory, is well embedded in the corporate procedures. There is commitment to follow up on all complaints to ensure consistency of response.

Evidence Value: Fully Met

5: Timeliness and Quality of Service

5.1: Standards for Timeliness and Quality

5.1.1: We set appropriate and measurable standards for the timeliness of response for all forms of customer contact including phone calls, letters, e-communications and personal callers.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

018-2020: Customer Satisfaction Target	Assessor Acceptance:	Yes
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To ensure our customer satisfaction target is challenging we have increased our target from 84% (Corporate target) to 90% and we publish the current quarter's results and trends in our area offices and on our websites.

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Our charter provides full details of performance indicators for all aspects of service delivery.

077-2020: Service Level Agreement	Assessor Acceptance:	Yes
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The Corporate SLA with the CSC/CSP sets appropriate and measurable standards for the timeliness of response to telephone and personal callers. These targets are monitored and performance reported quarterly.

Corporate Evidence

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes
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Every caller to the corporate CSC is offered an satisfaction survey and in addition to empirically measuring time to answer we ask customers about their perception of the call experience This report for April 2018 shows that 93% (44 took part) were satisfied or very satisfied with it.

C017: Argyll and Bute Customer Service Charter	Assessor Acceptance:	Yes
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Council's charter outlines the protocols for responding to all forms of customer contact including telephone calls, letters, e-communications and personal callers Section 3 shows the measures and performance against them.

C064: FOI Response Monitoring	Assessor Acceptance:	Yes
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Customers can make an FOI request by any channel and all must be responded to in 20 Days. This evidence shows how ABC abide by that standard and monitor and meet them, by measuring training, capacity and responsiveness.

5.1.1.1: We set appropriate and measurable standards for the timeliness of response for all forms of customer contact including phone calls, letters, e-communications and personal callers.

Remote RP1 2021 Appropriate targets for the timeliness of response remain in place across all contact channels. They are clearly outlined in the Customer Charter and appropriate Service Level Agreements. It is noted that your commitment to set your own overall customer satisfaction at 90% (in comparison to the corporate level of 84%) is justified by the outcome result where the target has been met.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

5.1.2: We set comprehensive standards for all aspects of the quality of customer service to be expected in all dealings with our organisation.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Our charter mirrors the Corporate and Planning & Regulatory Services charters and provides full details on all aspects on the quality of customer service to be expected.

034-2023: Risk Assessment Protocols	Assessor Acceptance:	Yes
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Quality checks are undertaken by Team Leaders to monitor the quality of service delivery by Surveyors and to identify areas of service improvement and training needs. A minimum of 5% of all applications are scrutinised by Team Leaders.

077-2020: Service Level Agreement	Assessor Acceptance:	Yes
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Our SLA with the CSC/CSP sets appropriate and measurable standards for the timeliness of response to telephone and personal callers. These targets are monitored and performance reported quarterly.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes
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The Customer Service Board has commissioned a quarterly survey of customers who visit our Customer Service Points in a conscious effort to ensure these largely non-digital users continue to receive a service that meets their needs. This evidence is the most recent report shows high quality standards

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes
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Every caller to the corporate CSC is offered an satisfaction survey and in addition to empirically measuring time to answer we ask customers about their perception of the quality of call experience This report for FQ4 16/17 shows that 93% (44 took part) were satisfied or very satisfied with it.

C017: Argyll and Bute Customer Service Charter	Assessor Acceptance:	Yes
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The council's corporate customer service charter covers not only timeliness but also quality of service delivery AND continual improvement to try and improve quality as part of our culture. This shows an extract from the Charter scorecard.

5.1.2.1: We set comprehensive standards for all aspects of the quality of customer service to be expected in all dealings with our organisation.

Remote RP1 2021 The standards for all aspects of the quality of customer service also continue to be set at a high level, which are fully outlined in the Verification Report, Customer Charter, Covid Working Practices and Risk Assessment Protocols. The standards, which demand a high degree of commitment to enable delivery are more than matched by the outcome results.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

5.2: Timely Outcomes

5.2.1: We advise our customers and potential customers about our promises on timeliness and quality of customer service.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Our charter mirrors the Corporate Charter and provides full details on all aspects on the quality of customer service to be expected, including timeliness.

038-2023: Building Standards Webpages	Assessor Acceptance:	Yes
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Our webpages include all relevant information for customers regarding timeliness and quality of service they can expect.

043-2023: Acknowledgement Letter Template	Assessor Acceptance:	Yes
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All Applicant/Agents receive an acknowledgement letter confirming contact details of appropriate case officer and a timeline indicating when a full response will be provided.

Corporate Evidence

C042: Easy read charter	Assessor Acceptance:	Yes
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Customer Service points have standard and easy read posters showing the Customer Service Charter Standards and over 5,000 copies of the credit card sized Z card of the charter pledges have been handed out and are available at counters. This is a copy of the newly updated easy read poster.

C064: FOI Response Monitoring	Assessor Acceptance:	Yes
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Customers considering making a Subject Access Request under FOI are informed of the time scales and nature of the response they will receive both on the council website and on the acknowledgement send registering their request.

C090: Complaints Handling Procedure	Assessor Acceptance:	Yes
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This is a copy of the council's Complaints Handling Procedure and at page 11 it details the timeliness element of what customers can expect when they make a complaint and the way in which their complaint should be handled, along with examples and templates to ensure quality of response.

5.2.1.1: We advise our customers and potential customers about our promises on timeliness and quality of customer service.

Remote RP2 2022 Your procedures for informing customer about promises on the timeliness and quality of customer service have been well embedded over a number of years. Although your main channels remain the website and charter, you have taken the effort to review the signposting in guidance documents and provided additional links on the website.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

5.2.2: We identify individual customer needs at the first point of contact with us and ensure that an appropriate person who can address the reason for contact deals with the customer.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

034-2023: Risk Assessment Protocols	Assessor Acceptance:	Yes
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This protocol ensures that each application is allocated to an appropriately qualified and experienced surveyor.

043-2023: Acknowledgement Letter Template	Assessor Acceptance:	Yes
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All our correspondence, letter and email, contains contact details of appropriate case officer. Additional templates, etc. can be seen on site.

106-2023: CSC BS Call Handling Training	Assessor Acceptance:	Yes
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By providing specific BS training to CSC Agents who are the Councils first point of contact we are able to ensure that BS customers are able to be provided with an exemplarily service with their needs being identified and dealt with at first point of contact.

Corporate Evidence

C006: Website Accessibility Report and Guidance	Assessor Acceptance:	Yes
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The Council's Web Team receives expert input from SOCITM (using specialist mystery shoppers), to ensure our website is as usable as possible on accessibility and navigability, customers can find the information or person that they need. This evidence shows us passing Stages 1&2 of the national test

C041: Smart Assistant	Assessor Acceptance:	Yes
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Smart Assistant is a new online aide which customers use to search for answers to their common council related questions, so removing the need to find an Appropriate Person, If it fails however it goes to experts in the back office to respond fully to and improve the signposting.

C078: CSC Contact Handling System	Assessor Acceptance:	Yes
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The council has invested in an omnichannel contact management system that helps control contacts from 10 different channels and routes them to the appropriate agent with relevant expertise. If they cannot assist they make sure it goes an appropriate service officer who can deal with it.

5.2.2.1: We identify individual customer needs at the first point of contact with us

RP3 2023 There remains the thorough approach to identifying customer needs at the first point of contact. This is done at acknowledgement stage and during the thorough risk assessments carried out. Call Centre and Service Point staff are well primed in issues to look for when enquiries are made. Customer feedback through surveys and in comment to the assessor confirms that needs are identified swiftly and clearly.

Evidence Value: Fully Met

5.2.2.2: and ensure that an appropriate person who can address the reason for contact deals with the customer.

RP3 2023 You continue to provide a smooth experience for customers, including the provision of follow up information should that be required. Also there are clear lines of communication and the enquiries will always arrive on the right desk or directed to the right person to process.

Evidence Value: Fully Met

5.2.3: We promptly share customer information with colleagues and partners within our organisation whenever appropriate and can demonstrate how this has reduced unnecessary contact for customers.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

025-2023: Building Standards Register Policy	Assessor Acceptance:	Yes
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The online B.S. Register allows customers to obtain information on the progress of current applications without direct contact with the service. Conversely our correspondence provides the Case Officers direct contact details there by negating the need to use the CSC as a first point of contact.

067-2023: Cross Service Working	Assessor Acceptance:	Yes
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Joint working initiatives ensure that the customer is provided with the appropriate and consistent advice as required by each distinct legislative process. We currently liaise internally with DM, EH, TS, APAG, Housing, Licensing, Legal, Roads, and externally SFRS, SEPA, LABSS, BSD, SW, other LAs

108-2023: 3rd Party Customers	Assessor Acceptance:	Yes
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Commercialisation with other authorities involves direct contact with their customers and A&B Building Standards, which negates the requirement of the customer to upload documentation via the Scottish Government Portal. This cuts down on unnecessary customer time and streamlines the process.

Corporate Evidence

C075: TellUs Once	Assessor Acceptance:	Yes
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In 2012 the council implemented the "Tell Us Once Service" whereby information related to Registrars by customers about key life events is copied to council services. This stops customers having to call lots of different services at a difficult time. This new presentation gives an update on takeup.

C103: Minute of CSC- Reg. Services SLA Meeting 2017	Assessor Acceptance:	Yes
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The CSC provides services on behalf of numerous council teams and in order to maintain clarity over mutual responsibilities and accountabilities they have documented SLAs and hold quarterly SLA review meetings. This is the minute from one Ops Working Gp in July 2018.

C123: Avoidable Contact Insight Analysis	Assessor Acceptance:	Yes
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The council's new CRM system records avoidable contacts through failure of service and identifies for Services where the hotspots are so that they can address them. This in turn reduces needless contacts for customers.

5.2.3.1: We promptly share customer information with colleagues and partners within our organisation whenever appropriate

RP3 2023 All customer information whether obtained through the Call Centre, Service Points or Building Standards staff is systematically logged and available digitally for future reference. Your joint working protocols also include a commitment to share information, bearing in mind the regulations and processes under GDPR. The well established good relations with other service providers, enhances the willingness to and trust in sharing information.

Evidence Value: Fully Met

5.2.3.2: and can demonstrate how this has reduced unnecessary contact for customers.

RP3 2023 The well documented information logged, for all to view, helps to prevent unnecessary contact. However from observation of service delivery and discussion with managers, staff, partners and customers, there is complete trust in the protocols for sharing information.

Evidence Value: Fully Met

5.2.4: Where service is not completed at the first point of contact we discuss with the customer the next steps and indicate the likely overall time to achieve outcomes.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Sets out the aims of our Service and how we intend on delivering these. Our commitment to providing a level of service within the standards set by statutory and local performance indicators. Outlines what customers can do to help and how they can comment on our feedback on the service we provide.

BS068: Office Meeting and Site Inspections	Assessor Acceptance:	Yes
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During site inspections and in office meetings we seek to provide answers to all enquires and queries at time of asking. If this is not possible we advise the customer of this and provide a timeline for a full response. (discuss on site)

076-2023: Uniform Templates	Assessor Acceptance:	Yes
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Our letter templates clearly set out timelines to be expected and detail the information that is required to achieve compliance/outcome being sought.

Corporate Evidence

C017: Argyll and Bute Customer Service Charter	Assessor Acceptance:	Yes
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The Corporate customer service charter details all of our response times for the major channels and these are used by all services and monitored via the Customer Service Scorecard.

C062: Corporate Approach to Complaints Mgt	Assessor Acceptance:	Yes
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Our Complaints Process details the timescales for dealing with stage 1 and stage 2 complaints and these too are monitored on the customer service scorecard and reported back via the PPR and complaints web pages

C064: FOI Response Monitoring	Assessor Acceptance:	Yes
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FOI SARs can rarely be completed at 1st point of contact so it is important that next steps and timescales are clear, so this evidence shows how we do that and how we monitor performance against what we promise.

5.2.4.1: Where service is not completed at the first point of contact we discuss with the customer the next steps

RP3 2023 The commitment to dealing with customers fully at the first point of contact is very obvious. However it is also clear that the protocols for relating any follow up action are well embedded and effective. This can be said of all at the Call Centre, Service Points and Building Standards staff.

Evidence Value: Fully Met

5.2.4.2: and indicate the likely overall time to achieve outcomes.

RP3 2023 Appropriate time schedules are systematically provided in all cases where follow up action is necessary.

Evidence Value: Fully Met

5.2.5: We respond to initial enquiries promptly, if there is a delay we advise the customer and take action to rectify the problem.

Applicant Self Assessment: Strong
Compliance to Standard: Compliance Plus

Active Evidence

019-2023: Building Standards Customer Service Charter	Assessor Acceptance:	Yes
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Sets out the aims of our Service and how we intend on delivering these. Our commitment to providing a level of service within the standards set by statutory and local performance indicators. Outlines what customers can do to help and how they can comment on our feedback on the service we provide.

089-2021: Automatic Out of Office Replies, monitoring of mailboxes	Assessor Acceptance:	Yes
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Out of Office replies and messages on the Skype for Business system are used to ensure that customers are aware of alternative contacts in times of absence.

118-2021: COVID Arrangements	Assessor Acceptance:	Yes
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Building Standards have throughout COVID proactively kept our stakeholders updated on our service provision arrangements and limitations following Scottish Government guidance updates on COVID restrictions to working arrangements.

Corporate Evidence

C041: Smart Assistant	Assessor Acceptance:	Yes
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Smart Assistant allows us to respond to customers even out of hours and if it has to be remitted to an expert we use the learning to programme the system to be more successful next time, thus rectifying the failure. Success has grown from 18% to 29% in 6 months.

C078: CSC Contact Handling System	Assessor Acceptance:	Yes
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The Customer Service Centre's Netcall Automatic Call Distribution Service is feature rich in ways to inform and assist customers when call volumes are causing delays, This includes in queue messaging, options to leave messages, etc. Assessor has had a demo of the real time web based console.

C113: Using CRM Customer Info For Proactive Engagement	Assessor Acceptance:	Yes
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The council CRM holds comprehensive data on every customer in A&B and the reasons they have been in touch. We use those characteristics to send pro-active communications about service disruption and delays plus info about how and when we will fix the issues.

5.2.5.1: We respond to initial enquiries promptly,

Remote RP2 2022 You continue to make specific efforts to respond quickly to all forms of enquiry. This is well embedded into a workforce ethos that includes teamwork, mutual respect, support, consistency and with the common good of the customer in mind. Handling customer expectations is also high on the agenda. The hybrid approach to working patterns works well and provides a greater work life balance and subsequent benefit to customers. The availability of staff received specific praise from customers during discussion with the assessor. The provision of remote verifications also received considerable commendation from customers. Overall your commitment to dealing with enquiries, irrespective of how insignificant, remains outstanding which merits the retention of Compliance Plus.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

5.2.5.2: if there is a delay we advise the customer and take action to rectify the problem.

Remote RP2 2022 On the rare occasion of a delay, a reason is always provided to customers. You ensure that the response is detailed and provides a clear indication of the next steps. Feedback to the assessor during discussion, also indicated appreciation of the willingness to provide information so that issues can be resolved as quickly as possible.

RP3 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

5.3: Achieved Timely Delivery

5.3.1: We monitor our performance against standards for timeliness and quality of customer service and we take action if problems are identified.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

010-2020: Annual Verification Performance Report	Assessor Acceptance:	Yes
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Our performance including our customer satisfaction is reported quarterly via our Annual Verification Performance Report (Page 27-31) to the Scottish Government and published on our webpages.

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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Our performance including our customer satisfaction is reported internally and externally through a variety of mediums. This allows trends to be identified and corrective action taken if necessary.

015-2023: Building Standards Division Performance Framework for Verifiers	Assessor Acceptance:	Yes
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Through the performance framework 9 national performance outcomes have been established including timeliness and quality of customer service. This framework requires every Local Authority to provide quarterly and annual returns to the Scottish Government.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes
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The Customer Service Board has commissioned a quarterly survey of customers who visit our Customer Service Points in a conscious effort to ensure these largely non-digital users continue to receive a service that meets their needs. This evidence is the most recent report shows high quality standards

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes
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Every caller to the corporate CSC is offered an satisfaction survey and in addition to empirically measuring time to answer we ask customers about their perception of the call experience This report for FQ4 16/17 shows that 98% (68 took part) were satisfied or very satisfied with it.

C026: Leadership Commitment Strategic Customer Service Board	Assessor Acceptance:	Yes
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Every Customer Service Board Reviews customer service performance against standards of timeliness and quality e.g. in the customer charter and where there are issues it directs remedial action. This minute is an example showing performance as a standing item for discussion at a senior level,

5.3.1.1: We monitor our performance against standards for timeliness

Remote RP1 2021 Sound procedures for the monitoring of performance against timeliness standards remain in place. They include the Verification Report, Performance Framework, Pyramid and Scorecard systems, customer surveys and general comment from customers. The outcomes are analysed thoroughly to draw conclusions for service improvements. The introduction of the Covid Working Practices is a good example.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

5.3.1.2: and quality of customer service

Remote RP1 2021 Likewise the thorough procedures outlined above include the monitoring of the quality of customer service. Comment from customers and partners indicates that the efforts made to maintain a high level of performance in relation to timeliness has not impacted on the quality of service delivery.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

5.3.1.3: and we take action if problems are identified.

Remote RP1 2021 It was clear from discussions, with stakeholders, partners, customers, managers and staff that action will be taken should problems arise. The attitude and desire to serve customers is clearly obvious.

Remote RP2 2022 Not reviewed.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

5.3.2: We are meeting our current standards for timeliness and quality of customer service and we publicise our performance against these standards.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

012-2021: Customer Survey Results	Assessor Acceptance:	Yes
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We have established procedures in place to monitor customer feedback from the various channels (national and local surveys) we use to obtain customer satisfaction against our targets relating to our Key Performance Outcomes and National Averages.

109-2021: Performance Reporting	Assessor Acceptance:	Yes
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Our performance per our charter statement both on timeliness and quality are interrogated and display quarterly on our webpages, in our offices, Pyramid, newsletters, Verification Performance Report. Which demonstrates we use multiple channels to publicise our performance standards.

110-2021: Performance Reporting Commercialisation	Assessor Acceptance:	Yes
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As the work we do for other LAs is not reported in our performance reporting above, however to ensure we provide a timeliness and quality service we produce monthly reports which confirms that our performance on these applications mirrors our own.

Corporate Evidence

C013: Departmental Reporting Against ABOIP Targets	Assessor Acceptance:	Yes
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Every Department publishes a quarterly report of performance against standards required to meet targets on the ABOIP; both time, cost and quality. This example shows the huge range being achieved for D&I

C055: Performance Reporting to Customers	Assessor Acceptance:	Yes
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We make it easy for customers to see our performance. We have set up a single page on the website where customers can view outcomes on all aspects of service delivery including customer services. There is also a comment on this page button that allows customer to give us feedback on what they see.

C132: Corporate Customer Service Scorecard	Assessor Acceptance:	Yes
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Our corporate customer service scorecard shows performance against standards in 4 main dashboard including indicators for timeliness and quality rising or falling and has narratives explaining how the latter will be addressed. It is scrutinised by the Performance Committee of members

5.3.2.1: We are meeting our current standards for timeliness

Remote RP2 2022 The various monitoring systems used such as Pyramid, Call Centre statistics and customer feedback through surveys all confirm that you consistently meet the standards for timeliness, and

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RP3 2023 Not reviewed.

Evidence Value: Fully Met

5.3.2.2: and quality of customer service

Remote RP2 2022 the quality of customer service. Although the score in customer surveys for both timeliness and the quality of customer service is lower than in previous years, you are still well above the national average. The recovery from the pandemic and shortage of staff are contributory factors. Feedback from customers to the assessor indicated awareness of the work being done to recruit new staff and confidence in the levels of service being delivered.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

5.3.2.3: and we publicise our performance against these standards.

Remote RP2 2022 You continue to ensure that all outcome results are fully published and explained. The range of publications is extensive and includes the annual verification report, website, newsletters, at reception displays and to stakeholders such as elected members and the Scottish Government.

RP3 2023 Not reviewed.

Evidence Value: Fully Met

5.3.3: Our performance in relation to timeliness and quality of service compares well with that of similar organisations.

Applicant Self Assessment: Strong
Compliance to Standard: Compliant

Active Evidence

080-2023: CSE Benchmarking Group	Assessor Acceptance:	Yes
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The agendas and minutes demonstrate our commitment to CSE. By benchmarking with the other Local Authority Building Standards, third sector and private sector CSE accreditation holders we learn from Best Practice in relation to timeliness and quality of service.

091-2023: Verification Performance	Assessor Acceptance:	Yes
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Through our performance returns submitted to the BSD a report is provided which highlights our performance in relation to the other 31 Local Authorities. This confirms our performance ranks highly in relation to timeliness and quality of service.

092-2023: National Customer Survey	Assessor Acceptance:	Yes
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Since 2013 the Scottish Government have commissioned an annual national LA BS customer survey. The results of the survey confirm we are ranked highly by our customers for timeliness and quality of service.

Corporate Evidence

C107: SOCITM Feedback and Our Response	Assessor Acceptance:	Yes
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The council subscribes to the national Socitm benchmark report on every council's website. This one for 2-17/18 shows us achieving the top mark possible and being one of only 4 councils in Scotland to do so..

C129: SPSO Complaints Stats 2017-18	Assessor Acceptance:	Yes
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A key indicator of quality of service is how few complaints are generated in the first place and then the quality of complaint handling by how few go to SPSO. This evidence shows only 25 complaints went to SPSO and only 2 upheld - amongst the lowest in Scotland

C136: Local Gvt Benchmarking Framework	Assessor Acceptance:	Yes
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The council benchmarks its performance for SOA outcome indicators for a wide range of council services and the benchmark is against Scottish national standards - average of other Scottish councils. This evidence shows we have performed well for many time/quality indicators across a range of services

5.3.3.1: Our performance in relation to timeliness

RP3 2023 Your channels and processes for making comparisons on the timeliness, and....

Evidence Value: Fully Met

5.3.3.2: and quality of service compares well with that of similar organisations.

RP3 2023 quality of customer service are well embedded. They include the Verification, CSE Benchmarking and LABBS. Outcomes show you in good light and comment from agents made to the assessor indicates that performance in Building Standards in Argyll & Bute are highly regarded.

Evidence Value: Fully Met