

Document History

<u>Version</u>	<u>Issue Date</u>	<u>Reviewed</u>	<u>Summary of Changes</u>
2024/25 – Q1	24/07/2024	Scorecard Team	Updated Document – Quarter 1 (2024/25)

Provide accurate financial data that is evidence-based.

Engage with our peers and stakeholders through a National Forum that will identify and embed service improvements at a national level.

Develop and adhere to a Balanced Scorecard approach outlining our objectives and targets.

Fully adhere to the commitments outlined in this Charter (including information regarding the escape route process for dissatisfied customers in relation to building warrant processing timescales.

Provide a consistent format for our continuous improvement plans.

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

Performance Outcome:

As part of the nationally agreed increased commitment to meeting customers' expectations we aim to provide you with a technical response, or issue the Building Warrant, as applicable, within 20 working days from receipt of your valid application. In some complex cases, applications for a Building Warrant will result in a *customer agreement* where an extended response period will be specifically agreed.

If your application is not through a *customer agreement* and should you not have received a technical response, or a Building Warrant, agree40.

Purpose of the Local Charter:

Our local charter outlines information on the standards of service that we aim to provide.

Our Aims: (In relation to public protection and protection to employees, COVID procedures will be regularly reviewed in line with



When we visit you our staff will:

- x Visit at a convenient date and time between 9am and 5pm, Monday to Friday.
- x Have identification badges.
- x Aim to keep to our appointment and if this is not possible or if there is a delay we will inform you as soon as practicable.



If you write, email or fax us we will:

- x Acknowledge your enquiry within 3 working days of receiving it.
- x Provide a full response to simple queries within 10 working days, or 20 working days for queries which require research. If we can't answer your query in these timescales we'll let you know why.
- x Use plain English in our reply and use a format or language which suits your needs.
- x Provide the name, telephone number and email address of the person dealing with your enquiry.

PERFORMANCE INDICATORS

Building Warrants and Completion Certificates

Building Standards will strive 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 or submission. We welcome Pre-Warrant discussions for complex submissions and we provide an [“Express Building Warrant Assessment Service for Minor Applications”](#).

We aim to:

We aim to exceed the Scottish Government’s target of 20 working days where possible, by responding to applications for Building Warrants within 15 working days.

Issue Building Warrants within 10 days of receiving all of the relevant information.

Respond to submission of a Completion Certificate within 3 days.

Issue a Completion Certificate acceptance within 3 days of being satisfied that the work complies with the warrant and building regulations.

Customer Satisfaction

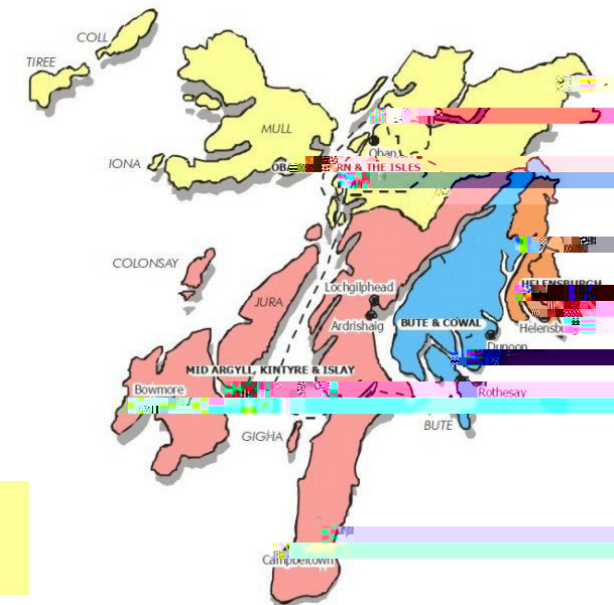
- x Retain our Customer Service Excellence Award Status through annual audit.
- x We aim to exceed the Council's Corporate target of 84% by achieving at least 90% for customer satisfaction rating the service as good or excellent.

Complaints

We publish our [complaints procedure](#) on the web site and in leaflets available from our office reception areas.

We investigate complaints thoroughly and let you know the outcome.

If we are unable to resolve a complaint immediately we will acknowledge it within 3 working days.



OBAN, LORN AND THE ISLES
Municipal Buildings, Albany Street, Oban, PA34 4AW
Email: buildingstandards.olandi@argyll-bute.gov.uk

To contact Building Standards by telephone:
call Customer Service Centre on 01546 605518



Argyll and Bute Council
Comhairle Earra-Ghàidheal agus Bhòid
argyll-bute.gov.uk

