



Building Standards Service - Customer Charter

Neighbourhood Services and Infrastructure

Orkney Islands Council

Council Offices

School Place

Kirkwall

Orkney

KW15 1NY

July 2024

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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 local authority 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 (BWs) 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.
- 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 Local Authority Building Standards Scotland Dispute Resolution Process, and the Building Standards Division 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. Work collaboratively with the Scottish Building Standards Hub.

10. Adhere to a national annual performance report outlining our objectives, targets and performance.

11. 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).

12. Use a consistent format for continuous improvement plans.

Our Targets:

Key Performance Outcome (KPO) 1

1.1. 95% of first reports (for Building Warrants and amendments) issued within 20 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 days from receipt of all satisfactory information – all Building Warrants and amendments (not including Building Warrants and amendments issued without a first report).

Key Performance Outcome 2

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

Key Performance Outcome 3

3.1. National customer charter is published prominently on the website and incorporates version control detailing reviews (frequency of reviews to be quarterly).

3.2. 95% of Building Standards Division requests for information on BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.

Key Performance Outcome 4

4.1. Minimum overall average satisfaction rating 7.5 out of 10 for national customer survey.

Key Performance Outcome 5

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

Key Performance Outcome 6

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.

Key Performance Outcome 7

7.1. Annual performance report published prominently on website with version control (first annual performance report to be published by 1 May 2018 and be reviewed quarterly thereafter).

Information

National information on verification performance framework can be found at the Scottish Government website: <https://www.gov.scot/policies/building-standards/>

Part 2: Local Charter

Welcome to the Customer Charter for the Building Standards Service, which forms part of Planning, Development and Regulatory Services.

The purpose of this Customer Charter is to inform customers, users and other stakeholders about the Building Standards Service. The Customer Charter will identify the level of service that customers can expect from Building Standards, the services provided and our contact details.

How will we deal with our customers?

Our Aims

- To provide a fair, efficient, consistent and confidential service.
- To ensure our offices and information are accessible.
- To be courteous and honest with our customers.
- To consult our customers and consider their suggestions.
- To target continuous improvement in our services.
- To be open and accountable for our actions.

We will

- Be helpful, polite and professional while assisting customers with enquiries.
- Provide accurate and up to date information.
- Ensure that appointments are kept.

- Ensure that your enquiry is considered by a suitably experienced member of the Building Standards team.

What issues do we deal with?

- Determination of Building Warrant applications.
- Determination of Completion Certificate submissions.
- Pre-application plan checking.
- Building Standards Compliance and Enforcement.
- Dealing with Dangerous Buildings.
- Dealing with Defective Buildings.
- Assisting Licensing Officers, Plan assessment and premises inspection.
- Home Improvement and Repair Grant Scheme.
- Small Repairs Grant Scheme.
- Property Enquiry Certificates.

eBuilding Standards

The eBuilding Standards service was launched on 24 August 2016, which enabled the electronic submission of applications for Building Warrants and other related forms, such as Completion Certificates.

To access the eBuilding Standards service visit eDevelopment.scot - a single landing page leading both to the eBuilding Standards service and the ePlanning service launched in January 2016. Just one registration is needed, so if you are already registered on ePlanning.scot you will be able to use the same login details for eBuildingstandards.scot.

What level of service should you expect?

Performance Framework

From the 1 April 2017, as a condition of the reappointment process, Building Standards will follow new Operating and Performance Frameworks incorporating revised outcomes and targets. Performance against these goals will be reported here from 1 July 2017. For customers who are dissatisfied with verifier performance, the Building Standards Division (BSD) Customer Performance Reporting Service can be accessed at the Scottish Government Building Standards Division: buildingstandards@gov.scot or by telephone on 0300 244 4000.

Summary of performance against Key Performance Outcomes and Targets

KPO Targets.	1.1.	1.2.	3.1.	3.2.	4.1.	5.1.	6.1.	6.2.	7.1.	7.2.
	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).	90% of Building Warrants and amendments issued within 10 days from receipt of all satisfactory information – all Building Warrants and amendments.	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.	Minimum overall average satisfaction rating of 7.5 out of 10.	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).	Details of eBuilding Standards are published prominently on the verifier's website.	75% of each key Building Warrant related processes being done electronically (Plan checking; BWs and amendments (and plans) issue; Verification during construction; CC acceptance).	Annual performance report published prominently on website with version control (reviewed at least quarterly).	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2021 – March 2022).
Performance 2022-23.	92.75%	75.53%	Published prominently with review.	No cases referred to BSD 'Reporting Service'.	7.6	91.07%	Published prominently.	4 of 4 done.	Published prominently (with review).	Includes all performance data.
Performance 2023-24 Q1.	98.85%.	89.47%.	Published prominently with review.	No cases referred to BSD 'Reporting Service'.	9.3	96.82%.	Published prominently.	4 of 4 done.	Published prominently (with review).	Includes all performance data.
Performance 2023-24 Q2.	97.30%.	97.06%.	Published prominently with review.	No cases referred to BSD 'Reporting Service'.	9.3	65.95%.	Published prominently.	4 of 4 done.	Published prominently (with review).	Includes all performance data.
Performance 2023-24 Q3.	98.36%.	88.68%.	Published prominently with review.	No cases referred to BSD 'Reporting Service'.	9.3	66.11%.	Published prominently.	4 of 4 done.	Published prominently (with review).	Includes all performance data.
Performance 2023-24 Q4.	97.14%.	97.67%.	Published prominently with review.	No cases referred to BSD 'Reporting Service'.	9.3	103.12%.	Published prominently.	4 of 4 done.	Published prominently (with review).	Includes all performance data.

Summary of Key Performance Outcomes

KPO1.										
	Number of BWs and amendments issued (all).	Average number of days from receipt of a valid application to granting a BW or amendment.	% of first reports issued within 15 days.	% of first reports issued in more than 15 days and within 20 days.	% of first reports issued in more than 20 days and within 35 days.	% of first reports issued in more than 35 days.	% of BWs and amendments issued within 6 days from receipt of all satisfactory information.	% of BWs and amendments issued in more than 6 and within 10 days from receipt of all satisfactory information.	% of BWs and amendments issued in more than 10 and within 15 days from receipt of all satisfactory information.	% of BWs and amendments issued in more than 15 days from receipt of all satisfactory information.
2022-23.										
Domestic.	217.	72.06.	6.84%.	86.32%	6.84%	0.00%.	44.39%.	31.55%.	10.16%.	12.3%.
Non-Domestic.	46.	62.05.	6.78%.	83.05%	10.17%	0.00%.	50.00%.	15.91%.	13.64%.	11.36%.
Total.	263.	70.31.	6.83%.	85.67%.	7.51%.	0.00%.	45.45%.	28.57%.	10.82%.	12.12%.
2023-24 Q1.										
Domestic.	70.	74.31.	14.52%.	87.87%	1.61%	0.00%.	50.85%.	40.68%.	8.47%.	0.00%.
Non-Domestic.	18.	87.83.	4.00%.	96.00%	0.00%	0.00%.	41.18%.	41.18%.	11.76%.	0.00%.
Total.	88.	77.08	11.49%.	87.36%.	1.15%.	0.00%.	48.68%.	40.79%.	9.21%.	0.00%.
2023-24 Q2.										
Domestic.	57.	60.16.	30.91%.	65.45%	3.64%	0.00%.	74.47%.	21.28%.	2.13%.	0.00%.
Non-Domestic.	24.	64.42.	52.63%.	47.37%	0.00%	0.00%.	80.95%.	19.05%.	0.00%.	0.00%.
Total.	81.	61.42	36.49%.	60.81%.	2.70%.	0.00%.	76.47%.	20.59%.	1.47%.	0.00%.
2023-24 Q3.										
Domestic.	50.	62.92.	23.91%.	76.09%.	0.00%.	0.00%.	48.28%.	48.28%.	3.45%.	0.00%.
Non-Domestic.	13.	85.62.	26.67%.	66.67%.	0.00%.	0.00%.	64.29%.	35.71%.	0.00%.	0.00%.
Total.	63.	67.60.	24.59%.	73.77%.	0.00%.	0.00%.	53.49%.	44.19%.	2.33%.	0.00%.
2023-24 Q4.										
Domestic.	36.	65.42.	20.00%.	76.36%.	3.64%.	0.00%.	62.79%.	25.58%.	11.63%.	0.00%.
Non-Domestic.	17.	94.18.	20.00%.	80.00%.	0.00%.	6.67%.	50.00%.	40.00%.	10.00%.	0.00%.
Total.	53.	74.64.	20.00%.	77.14%.	2.86%.	1.64%.	60.38%.	28.30%.	11.32%.	0.00%.

Summary of KPOs.	KPO2.	KPO2.	KPO3.	KPO4.	KPO5.	KPO5.	KPO5.	KPO6.	KPO7.	KPO7.
	Number of Construction Compliance and Notification Plans (CCNPs) for "accepted" Completion Certificates.	% of CCNPs fully achieved for "accepted" Completion Certificates.	National customer charter is published prominently on the website with version control (reviewed at least quarterly).	Overall customer satisfaction rating out of 10.	Verification fee income.	Verification (staff) costs.	% fee income against verification (staff) costs.	Details of eBuilding Standards are published prominently on the verifier's website.	Annual performance report published prominently on website with version control (reviewed at least quarterly).	Annual performance report includes performance data and requirements under KPO3, 4, 5 and 6.
2022-23.										
Domestic.	189.	96.37%.	Published prominently (with review).	9.3.	£258,174.	£283,293.	91.08%.	Published prominently.	Published prominently (with review).	Includes all performance data.
Non-Domestic.	35.	98.07%.								
Total.	224.	96.55%.								
2023-24 Q1.										
Domestic.	69.	88.41%.	Published prominently (with review).	9.2.	£65,694.	£67,849.	96.82%.	Published prominently.	Published prominently (with review).	Includes all performance data.
Non-Domestic.	8.	100%.								
Total.	77.	89.61%.								
2023-24 Q2.										
Domestic.	44.	90.91%.	Published prominently (with review).	9.3.	£53,378.	£80,942.	65.95%.	Published prominently.	Published prominently (with review).	Includes all performance data.
Non-Domestic.	7.	100%.								
Total.	51.	92.16%.								
2023-24 Q3.										
Domestic.	29.	93.10%.	Published prominently (with review).	9.3.	£88,656.	£94,292.	66.11%.	Published prominently.	Published prominently (with review).	Includes all performance data.
Non-Domestic.	7.	85.71%.								
Total.	36.	91.67%.								
2023-24 Q4.										
Domestic.	44.	93.18%.	Published prominently (with review).	9.3.	£62,333.	£85,977.	103.12%.	Published prominently.	Published prominently (with review).	Includes all performance data.
Non-Domestic.	7.	100%.								
Total.	51.	94.12%.								

Who are we?

Steven Poke, who manages the Building Standards Service, dealing with all aspects of the service provided.

Juan Del Valle, Senior Building Standards Officer, undertakes the assessment and determination of Building Warrant and Amendment to Warrant applications.

Vacant post, Building Standards Officer, undertakes the assessment and determination of Building Warrant and Amendment to Warrant applications.

David Atkinson, Building Standards Inspector, is responsible for Building Warrant and Grant inspections in the West Mainland, West side Kirkwall and St Ola, Shapinsay, Stronsay, Eday, Sanday and Papa Westray.

Graham Bell, Building Standards Inspector, is responsible for Building Warrant and Grant inspections in the East Mainland, East side Kirkwall and St Ola, Linked South Isles, Hoy, Flotta, Graemsay, Rousay, Egilsay, Wyre, Westray and North Ronaldsay.

Philip Williams, Administrative Assistant, is responsible for all administration duties within the office.

Tracy Dennison, Assistant Technician, is responsible for monitoring submissions received via the eBuilding Standards Portal.

How can you contact us?

By telephone

Officers are available during normal office hours (09:00 – 13:00 and 14:00 – 17:00) Monday to Friday, and can be contacted by telephoning 01856 873535

When you contact us by telephone:

- We will answer the phone as quickly as possible.
- Direct you to the person most suited to deal with your enquiry.
- Where that person is unavailable we will take a message and arrange for your call to be returned, or where appropriate provide alternative contact details such as an email address.

When you contact us in writing or by e-mail

Any correspondence should be addressed to:

Service Manager Building Standards, Neighbourhood Services and Infrastructure, Orkney Islands Council, School Place, Kirkwall, Orkney, KW15 1NY. Or by email buildingstandards@orkney.gov.uk

- We will aim to acknowledge your enquiry within 5 working days of receipt and respond with a full reply as quickly as possible, and no later than 20 working days.

- If we can't give a full response within 20 working days, we will contact you and explain why.

In person

Appointments with Building Standards staff can be made during normal working hours (10:00 – 12:00 and 14:00 – 16:00) Monday to Friday with a duty officer covering and can be arranged by contacting the Building Standards office.

Alternatively, and dependent on the nature of your enquiry, you may arrange an on-site visit at a time convenient to yourself and the responsible officer.

For your protection and security Building Standards team members carry identification cards authorised by the Executive Director of Finance, Regulatory, Marine Services, and Transportation. These are readily available for scrutiny during all site visits or meetings.

During site visits staff will

- Clearly explain the reason for the visit.
- Produce their identification card.
- Conduct themselves in a professional manner.
- Request permission to access any necessary areas or rooms within your property.

Where on-site inspections are required we may from time to time experience some difficulty in achieving performance targets for our outer island customers, due mainly to travel difficulties and our commitment to providing best value in the services provided.

How can I comment on the service provided?

If you have any comments on how the services provided by Building Standards can be improved we would be pleased to hear from you. You should send any comments in writing to the Building Standards Service Manager at the above address.

In addition, if you are dissatisfied with any aspect of the service provided by Building Standards, you can make a complaint in person at the Council Offices, School Place, Kirkwall, by phone or in writing to: Complaints, Orkney Islands Council, School Place, Kirkwall, Orkney, KW15 1NY, or email to: complaints@orkney.gov.uk

Our complaints procedure has two stages

Stage 1 – Frontline Resolution

We aim to resolve straightforward complaints that require little or no investigation as quickly as possible. For Stage 1 complaints we will give you a decision in five working days or less.

Stage 2 – Investigation for more complex complaints or complaints

Where the customer remains dissatisfied with the response to a Stage 1 complaint a more detailed investigation will be necessary. For Stage 2 complaints we will acknowledge receipt of your complaint within three working days; and give you a full response to the complaint as soon as possible and within 20 working days. If our investigation takes longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress with the investigation.

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman to look at it.

Additional information relating to our complaints procedure is available from customer services or by following the link:

<https://www.orkney.gov.uk/Council/C/complaints-procedure.htm>

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. [The Dispute Resolution Process](#) deals with disputes relating to technical and procedural processes. This does not remove a local authority's formal comments and complaints processes.

Planning and Building Standards Stakeholder Forum

For regular users of the Building Standards service, e.g. architects, agents, developers, the Council has also established a Planning and Building Standards Stakeholder Forum which meets every six months to provide a forum to discuss topical issues such as changes to legislation, look at how the service can be improved, etc.

Further details can be obtained by e-mailing [Roddy Mackay](#), Head of Planning and Community Protection.

Additional advice on the Building Standards Service is available on the Orkney Islands Council website, by clicking at:

<https://www.orkney.gov.uk/Service-Directory/B/Building-Standards.htm>

This document can be made available on request in accessible formats for those with sensory impairment or who have a first language other than English.

Version.	Date.	Notes.
1.0.	25/07/2024	2024/2025 Customer Charter