

# Building Standards

**Customer Charter  
2023-2024**



**Falkirk Council**

# Version Control

| Version | Description of Change     | Date         |
|---------|---------------------------|--------------|
| 2.7     | Charter review and update | July 2023    |
| 2.8     | Charter review and update | October 2023 |
| 2.9     | Charter review and update | January 2024 |
| 3.0     | Charter review and update | April 2024   |

# 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.

The Customer Charter is divided into two parts:

1. National Charter; and
2. Local 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 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.
11. Use a consistent format for continuous improvement plans.

## Our Targets:

### Key Performance Outcomes

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

- 1.1 95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).
- 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**

- 2.1 Targets to be developed as part of future review of KPO2.

#### **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 (reviewed 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 of 7.5 out of 10.

#### **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 to be 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 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 e.g. April 2020 – March 2021).

### Information:

National information on the verification performance framework can be found at the [Scottish Government website](#).

### **Purpose of our Building Standards Local Customer Charter:**

Falkirk Council Building Standards is committed to providing our customers with a high quality service. The Local Charter sets out the service standards that can be expected when dealing with the Council's Building Standards Unit.

The Services we provide:

- Assessment and processing of applications for Building Warrant in accordance with National Building Regulations;
- Pre-application advice and consultation service free of charge.
- A dedicated case surveyor upon receipt of your Building Warrant application.
- A personalised Construction Compliance & Notification Plan (CCNP) tailored to individual Building Warrant construction works;
- Inspection of construction works in accordance with issued Construction Compliance Notification Plan (CCNP), where advanced notice received;
- Assessment and processing of Completion Certificate submissions and applications;
- A regularisation service in relation to works undertaken without statutory consent or the necessary Completion Certificate;
- An advisory service to the Council's Licensing Section for Houses in Multiple Occupation, Temporary Raised Structures and Premises requiring a Liquor Licence;
- A 24 hour emergency call out service to investigate reported Dangerous Buildings;
- Search and copying of Building Warrant documents (subject to conditions).

### **Our Service Standards:**

We Will:

- Offer a friendly and polite service and deal with customers in a courteous, approachable and helpful manner;
- Behave in a sensitive and professional manner at all times and respect your right to confidentiality;
- Encourage and train our staff to be well informed and confident to ensure information provided is relevant and accurate;
- Carry out Local Customer Satisfaction surveys;
- Strive to meet all targets and expectations;
- Deal with communications promptly and attempt to resolve enquiries at first point of contact whenever possible;
- Make best use of available technologies to enable service improvements.

### **If you telephone, We Will:**

- Answer calls promptly;
- Endeavour to deal with your enquiry at first point of contact where possible;
- Take a message if the case surveyor is unavailable and ensure your call is returned within two working days, whenever possible.

### **If you write or e-mail, We Will:**

- Acknowledge receipt of correspondence within 5 working days;
- Respond fully within 15 working days from receipt of letter or e-mail;
- Advise you if we require additional time to deal with the enquiry.

### **Our Performance Targets:**

The Building Standards team aim to provide the following standards of performance at all times:

- Register valid Building Warrant Applications within 3 working days from receipt and issue an acknowledgement giving contact details for the appointed case surveyor;
- Provide detailed first response Building Warrant assessment reports within 20 working days of receiving a valid application;
- Issue Building Warrants within 10 working days following receipt of requested information in support of the application;
- Respond to Completion Certificate applications within 10 working days from receipt.

### **Comments, Compliments and Complaints:**

Falkirk Council's system for comments, compliments and complaints offers the opportunity for you to give your views on the service provided. Your feedback is important to us as it allows us to address any weaknesses in our service and also helps to identify good practice. The Building Standards National customer survey is available at:

[www.smartsurvey.co.uk/s/buildingstandardsnationalsurvey/?la=Falkirk](http://www.smartsurvey.co.uk/s/buildingstandardsnationalsurvey/?la=Falkirk).

Our aim is to deliver a quality service to all our customers. However it is recognised that on occasions problems may arise. If you are not satisfied with any aspect of the Building Standards Service and wish to complain, it is likely that the matter can be quickly resolved by contacting either the case surveyor in the first instance or alternatively by contacting a Building Standards Co-ordinator or the Development and Building Standards Manager.

If you do wish to make a formal complaint Falkirk Council operates a complaints procedure which can be accessed at:

[www.falkirk.gov.uk/contact-us/complaints/](http://www.falkirk.gov.uk/contact-us/complaints/)

Complaint forms can also be obtained from Falkirk Council offices.

If you have submitted a Building Warrant application and have not received either a detailed first response or Building Warrant approval within 35 days from receipt of a valid application you have the right to request a resolution to the matter. In the first instance contact should be made with the Development and Building Standards Manager. If however you remain unsatisfied with the outcome, you can report the issue to the Building Standards Division of Scottish Government at:

- [buildingstandards@gov.scot](mailto:buildingstandards@gov.scot)
- or telephone 0131 244 6511

### **How to Contact us:**

Our office contact telephone number is currently unavailable however we are able to respond to enquiries via the building standards generic e-mail address below.

The Building Standards Service can be contacted as follows:

e-mail : [buildingstandards@falkirk.gov.uk](mailto:buildingstandards@falkirk.gov.uk)

Address : Building Standards, Place Services, Suite 1b, Falkirk Stadium,  
4 Stadium Way, Falkirk, FK2 9EE

Telephone : 01324 504985

Website : [www.falkirk.gov.uk/services/planning-building/building-standards/](http://www.falkirk.gov.uk/services/planning-building/building-standards/)

Opening Hours : Monday to Friday 9.00am – 5.00pm