



East Ayrshire Council
Comhairle Siorrachd Àir an Ear

Building Standards



Building Standards Customer Charter

How to contact us

The Opera House
8 John Finnie Street
Kilmarnock
KA1 1DD

Telephone (01563) 576790

BuildingStandards@east-ayrshire.gov.uk

Opening hours

Monday to Thursday 9am-5pm
Friday 9am-4pm



Version D

Revised: 16/04/2024

Reviewed: Quarter 1, 2024/25



Purpose of the Building Standards Customer Charter:

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

PART 1: 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/values:

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

Our Commitments:

Nationally all local authority verifiers will:

- 1) Seek to reduce the average time it takes for customers to obtain a building warrant or amendment to warrant.
- 2) Ensure continuous improvement around the robustness of our 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 a local and national level to identify and embed service improvements at a national level.
- 9) Adhere to a national annual verification 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.
- 11) Use a consistent format for continuous improvement plans.

Version D

Revised: 16/04/2024

Reviewed: Quarter 1, 2024/25



Our Targets:

Professional Expertise and Technical Processes - Performance Targets

KPO1 - Minimise time taken to issue a first report or to issue a building warrant or amendment to building warrant.

- 1.1. 95% of first reports (including building warrants and amendments issued without a first response) issued within 20 days.
- 1.2. 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).

KPO2 - Increase quality of compliance assessment during the construction processes.
Targets to be developed as part of future review of KPO2.

Quality Customer Experience - Performance Targets

KPO3 - Commit to the building standards customer charter.

- 3.1. National customer charter is published prominently on the website and incorporates version control detailing reviews (frequency of reviews to be at least quarterly).
- 3.2. 95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.

KPO4 - Understand and respond to the customer experience

- 4.1. Minimum overall average satisfaction rating 7.5 out of 10

Operational and Financial Efficiency - Performance Targets

KPO5 - Maintain financial governance

- 5.1. Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).

KPO6 - Commit to eBuilding Standards

- 6.1. Details of eBuilding Standards are published prominently on the verifier's website.
- 6.2. 75% of each key building warrant related process being done electronically
 - Plan checking
 - Building warrant or amendments (and plans) being issued
 - Verification during construction
 - Completion certificates being accepted

KPO7 - Commit to objectives outlined in the annual verification performance report

- 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)

Version D

Revised: 16/04/2024

Reviewed: Quarter 1, 2024/25



The report is to include:

- Adherence to the national customer charter (KPO3)
- Appropriate actions to respond to customer feedback (KPO4)
- Financial performance (KPO5)
- Commitment to digital services (KPO6)

Information:

National information on verification performance can be found at the Scottish Government website www.scotland.gov.uk/bsd

PART 2: East Ayrshire Building Standards Customer Charter

Building Standards forms part of Governance Services and operates from East Ayrshire Council offices at The Opera House, 8 John Finnie St, Kilmarnock. The levels of service you can expect when dealing with East Ayrshire Council's Building Standards Service while undertaking its duties in applying the Building (Scotland) Act 2003 are as follows:

Customer Care

We Will:

- Treat you fairly and with respect;
- Expect you to treat our staff with respect;
- Offer a friendly and polite service and be sensitive to your needs;
- Deal with your communications promptly;
- Deal with your enquiry at first point of contact, wherever possible;
- Make best use of technology to enable service improvements;
- Do our best to help you and let you know how quickly we can take action;
- Provide easy to understand information about the services we provide;
- Make information and services accessible online;
- Deal with your feedback positively and quickly;
- Keep your details confidential as far as possible.

Telephone Calls

On the Phone, We Will:

- Answer the phone within five rings whenever possible;
- Give you our name when we answer your call to let you know who you are speaking to;
- Deal with your enquiry on the spot if we can;
- Advise you what we can do to assist and by when, or tell you why we cannot help (if we cannot help you immediately, we will try to tell you who can); and
- If you call and the person you need to speak to is not in the office and you leave a message with another member of staff, we will return your call within one working day.

Version D

Revised: 16/04/2024

Reviewed: Quarter 1, 2024/25



OR

If you contact us by letter or e-mail, We will:

- Acknowledge all written correspondence within 7 working days of receipt, and we will provide a full written response within 28 calendar days. In cases where there is going to be a delay, we will send you an interim reply explaining the position;
- Make our communications clear and easy to understand;
- Arrange for letters to be translated, interpreted over the phone, provide email responses or make available in large print, Braille or other formats if necessary.

In Our Offices, We Will:

- Arrange in advance to meet with you if requested and provide general information or advice. However, if you wish to make an appointment with a specific member of staff you can do so;
- Try to arrange meetings where possible that are convenient for both parties;
- Deal with all of your enquiries about the Building Standards Service and where necessary contact the appropriate Council service as required;
- Have clear signs and display our opening hours in all our offices;
- Clearly display how you can make a complaint;
- Have induction loops for those who require them for any meetings;

Performance Standards

Building Standards will try to provide the following standards of performance at all times, but please note that very large or complex projects may take longer. A more accurate estimate of the expected response times can be discussed with any member of staff at the time of enquiry submission:

We Will:

- Provide a first response assessment to applications for Building Warrants within 20 working days where possible;
- Issue Building Warrants within 6 working days of receiving all of the information we have requested where possible;
- Respond to the request for a Completion Certificate within 10 working days; and
- Accept Completion Certificates within 3 working days of being satisfied that the work complies with the Warrant and Building Regulations where possible;

Complaints

If you are not satisfied with our service please discuss the matter as quickly as possible with the member of staff you have been dealing with or alternatively with the Building Standards Team Leader or the Operations Manager (Building Standards and Development Management). This is the quickest and easiest way to get the matter sorted. If you wish to make a written complaint please write to the Operations Manager (Building Standards and Development Management) or fill in a "Comments, Suggestions and Complaints" form, available at every public access point in public buildings. You can also complain online by visiting the 'Contact Us' Section of the Council's web site and completing an online form via www.east-ayrshire.gov.uk

Version D

Revised: 16/04/2024

Reviewed: Quarter 1, 2024/25



We Will:

- Let you know we have received your complaint by writing to you within 7 calendar days;
- Reply to your complaint in writing within 28 calendar days;
- Apologise to you, if appropriate, and take action to solve the problem; and
- Consider your complaint when we review our service and our staff.

If you have submitted a building warrant application and have not received either the warrant or a technical response within 35 working days of receipt of your valid application you have the right to request a resolution to the matter. This can be done by initially contacting the Operations Manager. If after this you are still unsatisfied you can also report the issue to the Building Standards Division of Scottish Government at:

buildingstandards@scotland.gsi.gov.uk

Disputes Resolution Process - Technical and Procedural

While East Ayrshire Council Building Standards seek agreement in how interpretation matters are handled, inevitably a difference of opinion can result. In this event, Local Authority Building Standards Scotland (LABSS) have developed a process whereby the applicant has access to a resolution process. This process must involve all parties to the interpretation and would be initiated by contacting the Operations Manager. The Building Standards Division of the Scottish Government supports the adoption of the LABSS Dispute Resolution Process and will refer applicants to the process.

If at any time in the process the applicant seeks a view from the BSD, the resolution process is terminated and BSD view is adopted by the instigating authority. Similarly, if at any time in the process the applicant lodges a complaint through the council's formal complaints procedure, then the local authority process takes precedence. The resolution process is terminated.

Help Us to Help You

Building Standards aims to provide a helpful, professional and informative service to all our customers to help them to comply with the Building (Scotland) Act and allied legislation. So it's important that we get your views on the service we provide.

To do this we will:

- Carry out customer satisfaction surveys; Listen and learn from any suggestions, comments and complaints made;
- Ask you to help us by using a reference number in all correspondence; and
- Ask you to make an appointment if you wish to meet with a member of our staff.

eBuilding standards

Customers can submit applications for building warrant electronically to East Ayrshire Council through the Scottish Government eBuilding Standards online system. eBuildingstandards.scot can also be accessed through eDevelopment.scot – a single landing page leading both to the new eBuilding Standards service and to the ePlanning service. This includes the electronic submission of applications for building warrants and other related forms, such as completion certificates and all associated plans and reports at;

<https://www.ebuildingstandards.scot/eBuildingStandardsClient/default.aspx>

Version D

Revised: 16/04/2024

Reviewed: Quarter 1, 2024/25