

BUILDING STANDARDS



C001: INFORMATION ON SERVICE (v2024/25 Q3)

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1. Introduction

Midlothian Council is one of 32 unitary local authorities in Scotland and is responsible for carrying out the verification function within its geographical area. The Council's administrative centre is based in Dalkeith and lies to the south of the City of Edinburgh, with which it has a common boundary, the other neighbouring authorities being East Lothian, Scottish Borders and West Lothian.



The primary aim of building standards is to provide co-ordinated and integrated regulatory advice for developers, architects, surveyors, engineers and the general public on progressing buildings and development projects. In achieving this overall aim, building standards plays a major role in ensuring Midlothian Council's corporate goals and strategic objectives are met.

Midlothian Council Building Standards is responsible for undertaking the verification function within the Midlothian area. The purpose of the building standards verification system is to protect the public interest. The system sets out the essential standards that are required to be met on a national, Scotland-wide basis, when building work, or conversion of a building, takes place in order to meet building regulations. During stages of construction and when work is completed, limited inspections are undertaken to ensure legislation is not contradicted. Of note, responsibility and control of work on site is not down to Midlothian Council Building Standards, but is a matter for the contracts and arrangements in place between a builder and client.

Midlothian Council Building Standards Section is headed by the Building Standards Manager (John Delamar) and consists of two teams, East and West, each led by a senior surveyor, who assumes responsibility for the operation of their team.

The Building Standards Manager reports directly to the Chief Officer - Place (Derek Oliver).

Contact details for Midlothian Council Building Standards Section are as follows:

- 1) Building Standards Manager - John Delamar
Tel: 07703 528 798 (mobile) or 0131 271 3322
Email: john.delamar@midlothian.gov.uk
- 2) Senior Building Standards Surveyor (East) - Philip Wilson
Tel: 07990 136 900 (mobile) or 0131 271 3327
Email: philip.wilson@midlothian.gov.uk
- 3) Senior Building Standards Surveyor (West) - David Ralston
Tel: 07990 136 924 (mobile) or 0131 271 3325
Email: david.ralston@midlothian.gov.uk

We are happy to translate and provide information and publications in other formats - please see Section 4 Communicating in other languages.

2. Additional services provided

Midlothian Council Building Standards also undertakes additional duties, which are not directly part of the verifier's function. These duties relate to the enforcement of the Building (Scotland) Act 2003 and legislation enforced by other divisions within Midlothian Council. These duties extend the role of Building Standards, with the service providing expertise on a variety of legislative functions and requirements. The primary functions in this regard are:

a) Dangerous and Defective Buildings

Undertake necessary action to secure and maintain dangerous and defective buildings respectively, to safeguard the occupants and general public relative to the Building (Scotland) Act 2003.

b) Unauthorised Works

Carry out enforcement relative to unauthorised works, in accordance with the Building (Scotland) Act 2003.

c) Document searches

Provide copies of documentation relative to building warrants, completion certificates, dangerous building notices and building warrant enforcement notices.

If you require further information on any of the services we provide, please:

- visit our website at www.midlothian.gov.uk/buildingstandards,
- contact us on telephone number 0131 271 3320 (for general enquiries), or
- email us at building_standards@midlothian.gov.uk.

d) Houses in Multiple Occupation (HMO)

The Building Standards Section inspects HMO with regard to warrantable work and advises Midlothian Council's Licensing Committee on the suitability of the premises, in accordance with Scottish Government's Guidance on HMO.

e) Licensing

Advising the Midlothian Council's Licensing Committee on the suitability of the premises such as restaurants, public houses, places of entertainment and, more recently, premises to be used for the solemnisation of marriages. Consideration is given to the suitability relative to access for the disabled, design occupancy, means of escape and general condition relative to the Licensing (Scotland) Acts.

3. Buildings Standards Performance

An enhanced system for delivering the Building Standards services is currently in place throughout Scotland. As part of this national system, each verifier provides information about their performance in relation to the minimum standards of service that all local authority verifiers should meet. Details of these minimum standards, together with remedial measures should our performance standards not be met, are presented in our Customer Charter (see separate document).

Our performance is measured in relation to national Key Performance Outcomes (KPOs):

- 1) **KPO1** - Minimise time taken to issue a first report or to issue a building warrant or amendment to building warrant:
 - a) Average time to grant a building warrant (in working days) (see Figure 3.1).
 - b) Time to issue first response to building warrant applications (in percentage) (see Figure 3.2).
 - c) Time to issue building warrants following receipt of satisfactory information (see Figure 3.3).
- 2) **KPO2** - Increase quality of compliance assessment during the construction processes:
 - a) Construction Compliance and Notification Plans (CCNPs) fulfilled (in percentage) (see Figure 3.4).
- 3) **KPO4** - Understand and respond to the customer experience:
 - a) Online National Customer Satisfaction survey (overall satisfaction score out of 10) (see Figure 4.1).

Figure 3.1 KPO1a - Average time to grant a building warrant (in working days)

Item	2022/23	2023/24	Q1: April to June 2024	Q2: July to September 2024	Q3: October to December 2024	Q4: January to March 2025
Total number of warrants granted	689	644	151	156	144	Na
Application with Midlothian Building Standards (working days)	33.8	37.3	37.0	46.6	56.3	Na
Application with applicant or agent (working days)	64.4	65.8	66.8	62.9	53.2	Na
Average time to grant a Building Warrant (working days)	98.2	103.1	103.8	109.5	109.5	Na

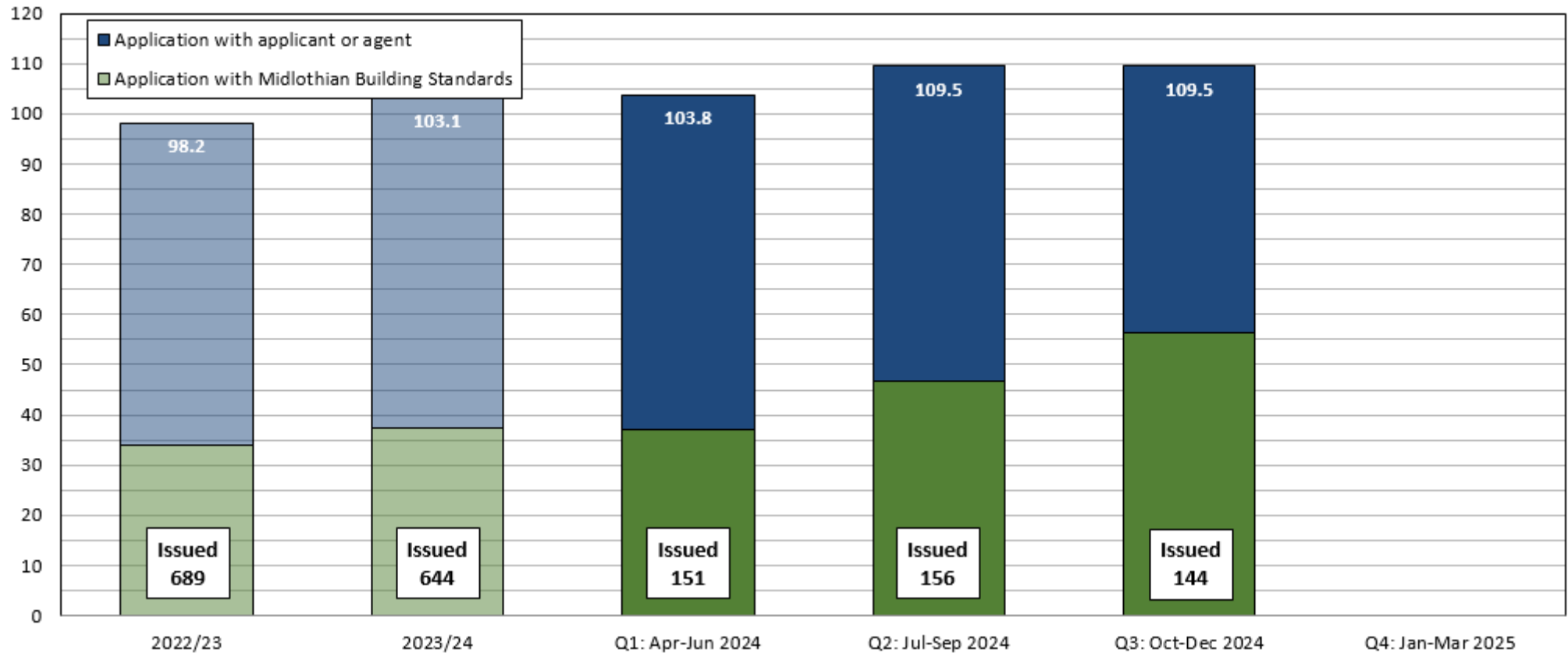


Figure 3.2 KPO1b - Time to issue first response to building warrant applications (in percentage) - target 95% within 20 working days

Item	2022/23	2023/24	Q1: April to June 2024	Q2: July to September 2024	Q3: October to December 2024	Q4: January to March 2025
Number of first reports issued	749	664	185	142	151	Na
Percentage issued within 15 days	48.7	53.0	34.6	30.3	37.1	Na
Percentage issued within 20 days	75.8	74.7	58.4	50.7	60.3	Na
Percentage issued within 35 days	95.6	91.3	89.7	81.7	87.4	Na
Percentage issued in more than 35 days	100.0	100.0	100.0	100.0	100.0	Na

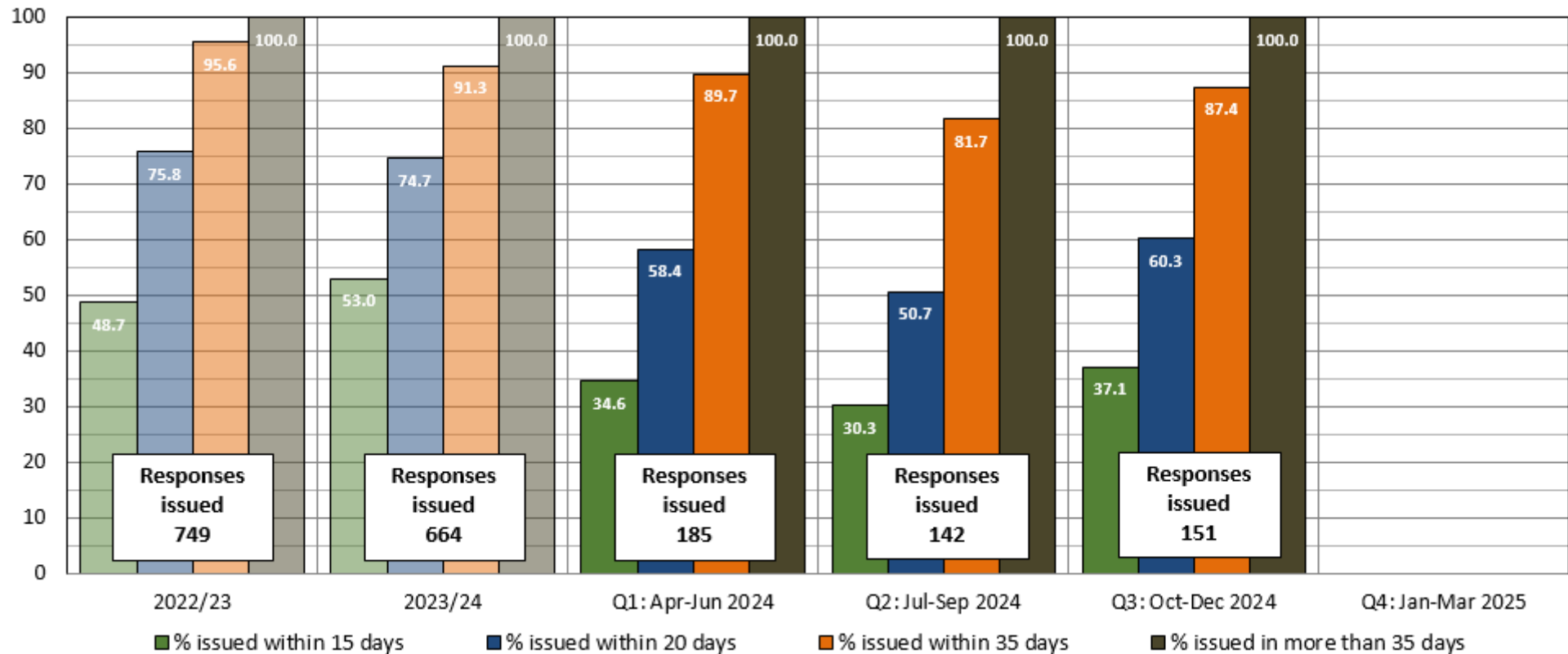


Figure 3.3 KPO1c - Time to issue building warrants following receipt of satisfactory information - target 90% within 10 working days

Item	2022/23	2023/24	Q1: April to June 2024	Q2: July to September 2024	Q3: October to December 2024	Q4: January to March 2025
Number of first reports issued	689	644	151	156	144	Na
Percentage issued within 6 days	61.7	64.0	66.2	59.6	68.1	Na
Percentage issued within 10 days	74.5	74.1	73.5	72.4	75.0	Na
Percentage issued within 15 days	83.7	83.2	82.8	79.5	80.6	Na
Percentage issued in more than 15 days	100.0	100.0	100.0	100.0	100.0	Na

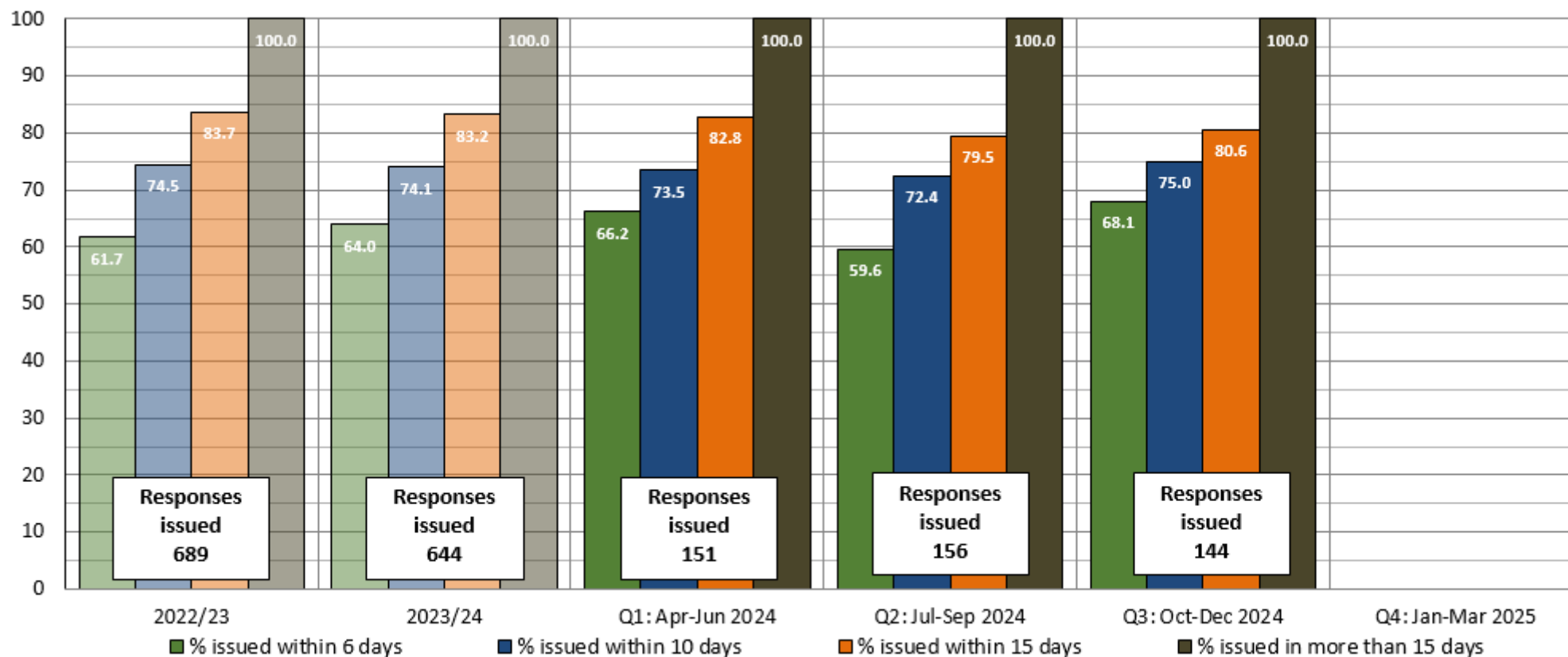
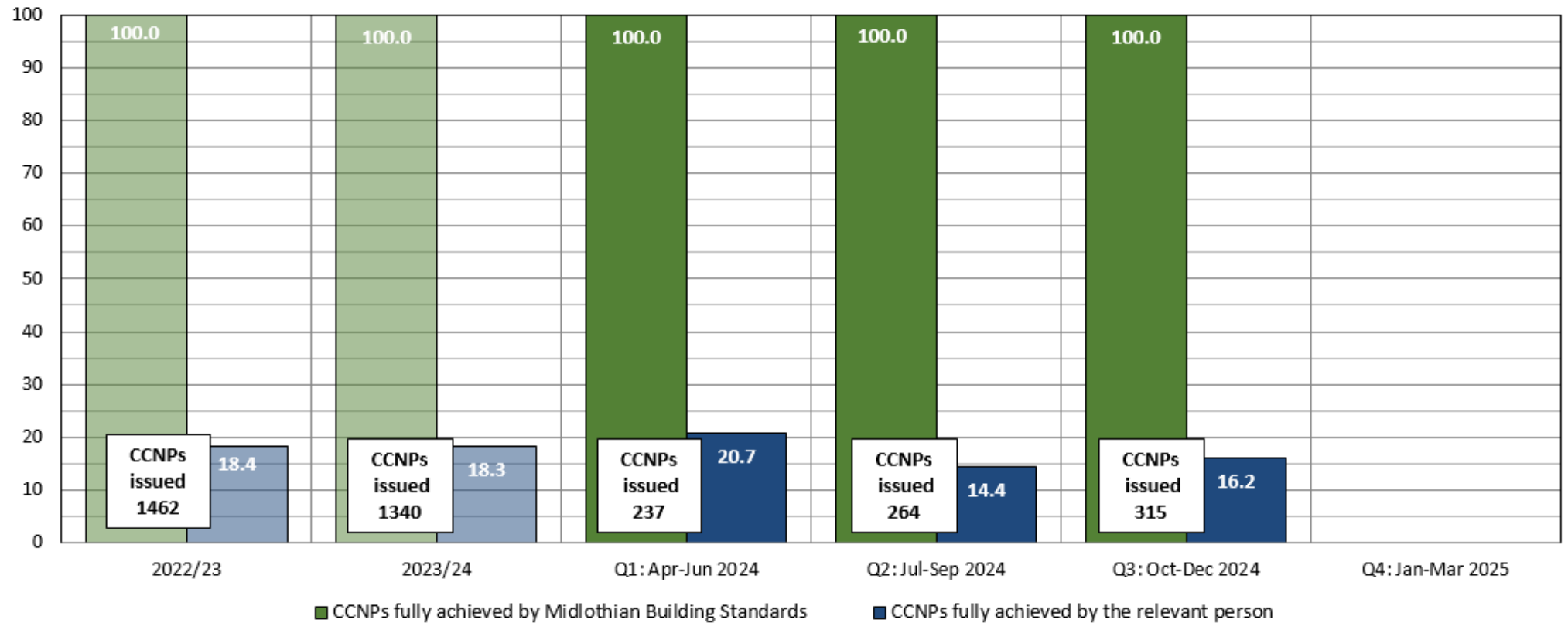


Figure 3.4 KPO2 - Construction Compliance and Notification Plans (CCNPs) fulfilled (in percentage)

Item	2022/23	2023/24	Q1: April to June 2024	Q2: July to September 2024	Q3: October to December 2024	Q4: January to March 2025
Number of CCNPs issued	1462	1340	237	264	315	Na
Percentage CCNPs fully achieved by Midlothian Building Standards	100.0	100.0	100.0	100.0	100.0	Na
Percentage CCNPs fully achieved by the relevant person	18.4	18.3	20.7	14.4	16.2	Na



4. Building Standards Customer Feedback

4.1 Why have feedback?

In an attempt to continually assess and improve the quality of service provided, Midlothian Council Building Standards monitors customers' views on how well the staff and the section perform across a range of issues. Formal (from the KPO4 online National Customer Satisfaction survey) and informal feedback (from emails, phone calls, meetings etc.) provides an accurate and realistic picture of how Midlothian Council Building Standards is considered by the public.

The feedback responses are regularly monitored and acted upon by the Building Standards Manager. This allows any patterns to be discerned relating to the aspects that are most valued by customers, and to identify any issues that require improvement.

4.2 National Customer Satisfaction Survey

From 2014, an annual National Customer Satisfaction Survey was commissioned by the Building Standards Division of the Scottish Government. In 2022, this annual survey was replaced by the continuous online National Customer Satisfaction Survey.

The online National Customer Satisfaction Survey asks for feedback for the following topics, and the responses are combined to give a total satisfaction score:

Topic	Weighting
1) Communications	12.5%
2) Time taken	12.5%
3) Staff	6.25%
4) Available information	6.25%
5) Responsiveness	6.25%
6) Fairness	6.25%
7) Overall satisfaction	50.0%
Total	100%

Figure 4.1 provides an overview of the National Customer Satisfaction results and compares Midlothian Council Building Standards with the average for all 32 Building Standards sections throughout Scotland.

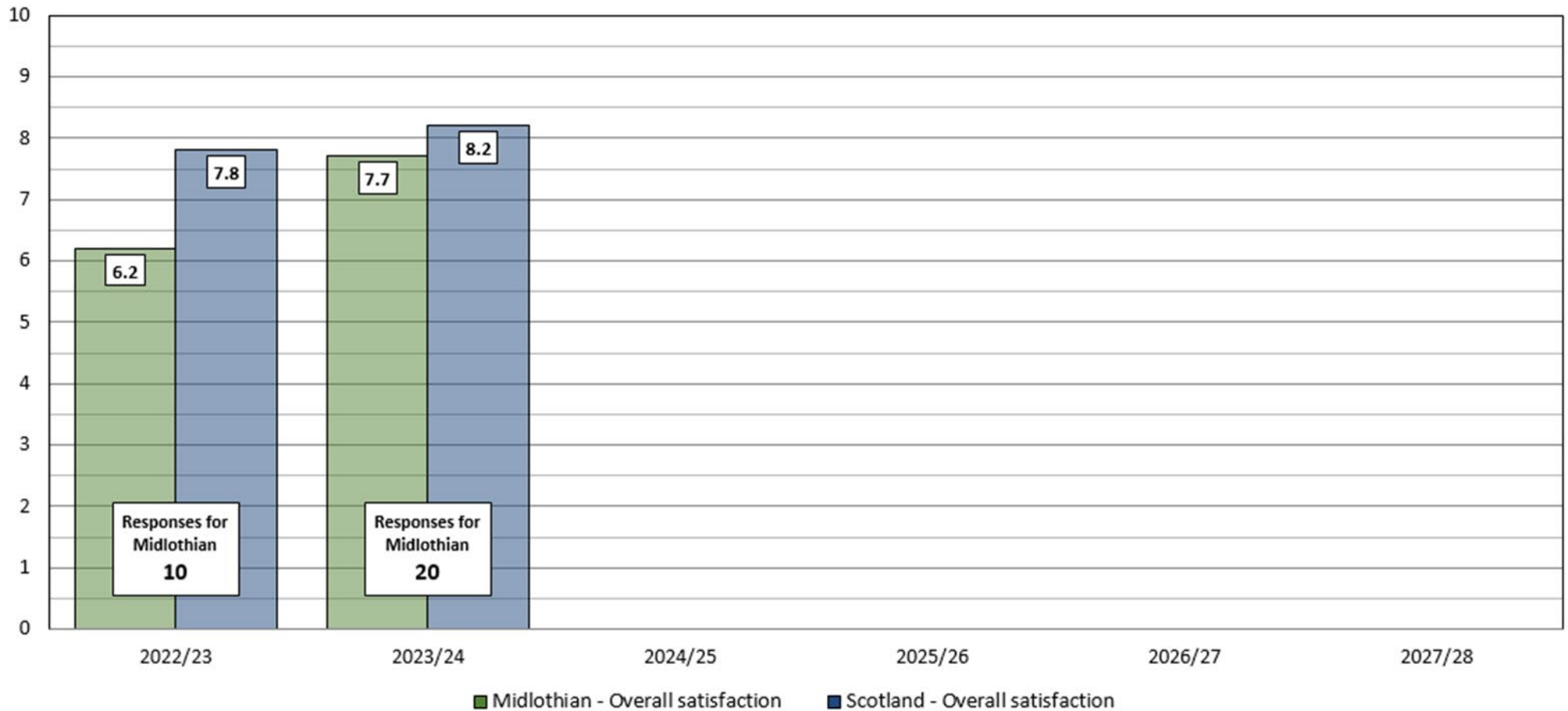
5. Feedback comments

In addition to ratings how the service was perceived, customers were also asked for any comments and suggestions on how the service could be improved in relation to the building warrant process and issue of completion certificates. Below is a selection of abridged formal and informal feedback comments received since January 2023, in relation to all the services we provide.

Figure 4.1 KPO4 - Understand and respond to the customer experience: online National Customer Satisfaction survey - target minimum overall average satisfaction rating of 7.5 out of 10

Item	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
Responses for Midlothian	10	20	Na	Na	Na	Na
Midlothian - Overall satisfaction	6.2	7.7	Na	Na	Na	Na
Scotland - Overall satisfaction	7.8	8.2	Na	Na	Na	Na

Survey commissioned by the Building Standards Division of the Scottish Government. Rating scale used is 1 'not at all satisfied' to 10 'completely satisfied'.



General comments received:

- 1) *Interaction was easy. Care was given to ensuring that the standards were applied and attention paid to given guidance to help me get the incomplete tasks finished. The case surveyor was a joy to work with.*
- 2) *I would just like to say that the service we have received from the case surveyor was truly outstanding.*
- 3) *Timescales turning round an application caused issues.*
- 4) *The case surveyor was very clear and made the process easy to follow.*
- 5) *Quality of response and time taken to explain what was being required was helpful. Very helpful in this instance as it related to a commercial business.*
- 6) *All interactions were dealt with in an extremely helpful, effect and efficient manner.*
- 7) *The case surveyor from Midlothian Council was very helpful and friendly.*
- 8) *The case surveyors were a delight to work with... ..they were clear and concise with their communications, and were very approachable to any queries.*
- 9) *...I am very satisfied with the service the case surveyor provided.*
- 10) *Extremely slow to reply.*
- 11) *The case surveyor was extremely efficient and particular with everything. He even managed to be so patient with me.*
- 12) *Was quoted 6-8 weeks and this timescale was met. All good with detail.*
- 13) *It took only one month from submission to the warrant being granted which is much quicker than other local authorities.*
- 14) *Amazing! Thank you so much for your help and support! It has been very much appreciated during a very, very trying and stressful time!*
- 15) *...it was a huge relief to have an approachable person representing the Midlothian Building Standards team!*
- 16) *Many thanks for going above + beyond to help get our extension finished - really grateful for all you have done!*
- 17) *I want to say huge thank you for all your help. Without your guidance and efforts, we wouldn't move to new house happily.*

- 18) *...thank you also for your assistance, you both have been very patient and helpful in this process.*
- 19) *Many thanks for your kind assistance with this project - we would have been tied up in knots without it so it is very much appreciated.*
- 20) *Thank you for your hard work, diligence and professionalism in all our dealings with the project. You have consistently provided first class assistance throughout the process, along with valuable guidance and honest feedback.*

6. Improvements resulting from feedback received

We review and act upon the feedback comments we receive, typically encompassing the National Customer Satisfaction survey, our record of informal feedback (received typically via emails), and informal comments and suggestions from applicants, homeowners and builders. The main themes relating to feedback comments received and associated actions are:

Theme	Feedback	Action(s)
1) Inspections	Applicants and builders unaware of the notifications to be given to Building Standards when work is ready to be inspected on site.	Upon receipt of a Start of Work notification, send email to applicant/builder explaining when notifications to the case surveyor are required for Key Inspection Stages on site.
2) Submitting electronic documents	Requests for assistance on submitting electronic documents via the eBuilding Standards portal.	Promote our step-by-step web-based guidance 'How to submit electronic documents on the eBuilding Standards portal'. This guidance is aimed at applicants unfamiliar with using the portal.
3) Pre-warrant meetings	Prior to submitting an application, applicants and agents seeking assurance that their proposals will meet the Building Regulations.	Introduce a pre-warrant meeting service, to permit applicants and agents to explore options for their proposals that could meet the Building Regulations
4) Fire detection and alarm	Applicants, homeowners and electricians confused as to requirements.	Due to confusion between general Tolerable Standards and the more onerous Building Regulations, develop and promote our guide "Midlothian requirements for fire detection and alarms in dwellings" with applicants, agents, builders and electricians.
5) Ramps	Occupational Health team unclear when forming ramp access will require a building warrant application.	Draft guidance to explain criteria for deciding if forming ramp access to domestic buildings will require a building warrant application.
6) Energy	Staff and LABSS requesting a checklist for checking SAP10 energy submissions.	SAP10 Checklist developed and passed to LABSS for use by all Building Standards sections in Scotland.

Feedback comments and associated actions are also added to our Service Improvement Log, which is available from our website.

7. Forms

a) **For electronic submissions**, please refer to the [eBuilding Standards portal](#):



b) **For paper submissions**, details of forms and guidance for applying for Building Warrant, for applying for an Amendment of Building Warrant, for extending the validity of a Building Warrant, and a Completion certificate Submission are presented in Appendix A. Copies of the forms are available in the download section of our website:

<http://www.midlothian.gov.uk/buildingstandards>

8. Guidance and fees

Copies of guidance and fees are presented in Appendix B.

9. Giving feedback

Your feedback is important to us, and whether your comments are positive or negative, your feedback will help to assess and improve the quality of the Midlothian Council Building Standards Service. Please give your feedback via the [National Customer Satisfaction Survey for Building Standards](#).

10. Complaints

Midlothian Council is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. If something goes wrong, or you are dissatisfied with our services, please tell us.

Complaints usually fall into one of two possible categories:

a) General complaints

We see a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- council policy
- treatment by or attitude of a member of staff

- our failure to follow proper procedure.

Full details of our general complaints process can be found under the 'Complaints, compliments and comments' section of our website at:

www.midlothian.gov.uk

Alternatively, you can contact us via:

Tel: 0131 270 7500

Email: enquiries@midlothian.gov.uk

b) Specific complaints regarding the building standards process

Midlothian Council Building Standards will always seek to provide a fair and consistent approach to interpretation of building regulations and associated legislation. To this end, we undertake local and national training to ensure our surveyors are fully equipped with procedures and knowledge to deliver a consistent service to our customers. We also share information and knowledge at regular staff meetings, to ensure consistency of approach.

We do recognise how awkward and frustrating varying interpretation can be for our customers. In order that we can continue to interpret legislation in a consistent and fair manner, we request to be made aware of any of your concerns. If you feel that your view is not being considered, or is being misunderstood by any member of the team, we would welcome the issue being brought firstly to the attention of the senior surveyor responsible for the East or West Teams (see Section 2 for contact details). Where the senior surveyor is unable to resolve the issue, the matter will then be brought to the attention of the Building Standards Manager.

Should any area of dispute require further escalation, the Building Standards Manager will forward the matter to the South-East Scotland Building Standards Consortium (SESBSC). The Consortium is made up of six neighbouring Local Authority Building Standards Services, and its main purpose is to develop consistency of approach and sharing best practice. The matter will be discussed at the consortium meetings and, where possible, an agreed approach or solution will be adopted throughout SESBSC.

If there remains a clear inconsistency of interpretation amongst the consortium, the matter will be referred to LABSS (Local Authority Building Standards Scotland) for a national view. LABSS is an organisation which represents all 32 Scottish Local Authority Building Standards Services, and whose aim is to promote a culture of continuous improvement and the achievement of best value with regard to the delivery of Local Authority Building Standards Services. Of note, this escalation does not prejudice the right of any applicant to approach the Building Standards Division, the division of the Scottish Government responsible for building standards in Scotland, directly for a view.

11. Communicating in other languages

Information published by Midlothian Council can be provided on request in many of the community languages, e.g. Cantonese, Punjabi, and Urdu.

COMMUNICATING CLEARLY

We are happy to translate on request and provide information and publications in other formats, including Braille, tape or large print.

如有需要我們樂意提供翻譯本，和其他版本的資訊與刊物，包括盲人點字、錄音帶或大字體。

Zapewnimy tłumaczenie na żądanie oraz dostarczymy informacje i publikacje w innych formatach, w tym Braillem, na kasecie magnetofonowej lub dużym drukiem.

ਅਸੀਂ ਜੇਕਰ ਕਰਨ ਤੇ ਪੁਸ਼ਟੀ ਨਾਲ ਅਨੁਵਾਦ ਅਤੇ ਜਾਣਕਾਰੀ ਤੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਪ੍ਰਕਾਸ਼ਨ ਪ੍ਰਦਾਨ ਕਰਾਂਗੇ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਬਰੇਲ, ਟੇਪ ਜਾਂ ਵੱਡੀ ਫ਼ਪਾਈ ਸ਼ਾਮਲ ਹਨ।

Körler için kabartma yazılar, kaset ve büyük nüshalar da dahil olmak üzere, istenilen bilgileri sağlamak ve tercüme etmekten memnuniyet duyarız.

اگر آپ چاہیں تو ہم خوشی سے آپ کو ترجمہ فراہم کر سکتے ہیں اور معلومات اور دستاویزات دیگر شکلوں میں مثلاً بریل (تاریخہ افراد کے لیے) اچھے سے سونے طرف کی کھائی (میں) ٹیپ پر یا بلا سے طرف کی کھائی میں فراہم کر سکتے ہیں۔

Contact 0131 270 7500 or email: enquiries@midlothian.gov.uk

Information can also be provided in large print, Braille, or audio tape.

For more information, please contact Midlothian Council on 0131 270 7500.

APPENDIX A

FORMS AND GUIDANCE

A.1 Building Standards forms

Please note that from the 01 May 2005, the Building (Scotland) Act 2003 came into force.

Building (Scotland) Act 2003	
Building warrant	
1	Application for Building Warrant (PDF)
2	Guidance on completing Application for Building Warrant form (PDF)
3	Application for Amendment of Building Warrant (PDF)
4	Notice of intention to use an approved certifier of construction (PDF)
5	Completion Certificate where no warrant obtained - Submission (PDF)
6	Application to Extend Period of Validity of Building Warrant (PDF)
Completion	
7	Completion Certificate - Submission (PDF)
8	Guidance on completing Completion Certificate - Submission form (PDF)
9	Application for Temporary Occupation or Use (PDF)
10	Application for discharge or variation of a continuing requirement (PDF)
Property services	
11	Application for Copy Documents (PDF)
12	Application for Letter of Comfort (PDF)

A.2 Building Standards guidance

A	Do I need a building warrant? (PDF)
B	Preparing a building warrant application (PDF)
C	Structural information to accompany a building warrant application (PDF)

APPENDIX B

COSTS AND FEES

B.1 Fees and discounts

1	Building Standards fee table (PDF) - fees for building warrant applications and amendments, and details of Discounts for Approved Schemes.
2	Midlothian Cost Index (PDF) - how to estimate the cost of building works
3	Midlothian how to pay (PDF)