



### Document Change/Version Control Log

| <b>Version No.</b> | <b>Date of Change/Review</b> | <b>Action Taken</b>  |
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| 1.1                | October 2021                 | Quarterly Review Q3  |
| 1.2                | January 2021                 | Quarterly Review Q4  |
| 1.3                | July 2022                    | Quarterly Review Q1  |
| 1.4                | October 2022                 | Quarterly Review Q2  |
| 1.5                | January 2022                 | Quarterly Review Q3  |
| 1.6                | April 2022                   | Refresh document for accuracy and compatibility. Assist Software. Quarterly Review Q4. |
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| 2.1                | July 2023                    | Refresh document for accuracy and compatibility. Assist Software. Quarterly Review Q1  |
| 2.2                | Nov 2023                     | Refresh document for accuracy and compatibility. Assist Software. Quarterly Review Q2  |
| 2.3                | Feb 2024                     | Refresh document for accuracy and compatibility. Assist Software. Quarterly Review Q3  |
| 2.4                | May 2024                     | Refresh document for accuracy and compatibility. Assist Software. Quarterly Review Q4. |
| 2.5                | July 2024                    | Refresh document for accuracy and compatibility. Assist Software. Quarterly Review Q1. |
| 2.6                | Oct 2024                     | Refresh document for accuracy and compatibility. Assist Software. Quarterly Review Q2. |

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# Purpose

The Building Standards Customer Charter provides information about the standards of service that all verifiers should meet. This gives customers the reassurance that a consistent, high-quality service will be delivered no matter which Verifier provides the service.

It is divided into two parts:

- 1) National Charter; and
- 2) Local Charter.

# National Charter

## Our Aims

To grant building warrants and accept completion certificates:

- To secure the health, safety, welfare, and convenience of persons in and about buildings and others who may be affected by buildings or matters connected with buildings,
- Furthering the conservation of fuel and power, and;
- Furthering the achievement of sustainable development.

## Our Vision and Values

To provide a professional and informative service to all our customers.

## Our Commitments

Nationally, all verifiers will:

1. Seek to minimise the time it takes for customers to obtain a building warrant or amendment to a building warrant,
2. Ensure continuous improvement around the robustness of verification assessments to ensure compliance,
3. Meet and seek to exceed customer expectations,
4. Carry out local customer satisfaction research, such as surveys, focus groups etc.,
5. Address feedback obtained through local and national customer satisfaction research (including a National Customer Satisfaction Survey) to improve the customer experience,
6. Provide information on local formal complaints procedures, the LABSS Dispute Resolution Process, and the BSD Customer Performance Reporting Service, and refer customers as appropriate,
7. Provide accurate financial data that is evidence-based,
8. Engage and participate in partnership working at local and national level to identify and embed service improvements at a national level,
9. Adhere to a national annual performance report outlining our objectives, targets, and performance,
10. Fully adhere to the commitments outlined in this Charter (including information on customer dissatisfaction in relation to building warrant processing timescales, processes, and technical interpretation, and;
11. Use a consistent format for continuous improvement plans.

## Our Targets

Noted within the table below is the Key Performance Outcome ('KPOs') targets, as set out within the Verification Performance Framework:

| KEY PERFORMANCE OUTCOME TARGETS |   |
|---------------------------------|---|
| <b>KPO1 Targets</b>             |   |
| 1.1                             | 95% of first reports (for building warrants and amendments) issued within 20 working days – all first reports (including building warrants and amendments issued without a first report)  |
| 1.2                             | 90% of building warrants and amendments issued within 10 working days from receipt of all satisfactory information – all building warrants and amendments (not including building warrants and amendments issued without a first report)  |
| <b>KPO2 Targets</b>             |   |
| 2.1                             | <i>Targets to be developed as part of future review of KPO2</i>   |
| <b>KPO3 Targets</b>             |   |
| 3.1                             | National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly)  |
| 3.2                             | 95% of Building Standards Division ('BSD') requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by a verifier within 5 working days   |
| <b>KPO4 Targets</b>             |   |
| 4.1                             | Minimum overall average satisfaction rating of 7.5 out of 10  |
| <b>KPO5 Targets</b>             |   |
| 5.1                             | Building Standards verification fee income to cover indicative verification service costs (staff costs plus 30%)  |
| <b>KPO6 Targets</b>             |   |
| 6.1                             | Details of eBuilding Standards to be published prominently on the verifier's website  |
| 6.2                             | 75% of each key building warrant related process being done electronically <ul style="list-style-type: none"> <li>• Plan checking</li> <li>• Building warrant or amendments (incl. plans) being issued</li> <li>• Verification during construction</li> <li>• Completion certificates being accepted</li> </ul> |
| <b>KPO7 Targets</b>             |   |
| 7.1                             | Annual performance report published prominently on website with version control (reviewed at least quarterly)   |
| 7.2                             | Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g., April 2016 – March 2017)  |

## Further Information

National information on the Verification Performance Framework can be found at the [Scottish Government Website](#).

# Local Customer Charter

## Who are we?

Building Standards has been in existence for many years and was previously known as Building Control. The primary role known as Building Standards Service is to protect and improve the health, safety and convenience of people using buildings. This is achieved by promoting compliance with specific legislation relating to buildings.

## Services provided

We have a team of courteous and experienced staff who will be happy to offer advice and assistance with any enquiries you may have, such as:

- Process Building Warrant Applications
- Inspect Construction Work relating to Building Warrants
- Requests for alternative solutions to meet Building Standards
- Carry Out Enforcement of Building Standards
- Process Housing Grant Applications
- Inspect and Assess Dangerous Buildings
- Provide Licensing Consultations
- Assess and Inspect Certifiable Sports Grounds and Regulated Stands
- Maintain Street Nameplates, Street Naming and Numbering
- Issue Property Enquiry Information

## Service Standards

When you contact us either in writing or by email, we will aim to:

- Give you the name and direct dial telephone number of the staff dealing with your enquiry.
- Provide you with a full reply with as much information as possible.
- Deal with general correspondence within 10 working days of receipt.

When you contact us by telephone, we will aim to:

- We will give our name and Section when answering the telephone.
- We will try to deal with your telephone enquiry at the time or pass you to staff who can.
- If the person you need to speak to is not available, you can choose to speak to someone else who can help. If you leave a message, we will get back to you within 1 working day.

You can expect us to:

- Always be courteous and professional.
- Give you as much information and immediate advice as possible.
- Observe privacy and confidentiality, when appropriate.
- Monitor and evaluate our performance.
- Always give you a quality service.
- Endeavour to provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards, and facilitate access for disabled people and people with additional support needs.

## Specific Service Standards

Building Standards staff are available during office hours (08:45am – 16:45pm Monday to Thursday, 08:45am – 16:00pm on Friday) to provide general information and advice. The advice given will be objective and as helpful as possible without prejudice to the formal consideration of an application by the Council.

We will endeavour to:

- Provide a response to your Building Warrant Application within 4 weeks.
- Respond to requests for drain tests within 24 hours (Monday to Friday).
- Provide a response to your request to accept a Certificate of Completion within 2 weeks.
- Respond immediately to reports of Dangerous Buildings.
- Respond within one working day to requests for 'one stop' property enquiries.
- Have staff available who can deal with your enquiry.
- Explain how and why a decision was reached.

## When you ask for an appointment

If you wish to meet staff to discuss any aspect of the Service, please contact us by telephone to 01292 616 253 to arrange a mutually convenient appointment.

## Identification of Staff

All Council staff are issued with identification cards, which they are expected to display prominently. The cards give the name, position and department of the cardholder and they also include a photograph.

If Council staff are calling at your home or place of business, you are entitled to ask to see their identity card so you can satisfy yourself that they represent the Council. The details on the identification card can be verified by contacting the telephone number printed on the identification card.

## Treating everyone fairly

South Ayrshire Council is committed to promoting equal opportunities for the community it serves.

## What you can do to help

- Keep us informed of any changes in your personal circumstances that may affect any service that we provide to you.
- Attend any appointment on time or let us know if you cannot do so.
- Behave in a considerate and polite way so we can give you and other customers the standard of service you would expect.
- Provide the information we ask for when we ask for it. This will help speed up the process.
- Read information sent to you carefully and follow any instructions given.
- Ensure that you read all information that we provide for you, it is to your benefit.
- Please be patient as there will be times when we are exceptionally busy. We will, however, make every effort to keep waiting times to a minimum

## What if I am not satisfied?

If you are unhappy with any aspect of our service, please contact us and we will try to resolve any problems quickly and explain what we have done and why.

You can also make a complaint in any one of the following ways:

- Online using the [Customer Complaint Form](#),
- Email [listeningtoyou@south-ayrshire.gov.uk](mailto:listeningtoyou@south-ayrshire.gov.uk),
- Come into one of our [Customer Service Centres](#), or any local office,
- Phone our Customer Services Team on 0300 123 0900,
- In writing to: Customer Services, South Ayrshire Council, Freepost NAT 7733, Ayr, KA7 1DR, or;
- Emergency Services Monitoring Station (Out of Hours): 0300 123 0900.

## **Advice on a Dispute Resolution Process**

If you disagree with an interpretation of the Building Standards that the Building Standards Authority is adopting in the consideration of a building warrant that you have submitted or will require to submit you may request an interpretation through Local Authority Building Standards Scotland (LABSS).

For details of the process and relevant application, please visit the [LABSS website](#).

## **Any suggestions?**

We hope you will find this information helpful and that we continue to meet the standards we have set. Please let us know what you think by using the Council's feedback procedure or by contacting us directly at the address below.

## **How and when you can phone or visit us**

We are based at County Buildings, Wellington Square, Ayr, KA7 1DR.

Opening Hours:        08:45 – 16:45 Monday to Thursday,  
                                 08:45 – 16:00 Fridays.

Telephone Number: 01292 616 253

Email: [building.standards@south-ayrshire.gov.uk](mailto:building.standards@south-ayrshire.gov.uk)





This information can be made available, on request, in braille, large print or audio formats and can be translated into a range of languages. Contact details are provided below.

درخواست کرنے پر یہ معلومات نابینا افراد کے لئے ابھرے حروف، بڑے حروف یا آڈیو میں مہیا کی جاسکتی ہے اور اسکا مختلف زبانوں میں ترجمہ بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

本信息可应要求提供盲文，大字印刷或音频格式，以及可翻译成多种语言。以下是详细联系方式。

本信息可應要求提供盲文，大字印刷或音頻格式，以及可翻譯成多種語言。以下是詳細聯繫方式。

ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸਣਨ ਵਾਲੇ ਰਪ ਵਚ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਵੱਢੀ ਗਈ ਹੈ।

Niniejsze informacje mogą zostać udostępnione na życzenie w alfabecie Braille'a, w druku powiększonym lub w formacie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

Faodar am fiosrachadh seo fhaighinn, le iarrtas, ann am braille, clò mòr no clàr fuaim agus tha e comasach eadar-theangachadh gu grunn chànanan. Tha fiosrachadh gu h-ìosal mu bhith a' cur fios a-steach.

## South Ayrshire Council

[www.south-ayrshire.gov.uk](http://www.south-ayrshire.gov.uk)