

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

November 2016

Building Standards Newsletter

eBuilding Standards.scot



How are we performing?

For July – September 2016, we have:

Responded to 95.7% of Building Warrant applications within 20 days

Responded to requests for Completion Certificates within 2.2 days

Issued 92.9% of Building Warrants within 6 days

Determined 99.3% of Completion Certificates within 3 days

100% of our customers were satisfied or very satisfied with our service.

Parking facilities at the Helensburgh and Lomond Civic Centre

As of Monday the 24th October 2016 the visitor parking at the front of the Helensburgh and Lomond Civic Centre was extended to include an additional eight spaces making a total of 14 parking areas designated for members of the public visiting the building.

Scottish Governments eBuilding Standards Portal.

We recently contacted you to advise of the launch, on the 24th August 2016, of the Scottish Government eBuilding Standards Portal. The launch was successful with Argyll and Bute Council receiving to date, 40% of all new applications this way.

As a service we are continually looking at ways to make our processes and procedures more streamline, and submissions made via the Portal is going a long way to us achieving that. The guidance provided on the Portal is informative and provides step by step instructions at each stage in the process, i.e. how documents should be scanned in the correct orientation, how documents should be titled etc.

The provision of a new model form 'Additional Supporting Documents' which allows submission of further documents/information requested by the Building Standards Surveyor, after the original application has been submitted, ensures that the documentation is linked to the application automatically, further streamlining the process. We are asking all our customers who use the Portal to submit additional documentation in this way. In addition if the application is considered at submission stage, by Team Leader, to be too complex to be dealt with electronically, then a hard copy set of drawings will be requested. We will also be asking for a hard copy set of agreed plans prior to issuing the warrant.

Electronic processing of Paper Applications

As it is our policy to process all applications by electronic means where possible, if you provide your email address we will assume you agree to your application being processed fully electronically including approval stage. Please note that only in exceptional circumstances will we provide a hard copy approval and stamped plans.

National Customer Survey

It's that time of the year again and as before The Scottish Government (Building Standards Division) has appointed Pye Tait Consulting, to undertake the National Customer Satisfaction Survey 2016.

This survey which will be run online from late October to late November 2016, measures customer service performance. Each local authority will receive a report showing local results and we would hope to improve on our results from last year which were "one of the best results in the country".

If you would like to complete the survey and leave us some feedback then please click on the link - www.pyetait.com/buildingstandards2016

We would like to take this opportunity to thank our customers in advance for any feedback provided

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



Customer Service Excellence (CSE)

Our third year rolling audit will take place on 21st November 2016.

Currently we hold full compliance on the 57 criteria with compliance plus in five of the criteria.

User Forums

Our four annual area based Joint User Forums, with Development Management and Development Policy, were scheduled to take place during the last week of June 2016, however due to low attendance figures, only the Oban event went ahead. This could have been due to a number of reasons one of which we believe may have been due to the time of year, i.e. summer holidays etc.

As it would still be our intention to hold four separate events, we would welcome your feedback on how you think we should proceed. If you wish to provide feedback, then please do so by emailing beth.connelly@argyll-bute.gov.uk. Should this feedback prove that four separate forums is not the route to follow, we will address this and proceed accordingly.

A separate e-mail invitation will be issued to all our regular users and stakeholders nearer the time with times and venues detailed.

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