

## New Building Regulations Seminars

Angus Council Building Standards propose to hold a series of afternoon seminars on the new Building Regulations which come into force on the 1st October 2010.

The seminars will be held in Forfar in September and if you wish to register your interest please telephone Len Murray Building Standards Manager on 01307 473234 giving details of the number of attendees you wish to attend.

Alternatively e mail  
[MurrayLAG@angus.gov.uk](mailto:MurrayLAG@angus.gov.uk)

Once final numbers are known we will be in touch closer to the seminar dates confirming details.

## Customer Service Excellence

**In a council first, Building Standards has received a Customer Service Excellence award in recognition of its very high standard of customer service and commitment to continuous improvement.**

Building Standards' success demonstrates that the service has recognised the importance of consulting and developing an in-depth understanding of customers' needs.

Customer Service Excellence replaces the Charter Mark, and was developed by the government to offer public services a practical tool for driving customer-focused change within their organisation.

The standard tests those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude.

There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction.

The award was granted in January and followed some nine months work altering and enhancing our charter, forms and various processes.

**CUSTOMER  
SERVICE  
EXCELLENCE**



The Government Standard

## Changes from October 1, 2010 – Legislation and 2010 Technical Handbooks

Amendments to the building regulations under the Building (Scotland) Amendment Regulations 2010 and to the 2010 edition of the Technical Handbooks, come into force on October 1, 2010.

The new 2010 Technical Handbooks are available to buy, in hard copy, from The Stationery Office (TSO). Access the 2010 Technical Handbook Order Form for further details on how to purchase the books.

The Handbooks are also available to download from the Scottish Government website, free of charge.

### Audit of Building Standards

The Scottish Government has now completed the audit of all 32 local authority verifiers in Scotland. All audit results can be viewed at:

<http://www.scotland.gov.uk/Topics/Built-Environment/Building/Building-standards/publications/publa>

The audit results of Angus Council can be viewed at:

<http://www.scotland.gov.uk/Topics/Built-Environment/Building/Building-standards/publications/publa/verauditangus>

### Building Standards Website

The old Scottish Building Standards Agency web site is closed. The new Building Standards Division web site layout is designed to organise information into sections for the homeowner and the construction professional. There are also sections relating to the work of the Building Standard Division including their publications, consultation exercises and research projects.

The Certification Register remains accessible from the new home page and work is underway to fully migrate the register to the new site. Further improvements to the Certification Register are being made as part of this migration work and subscribers will be advised of the new Certification Register on completion.

Website address:  
<http://www.scotland.gov.uk/Topics/Built-Environment/Building/Building-standards>

## Performance Information for 2009/2010

Validated **1345** Building Warrant applications with a total value of £57,069,628  
Determined **1350** Building Warrants and 1220 Completion Certificate submissions

	Target	Actual
Respond to valid Building Warrant applications within 20 days of validation	80%	89%
Issue Building Warrant approvals within five days of receiving information	80%	88%
Respond to Completion Certificate submission within 10 days of receipt	100%	95%
Issue acceptance of Completion Certificate within five days of receiving all information and a final site visit	80%	100%

### Customer Satisfaction Results

The continuous Customer Survey revealed that throughout the first quarter of 2010 96.8% of customers were fairly or very satisfied with the service. This compares with 96.1% in the previous quarter and 97.3% in the first quarter 2009. We set ourselves a target of 90% of customers being fairly satisfied or very satisfied with the service.

### Instant Plan Assessment Service

Building Standards in Angus approved 63 building warrants through our Instant Plan Assessment Service. For details on how to make use of this service please refer to our guidance note.

### Application Forms and Guidance Notes

All application forms and guidance notes can be downloaded from the Council's website [www.angus.gov.uk](http://www.angus.gov.uk)

If you have any comments on how the Building Standards Service in Angus can be improved please do not hesitate to contact us by writing to us at Angus Council, Infrastructure Services Department, Planning and Transport Division, County Buildings, Market Street, Forfar. DD8 3LG

Alternatively you can e mail your suggestion to  
[Planning@angus.gov.uk](mailto:Planning@angus.gov.uk)