

Case Study: Newport City Council

Newport City Council has used all forms of Barbour services – from the days of microfiche and CDs, to today's LINK web service. The subscription is shared between several service departments to provide cost efficiency and assist with Newport's compliance with the Wales Programme for Improvement.

As part of the improvement initiative, Newport is constantly looking to develop its customer service. In order to measure their progress, the Building Control Department has key performance indicators such as the speed of plan checking and use of customer satisfaction questionnaires.

Access to Barbour services, and the ability to get answers to questions quickly, has certainly helped achieve these goals. As Ieuan Walters, Newport's Building Control Manager comments *"If someone is waiting for approval on site, they don't want the Building Control Surveyor to say 'I'll look into this and get back to you in a week'!"*

A recent query involved the building of an extension near some trees and what effect this would have on the depth of the foundations needed. Ieuan explains *"Using Barbour enables us to quickly research a subject in depth across a large number of publishers, without it we wouldn't have the opportunity or time for such in-depth research."*



Newport Building Control

Newport's Building Control Department has recently been accredited to ISO 9001:2000, and Ieuan has written Barbour's web service into their Quality Management System. He comments *"Our Quality Management System requires us to control external information. Barbour on the web keeps us up to date and our office library maintenance to a minimum. We just wouldn't have the space or manpower ourselves required to keep such an extensive amount of information."*