

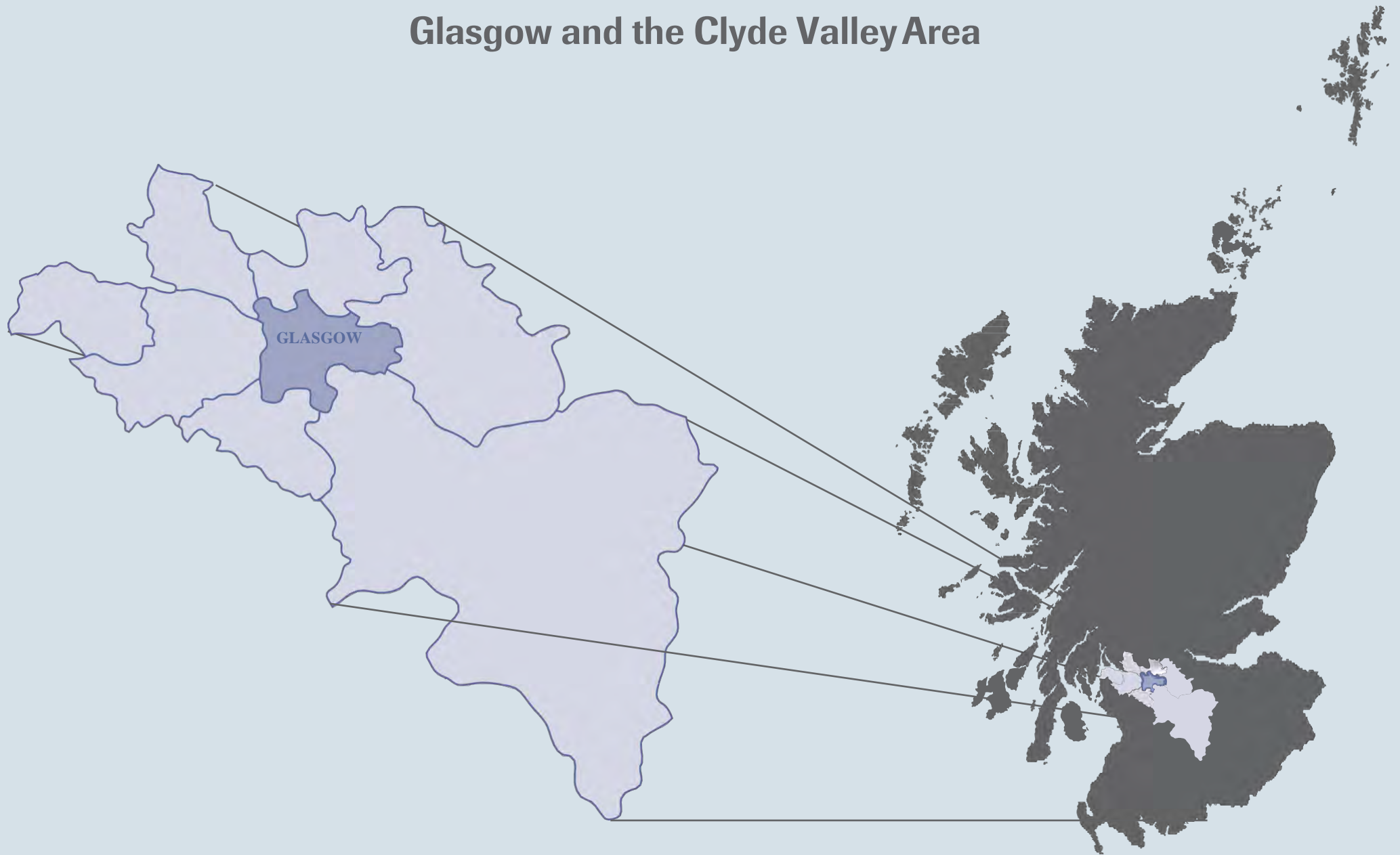
# **Glasgow City Council**

## **BUILDING STANDARDS & PUBLIC SAFETY**

### **CUSTOMER CHARTER**

**2018 - 2019**

# Glasgow and the Clyde Valley Area



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| Version | Description or Change                     | Date     |
|---------|---|----------|
| 1.0     | Publication of 2018/2019 Customer Charter | 01/10/18 |



## **Introduction**

The purpose of the building standards system is to protect the public interest. The system sets out the essential standards that are required to be met when building work or conversion of a building takes place in order to meet building regulations.

The building standards system checks that proposed building work or conversion of a building meets standards; inspections are limited to a minimal necessary to ensure that legislation is not avoided. The control of work on site is not down to the system but is a matter for contracts and arrangements in place between a builder and client.

Verifiers, appointed by Scottish Ministers are responsible for the independent checking of applications for building warrants to construct or demolish buildings, to provide services, fittings or equipment in buildings, or for conversions.

Building Standards & Public Safety is the service within Glasgow City Council which carries out the verification function.

## **Purpose of the 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.

It is divided into two parts: 1. National Charter and 2. Local Charter.

## Part 1: National Charter

### **Our vision/values:**

To provide a professional and informative service to all our customers.

### **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 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.

## National Key Performance Outcomes (KPO) and Performance Targets

|             |   |
|-------------|---|
| <b>KPO1</b> | Minimise the time taken to issue a first report or to 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).   |
| <b>KPO2</b> | Increase quality of compliance assessment during the construction process   |
|             | Targets to be development as part of future review of KPO2 by the Scottish Government.  |
| <b>KPO3</b> | Commitment to building standards customer charter   |
| 3.1         | National customer charter is published clearly on the website and incorporates version control detailing reviews (reviewed at least quarterly).   |
| 3.2         | <b>95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.</b>   |
| <b>KPO4</b> | Understand and respond to the customer experience   |
| 4.1         | Minimum overall average satisfaction rating of 7.5 out of 10.   |
| <b>KPO5</b> | Maintain financial governance   |
| 5.1         | Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).   |
| <b>KPO6</b> | Commit to eBuilding Standards   |
| 6.1         | <b>Details of eBuilding Standards to be published clearly on the verifier's website.</b>  |
| 6.2         | 75% of each key building warrant related process being done electronically <ul style="list-style-type: none"> <li>• Plan checking</li> <li>• Building warrant or amendments (and plans) being issued</li> <li>• Verification during construction</li> <li>• Completion certificates being accepted</li> </ul> |
| <b>KPO7</b> | Commit to objectives outlined in the annual performance report  |
| 7.1         | Annual performance report published clearly on website with version control.  |
| 7.2         | Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).  |

**Information:** National information on the verification performance framework can be found at the [Scottish Government website](#). Our performance against these targets, which came into effect on 1<sup>st</sup> April 2017, is published within our [Annual Performance Report](#) which is available online.

## Part 2: Local Charter

Since April 2010, Building Standards & Public Safety has been part of an integrated Planning & Building Standards service within Development and Regeneration Services (DRS) of Glasgow City Council. DRS is committed to giving our customers high-quality sustainable services. We have published this leaflet to tell you what standards of service you can expect when dealing with our Service.

Service standards are monitored and results reported to senior management to ensure we continuously improve our service delivery to customers. We aim to:

- Provide a quality Building Standards and Public Safety service.
- Treat you in a courteous and helpful way and give you accurate advice and information whenever you e-mail, telephone, write or visit.
- Provide a fair service to you irrespective of age, gender, disability, colour, ethnic origin, religion or sexual orientation.
- Deal with your enquiries and complaints fully and promptly.
- Identify ourselves at all times, and when inspecting your premises also inform you of the purpose of our visit and advise where any action is required.
- Advise you on what is required to comply with legislation, and best practice where appropriate.
- Encourage staff development to maintain and improve our standards of service.

### **Services and functions delivered by Building Standards & Public Safety**

The primary purpose of the Building Standards & Public Safety service is 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; to further the conservation of fuel and power; and to further the achievement of sustainable development. In order to achieve this aim, the service provides a range of statutory, non-statutory and advisory services as detailed below:

#### **• Verification Functions**

In accordance with the Building (Scotland) Act 2003, regulations and other associated legislation:

- Verification of compliance of applications for building warrant including amendment to warrant, staged warrants and extensions to period of validity of warrant;
- Inspection of approved construction work relating to building warrants during construction and on completion in accordance with project specific construction compliance notification plans;
- Verification of compliance of Completion Certificate Submissions where no warrant was obtained;

- **Dangerous and derelict buildings**

There are occasions when public safety may become jeopardised by the condition of buildings. If action is required to safeguard the occupants or general public, the Service will take whatever action is necessary to remove the danger by enforcing the requirements of the Building (Scotland) Act 2003. The Service provides a 24 hour call out service for Dangerous Buildings and on average responds to approximately 200 reports a year.

- **Unauthorised works**

The Service is responsible for enforcing the requirements of the Building (Scotland) Act 2003 on buildings constructed without warrant or in contravention of conditions of warrant, and buildings whose limited life has expired. The Service processes approximately 380 requests for 'Letters of Comfort' every year where works under the previous 1959 Building (Scotland) Act did not have consent.

- **Liquor Licensing**

The Licensing (Scotland) Act 2005 requires licensed premises to have an Operating Plan detailing the occupant capacity and how the premises intend to carry out their business. Building Standards provides the Licensing Board with advice on capacities and the condition of the premises in relation to public safety in accordance with the Building (Scotland) Act 2003. There are approximately 2,500 licensed premises in the City.

- **Structural Engineering**

The service's structural engineers check structural calculations submitted during the building warrant process and provide structural expertise in respect of dangerous buildings. They also contribute to event licensing by inspecting up to 150 'raised structures' such as stages and grandstands. The engineers also work collaboratively with DRS colleagues within Planning and Housing & Regeneration services.

- **Pop concerts and public events**

The Service has a considerable input into the licensing of major events at both indoor and outdoor venues. The service reports to the Licensing Committee in relation to crowd capacity, means of escape, raised structures, crowd control barriers and general safety matters. Major events within the city often attract spectator capacities in excess of 50,000. The service provided advice on safety for the licensing of venues and other public events in the build up to the 2018 European Sports Championships.

- **Safety at sports grounds**

Building Standards & Public Safety are the vital partners along with the Police, Fire Authority and Ambulance Service that make up Glasgow City Council's Safety Team for Sports Grounds. The Safety Team provides guidance to sports grounds managers, and advises the Licensing Committee on stadia and regulated stand suitability for Safety Certificates. There are 4 designated stadia with capacities up to 60,000 and 4 Regulated Stands.

- **Document searches**

The Service can provide information about properties where Building Warrants, Completion Certificates or 'Letters of Comfort' have been issued. The Service typically receives in the region of 400 requests per annum.

- **Street Naming and Numbering**

Following consultation with Councillors, Community Councils and Royal Mail, the Service allocates street names, and thereafter postal numbers, to new properties and developments.

- **Building Standards Register**

Ensure accurate recording of data to help maintain an online interactive applications register of building warrants, completion certificates and energy performance certificates.

- **Pre-warrant application meetings**

Provide preliminary advice on the procedures to be followed to obtain building warrant approval and advising on the design of a building in terms of requirements of the regulations.

- **Miscellaneous Licensing**

Advisory role to legal services, on request, in respect of miscellaneous licenses.

Information on the full range of [Building Standards & Public Safety](#) services is available on the Council website using the link provided.

## **Customer Communication and Engagement**

The service recognises the importance of effective communication with customers and engages with them in a number of ways including:

- Performing building warrant exit surveys;
- Hosting customer stakeholder events;
- Facilitating technical and procedural meetings with design team for large / complex building;
- Provision of a regularly updated and informative [website](#);
- Publication of Building Standards Customer Charter online;
- Publication of Building Standards [Annual Performance Report](#) online;
- Provision of an Interactive Voice Response (IVR) telephone system;
- Provision of online [Building Standards Enquiry Form](#);
- Regular review of correspondence issued by the service to ensure and accurate and effective customer engagement; and
- Provision of a dedicated dangerous building phone line.

## **Customer Feedback**

Customer feedback is obtained through our local engagement activities such as building warrant exit surveys and stakeholder events together with customer comments, compliments and complaints.

Nationally, as part of KPO 4 “Understand and respond to the customer experience”; we participate in the national customer satisfaction survey for building standards carried out by the Scottish Government on an annual basis. We are fully committed to the national survey and would encourage all of our customers to participate in future surveys when contacted to do so.

Local and national feedback is collated, analysed and the findings used to identify improvements that can be made to the customer experience. These improvements are incorporated in the services continuous improvement plan which is contained within our [Annual Performance Report](#).

Building Standards ensure that staff are aware of their responsibility for delivering improved customer engagement and that they adhere to service improvements. All changes to service delivery are reviewed to ensure their effectiveness

## Improving Customer Engagement

Building Standards & Public Safety recognises the importance of effective customer communication and engagement and we encourage customers to interact and share in their experience of our service. We recognise that there are areas of our existing customer engagement that can be enhanced in our drive to continuously improve our service.

Our [Annual Performance Report](#) identifies service improvement items, including timescales, which we intend to make during 2018/19. These improvements are detailed under the three core perspectives contained within the **Scottish Government's [Performance Framework for Verifiers](#)**. - Professional Expertise and Technical Processes; Quality Customer Experience; and Operational and Financial Efficiency.

Our actions for improving customer engagement for 2018/19 (detailed below) are based on a number of these service improvements and has been developed to improve communication & engagement, inform service delivery and improve the end-to-end customer experience. The actions recognise that communication and engagement can be both direct and indirect.

Note: The item numbering below reflect the service improvement items as set out within Section 6 – Service Improvements and Partnership Working of our [Annual Performance Report](#).

| Item  | Continuous Improvement Action  |
|---|--|
| <b>Professional Expertise &amp; Technical Process</b> |  |
| 9   | In response to the re-structuring of the fire engineering section within SFRS, revise and improve the consultation process for applications for alternative means of compliance.   |
| <b>Quality Customer Experience</b>                    |  |
| 1   | <p>Focus on specific groups for future Stakeholder Events.</p> <ul style="list-style-type: none"><li>• <b>Support and promote the Scottish Government's</b> national customer satisfaction survey.</li><li>• Develop building warrant exit survey (see 2. below).</li><li>• Following analysis of feedback from the 2018 national customer satisfaction survey, identify and invite stakeholders to attend an event to discuss survey findings and identify potential service improvements.</li><li>• Invitation to attend extended to the 100 most frequent users of the building standards verification service (during 2017/18) along with user groups and representatives of connected professional organisations.</li><li>• Review methodology for publicising and inviting stakeholders to event.</li><li>• Frequency and make-up of subsequent stakeholder events to be determined following review of national and local surveys and subsequent stakeholder event. Stakeholder feedback on post national survey event and subsequent format / frequency to be solicited.</li></ul> |

| Quality Customer Experience cont'd |   |
|------------------------------------|---|
| 2                                  | <p>Develop building warrant exit survey with stakeholder input.</p> <ul style="list-style-type: none"> <li>• Develop the content and prominence of building warrant exit survey in email in order to elicit greater response rate.</li> <li>• Expand methodology of issuing exit surveys including targeting of specific groups / projects.</li> <li>• Promote and extend availability of exit surveys by inclusion on website.</li> <li>• Seek stakeholder input into format and availability of exit survey.</li> <li>• Use feedback from exit survey to identify service and customer experience improvements.</li> </ul>  |
| 3                                  | <p>Review content and quality of guidance available on-line.</p> <ul style="list-style-type: none"> <li>• Review content and quality of all Building Standards &amp; Public Safety information available on line.</li> <li>• Improve ability to provide feedback on the service in respect of comments, compliments or complaints.</li> </ul>   |
| 4                                  | <p>Improve customer accessibility to the service.</p> <ul style="list-style-type: none"> <li>• Review website content to help customers find information online and in respect of contactability of the service.</li> <li>• Further develop the Interactive Voice Response (IVR) system to improve accessibility to the service by directing enquiries more effectively and efficiently.</li> <li>• Increase staff resource in order to create additional capacity to perform service functions with resultant improvement in staff availability. (see 5 below)</li> <li>• Review methodology and accessibility of service in respect of general enquiries.</li> <li>• Element of increased resources to be used to review and enhance overall service delivery.</li> </ul> |
| 5                                  | <p>Increase staff resources across the Service.</p> <ul style="list-style-type: none"> <li>• The <b>Council's recruitment drive, "Invest to Improve"</b>, has given the service an opportunity to increase staff resources to establish a resilient and sustainable service.</li> <li>• Increase staff resource in order to create additional capacity to perform service functions with resultant improvement in staff availability.</li> </ul>  |
| 6                                  | <p><b>The Council's personal development plan for staff "Performance Coaching &amp; Review" (PCR) is the subject of Corporate Review.</b> Following this review, PBS will implement for all staff.</p> <ul style="list-style-type: none"> <li>• Individual staff PCRs will include update on outcomes of national and local customer survey findings.</li> <li>• <b>PCR's will be used to highlight and remind staff of their responsibility for delivering</b> improved customer engagement and to ensure that they adhere to all service improvements.</li> </ul>   |
| Operational & Financial Efficiency |   |
| 1                                  | <p><b>The Council's recruitment drive, "Invest to Improve"</b>, has given the service an opportunity to increase staff resources to establish a resilient and sustainable service. The PBS Business Plan provides more detail on the services resourcing and succession planning model. (See commentary above)</p>  |

## Comments, Compliments or Complaints

If you wish to make a comment, compliment or complaint about the service, further information including full contact details are available on our [How to contact Building Standards](#) webpage.

**If you have any concerns regarding our performance, we would encourage you to raise these directly with ourselves in the first instance in order that we can seek to resolve matters.**

If you are dissatisfied or concerned in anyway please use the link provided above to make contact with our Service. If the matter needs to be escalated, the Council complaints process will ensure this is handled by a relevant manager and, if escalated further, then by an independent Head of Service.

Information on how to make a comment, compliment, or complaint about Glasgow City Council - Development and Regeneration Services, can be obtained at [Contact Us](#).

Whilst we would encourage you to raise any issues that you may have directly with the service in the first instance, you can report concerns on our verification performance to the Scottish Government's **Building Standards Division** (BSD).

Please be aware that the BSD may advise you to raise your concern with us initially in an attempt to resolve the matter locally.

BSD contact details are provided below:

Scottish Government Building Standards Division  
Almondvale Business Park  
Denholm House  
Livingston  
West Lothian EH54 6GA

Telephone: 0131 244 6511  
Email: [buildingstandards@gov.scot](mailto:buildingstandards@gov.scot)

## Further information or assistance

### eBuilding Standards Scotland

The Scottish Government have made changes to the way building standards applications are made. Scotland's [eBuilding Standards](#) online applications service was launched on the 24 August 2016.

This enables the electronic submission of applications for building warrants and other related forms, such as completion certificates. It also enables multiple site users to collaborate in producing any single application online.

Online applications are simple, save **applicants'** time and money and will be delivered to us swiftly, enabling us to start considering applications sooner. The site is free to use and is managed by the Scottish Government in partnership with all Scottish Local Authorities. Full details including a User Guide are available by clicking the link above.

eBuildingstandards.scot can also be accessed through the [eDevelopment.scot](#) home page - a single landing page leading to both the eBuilding standards service and also to the ePlanning service.

There is a single eDevelopment.scot login process, so if you are already registered on ePlanning.scot, you will be able to use the same login details for eBuildingstandards.scot.

### LABSS Referrals

Our Building Standards Service is a member of [Local Authority Building Standards Scotland](#) (LABSS), an organisation representing all local authority building standards verifiers in Scotland.

If you disagree with an interpretation of the Building Standards that Glasgow City Council is adopting in the consideration of a building warrant that you have submitted (or will require to submit), you may request an interpretation through LABSS.

The referral on such matters will come from ourselves after discussion with you. For details of the process and relevant application forms follow this link: [LABSS Dispute Resolution Process](#).

## **Where to find us**

If you require any further information or assistance regarding matters raised in this document, please contact:

Glasgow City Council  
Development & Regeneration Services  
Planning & Building Standards  
Building Standards & Public Safety  
231 George Street  
Glasgow G1 1RX

Our office hours are:

Monday to Friday: 9:00am – 5:00pm (excluding national and public holidays).

If you wish to make an appointment, visit our office, make a comment, compliment or complaint about the service or the content of this document, further information including full contact details are available on our [How to contact Building Standards](#) webpage. Telephone and e-mail contact details are given on this page including the option for submitting a [Building Standards Enquiry Form](#).

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**BUILDING STANDARDS & PUBLIC SAFETY**  
**CUSTOMER CHARTER**  
**2018 - 2019**

