

Welcome to another edition of our Newsletter- Keeping you informed of any changes in Building Standards

December 2016

Building Standards Newsletter

eBuilding Standards.scot



Scottish Governments National eBuilding Standards Portal.

Previously we advised that 40% of all new applications had been received, via the Scottish Government eBuilding Standards Portal, since its launch on 24th August 2016. We can now confirm that this figure has risen to 50%.

Representatives from our service recently attended a LABBS eBuilding Standards Workshop and the Scottish Governments eDevelopment All Partner Event where they were able to discuss with stakeholders, together with colleagues from other Scottish Authorities their experiences to date, lessons learned and also future developments.

Now that eBuilding Standards has embedded itself fully at Argyll and Bute, we wish to encourage our customers to make more use of the portal and to assist in this matter, if required, additional support either on-site or by telephone consultation is available. If you would like to take advantage of this service then please email beth.connelly@argyll-bute.gov.uk who will then contact you direct to arrange suitable dates/times to discuss your requirements.

In addition we would like to take this opportunity to inform you of some changes we propose relating to eBuilding Standards, we hope these changes will enable us to provide our regular users with an even better service.

To encourage greater use of the portal we will remove from our website the downloadable Argyll and Bute Building Standards Statutory forms providing in their place a link to the eBuilding Standards Portal where the model forms can also be downloaded if required. Please note that the non-statutory form such as applications for Letters of Comfort, Confirmation of Completion, Document Search/Copy of Documents etc, will remain.

If plans or documents are submitted incorrectly through the portal i.e. orientation, bulked together as one pdf document, our first response report will note that the application will not be processed further until the documents are resubmitted in the correct format.

Where the application is submitted via the portal, if information is returned in any other format, other than via the portal, then the applicant/agent will be emailed to inform them that the info/details must be re-submitted in this way.

If an application is submitted other than via the portal and you provide your email address your application will be processed fully electronically including approval stage.

We would propose to implement the changes from the 1st February 2017.

Realising our potential together

For more information, please see our website, www.argyll-bute.gov.uk/planning-and-environment/building-standards or call our Customer Service Centre on 01546 605518. If you have any comments on how to improve our service to you, please complete our Service Improvement Suggestion form available on our Performance and Customer Care webpage or in the leaflet stands in your local area office.

CUSTOMER
SERVICE
EXCELLENCE



We would be grateful if you could provide any comments on the proposals noted above and if you have any further suggestions as to how eBuilding Standards can be improved please forward them to beth.connelly@argyll-bute.gov.uk

We have received a number of comments on the procedure for submitting Additional Supporting Documents through the portal, currently users are unable to simply log back into the original proposal and add the additional documentation requested, instead are having to create a new proposal which involves completing another form etc. As a result of these comments we have taken this issue forward on behalf of our customers with the Scottish Government, in the meantime, and to assist our customers in using this procedure a [short guidance note](#) has been prepared for your information.

Customer Service Excellence (CSE)

Our third year rolling audit took place on 21st November 2016 and due in no small part to our regular users comments we successfully retained full compliance on the 57 criterion with an additional 2 compliance pluses, now making a total of 7 compliance pluses, the most held in any Section or Service within the Council. I would like to thank all our service users for their continued support.

National Customer Survey

This year's Building Standards National Customer Survey run by Pye Tait on behalf of the Scottish Government has now closed. Many thanks for those of our service users who participated. Last year Argyll & Bute Building Standards attained an overall customer satisfaction score of 8.1 against a national average of 7.1. The Scottish Government have advised that the results of the survey will be published early in the New Year. It would be nice if we've managed to improve on our showing. Irrespective of how we have done we will advise you once we have received the report.

Housing Statistics

For your information Local Authorities are required to report quarterly, to the Scottish Government, on new build housing starts and completions, the results of which can be viewed by clicking on the link below. The results provide a good indicator on the state of the economy and I would encourage you to check them out at <http://www.gov.scot/Resource/0050/00505369.pdf>

Customer Satisfaction

Argyll and Bute Council Building Standards will continue to seek your views on our local service as the views of our regular users are very important and assist us in focusing our service delivery. We would be grateful therefore if you could spend a few minutes completing our [on-line customer satisfaction survey](#).



All the team at Building Standards wish our regular users a Merry Christmas and a Happy New Year

Realising our potential together

For more information, please see our website, www.argyll-bute.gov.uk/planning-and-environment/building-standards or call our Customer Service Centre on 01546 605518. If you have any comments on how to improve our service to you, please complete our Service Improvement Suggestion form available on our Performance and Customer Care webpage or in the leaflet stands in your local area office.

CUSTOMER
SERVICE
EXCELLENCE

