

Planning & Building Standards Customer Charter

Reviewed Jan 2018



Introduction

Planning and Building Standards are responsible for delivering a range of services including : Building Standards, Development Management and Development Plans.

This Charter outlines what service standards you can expect from us, along with how you can help us to achieve these. Its aim is to provide an excellent customer experience to our clients by providing a high quality and efficient service. In order to deliver the most cost effective and responsive service to you, our preferred method of response will be email.

Our Service Standards

Customer Care

We will :

- Treat you fairly and with respect.
- Offer a friendly and polite service.
- Deal with your communications promptly.
- Deal with your enquiry at first point of contact, wherever possible.
- Give you accurate information.
- Make best use of technology to enable service improvements.
- Make information and services accessible online.
- Deal with your feedback positively and quickly.
- Expect you to treat our staff with respect.

Telephone Calls

We will :

- Answer the phone within six rings whenever possible.
- Give you our name when we answer your call to let you know who you are speaking to.
- Deal with your enquiry on the spot if we can.
- Advise you what we can do to assist and by when, or tell you why we cannot help (if we cannot help you immediately, we will try to tell you who can).
- If you call and the person you need to speak to is not in the office and you leave a message with another member of staff, we will return your call within one working day.



When you write or email us

- We will reply fully within 10 working days of the date we receive your letter, fax or email.
- If we cannot deal with your correspondence fully within 10 working days, we will tell you why and let you know how long it will be before we can give you a full answer.

When we meet with you

- Our officers will wear name badges which identify them and will greet you.
- If you have an appointment, we will always try to see you on time.
- If you do not have an appointment, we will try to see you within ten minutes.

Feedback

- We want to provide an excellent service and to assist in this we require feedback from our customers and value all feedback, good and not so good, as it allows us to ensure continuous improvement of our services. If you feel we have not met these standards, please let us know.
- We will carry out regular surveys of our customers to find out what they think of our services.
- We will use these surveys to find out whether we are complying with this Customer Charter.

Forward Planning

The Forward Planning Team are responsible for the preparation of the Local Development Plan for the West Dunbartonshire planning authority area, and for input to the Glasgow and the Clyde Valley Strategic Development Plan.

The Team is also responsible for providing planning policy advice on major planning applications and for monitoring development land and town centre uses. Information on the current Development Plan and the timetable for preparing its replacement can be found in the Council's Development Plan Scheme and Participation Statement.

The Forward Planning Team will:

- Maintain an up-to-date Local Development Plan for the area, reviewing the Plan at least every 5 years.
- Annually review the Development Plan Scheme and Participation Statement.
- Maintain a database of all people and organisations with an interest in the Local Development Plan.
- Issue a newsletter at key stages of the Local Development Plan process.
- Consult widely at key stages of the Local Development Plan process.
- Be open to alternative suggestions arising from consultations.
- Be readily available to meet with people and organisations with an interest in the sustainable development of the area.
- Publish the Local Development Plan and associated information on-line and make it available in Council libraries.
- Provide annual information on housing completions and housing land, business and vacant and derelict land, and town centre uses.
- Represent the interests of West Dunbartonshire in the Strategic Development Plan and National Planning Framework and in joint working partnerships.

Development Management

The Development Management Team is responsible for promoting development and regulating the use of land and buildings in the public interest.

Our primary responsibility is the consideration and determination of applications for planning permission and related consents. We also exercise the Council's planning enforcement powers where necessary, and we provide general planning advice to developers and other members of the public.

The Development Management Team aim to :

- Notify applicants of whether their application is valid or invalid within 3 working days of receipt.
- Acknowledge representations from members of the public within 3 working days of receipt.
- Negotiate social, economic or environmental improvements in at least 80% of major applications.
- Determine at least 60% of non-householder planning applications within 2 months.
- Determine at least 90% of householder planning applications within 2 months.
- Notify applicants and objectors of decisions within 1 working day of the decision being made.
- Provide high quality pre-application advice to prospective developers.
- Provide an initial response to enforcement complaints within 7 days.

Building Standards

The Building Standards Team are responsible for providing the full range of verification services in respect of Building Warrant Applications.

We also deal with dangerous buildings and unauthorised work, as well as allocation of new street names and assessing raised structure applications. We contribute to the Council's Corporate Address Gazetteer and assist other Council sections determine applications for various licensing applications; such as alcohol, houses in multiple occupation, sports grounds and open air concerts.

The Building Standards Team aim to :

- Register valid Building Warrant Applications within 3 working days of receipt and send acknowledgement notification providing the application reference, along with the name and contact details of the surveyor who will be dealing with the application.
- Notify you if a Building Warrant Application is invalid within 3 working days of receipt stating why it is invalid and what you need to do to make the application valid.
- Carry out a full technical check of 95% of Building Warrant Applications within 20 working days of validation.
- Approve 90% of Building Warrant Applications within 10 working days following receipt of revised/updated information which fully answers previous technical check.
- Respond to 80% of Completion Certificate Submissions within 5 working days of receipt.
- Issue 80% of Completion Certificate Acceptance within 3 working days following a satisfactory completion inspection and receipt of final information.
- Visit 85% of dangerous buildings within 3 hours of being notified.
- Visit 90% of unauthorised work reports within 3 working days of being notified.

Complaints

What if you are not happy with the quality of our service?

- In many cases, it is likely that the matter can be resolved on the spot by speaking with the officer concerned. If you are still not happy, you may ask to speak to the officer's supervisor.
- Where the matter cannot be resolved satisfactorily in this way, you will be directed to the Council's corporate complaints procedure
www.west-dunbarton.gov.uk/council-and-government/consultations,-complaints-and-compliments/complaints-procedure

How to Contact Us

You can contact us in a variety of ways as follows:-

By telephone:- 0141 951 7930

By e-mail :-
website planningandbuildingcontrol@west-dunbarton.gov.uk
www.west-dunbarton.gov.uk

In person
Planning and Building Standards
West Dunbartonshire Council
Aurora House
3 Aurora Avenue
Clydebank
G81 1BF

Our opening
hours are:
Monday to Thursday
Friday

8.45 till 4.45pm
8.45 till 3.55pm

