

ROLLING SERVICE IMPROVEMENT PLAN BUILDING CONTROL SERVICE

(Entries in Red still active)

SERVICE ISSUE RAISED	HOW/WHEN RAISED e.g. Complaint, Compliment, Audit, Customer feedback. Give date/details	ANY SERVICE CHANGES PROPOSED	REASON FOR NO SERVICE CHANGES	TARGET DATE FOR SERVICE CHANGE (if applicable) AND RESPONSIBLE OFFICER	IMPLEMENTATION DATE/OUTCOME
Error made when reading submitted drawings in respect of provisions required on site subsequently	Stage 2 complaint 2006/7		Investigation revealed Officer's interpretation and subsequent requests on site were appropriate.		J
Unreasonable interpretation and requirements under Building Regulations in respect of a site in the borough	Stage 1 complaint 2006/7		Investigation revealed regulations interpretation issue should be challenged through different legal channels and relevant requirements were applied by Building Control.		
Building Control issued Completion Certificate erroneously	Stage 2 complaint 2006/7		Investigation revealed that in consideration of information available and procedure adopted, Building Control were not at fault in issuing Completion Certificate		

Building Surveyors not contactable	Questionnaire consultation with Householders/owners 2006		Same questionnaire indicated many householders were satisfied with the responses obtained and contact with Building Surveyors		
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<ul style="list-style-type: none"> Plans automatically rejected without opportunity to amend prior to decision. 	Questionnaire consultation with Agents 2006 survey		Presently the system operates effectively for processing applications. Further consideration to be given if in future there are comments raised, but eitherway a schedule of defects/amendments needs to be dispatched and using the current system plans processing can be monitored effectively.	April 08 Chief Building Surveyor	
Council Wrongly issued a Completion Certificate	Stage 2 Complaint 2007/8		Through investigation it was established B.C were not at fault in issuing the completion certificate		
Contacts with the B.C	Questionnaire	Staff note clarifying	Same questionnaire	May 2008-	

service get an answer phone	consultation with Householders/owners 2007	need to ensure all voicemail messages are responded to asap	revealed satisfaction with contacting the service	Chief Building Surveyor	
Home owners not informed of outstanding items associated with their building works	Questionnaire consultation with Householders/owners 2007	Contravention letters to be sent to builder and also to be copied to owner		May 2008 All staff	May 2008
Initial acknowledgement letter sent to Agent does not contain information identifying nature of works – confusing when passed to owner	Customer feedback 2007/8	Additional wording on letter to clarify further information to be sent with formal acknowledgement to Agent and owner		October 2008 E Angel	October 2008
Completion Certificates issued following a number of years after the formal site completion	Customer complaint 2008/9	No completions certificates to be issued without recall to site		November 2008	November 2008
Surveyors not always available to speak to during day	Customer feedback 2008/9	Policy to require Surveyors to have mobile phones available during the day to return calls when practicle		June 2009	
Surveyors should have email	Customer feedback 2008/9	Surveyors do have email. Ensure they give cards with details on to client group.		June 2009	
Surveyors do not	Customer feedback	Corporate policy to		June 2009	

always respond to emails	2008/9	do so – reiterated in office policy			
Refusal of Council to take enforcement action	Complaint 2008/9		Council's position upheld by Ombudsman (supporting the case that legal action unlikely to succeed)	Year 2008/9	
Council's advice should have informed owner of a contravention when visiting in relation to another matter	Complaint 2008/9		Stage 2 decision - complaint not upheld as council not aware of the existence of the unauthorised works on the occasion in question.	Year 2008/9	
Council mislead prospective owner on issue of Completion certificate	Complaint 2008/9		Stage 2 decision complaint not upheld as completion certificate was issued with a date identifying when the works were completed.		
Completion certificate erroneously issued.	Complaint 2008/9	Upheld complaint in that previous inspections were assumed satisfactory on part of the work which should have been inspected at the final time when the completion certificate was issue. Policy to require		March 2009	

		Surveyors to inspect all works prior to issuing completion certificate irrespective of assumptions made on previous inspections of others			
Inadequate interpretation of compliance with building regulations	Complaint 2008/9		Stage 2 decision complaint not upheld as technical decision was correct but as a further consideration advice could have been given regarding responsibility of the Fire authority. To ensure these are passed on in future.	Jan 2009	
Insufficient referral of public to website	Mystery Shopping Exercise July 2009	In addition to staff note 37, website references placed on email correspondence for all staff		November 2009	Ea and KH