

# Building Standards

## Service Improvement Log (v2)

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[www.midlothian.gov.uk/buildingstandards](http://www.midlothian.gov.uk/buildingstandards)

### Service improvements

Service improvements are brought about by customers' comments and suggestions, comments and suggestions from Building Standards team members, sharing within the South East Scotland Building Standards Consortium and benchmarking with other local authorities and other organisations.

ID	Description	Reason	Anticipated benefit to customers	Suggested by	Introduced
1	Implementation of improved risk management process for building warrant allocation to case surveyor.	Aid adherence to performance indicators.	To enhance service/faster service in accordance with the performance indicators.	Staff	2012
2	Introduce mailbox for Building Standards.	For improved communications with Building Standards.	Faster service.	Staff/member of public	2012
3	Enhanced use of reports, broken down into separate parts to clearly detail outstanding issues.	Reports used to try and ensure targets are achieved.	More consistent service to customers.	Staff	2013
4	Produce guidance for submitting a building warrant application, including structural information.	To inform Applicant/Agent of requirements in advance of submission.	More knowledge which leads to improved submissions with faster turnaround times.	Members of public/agents	2013
5	Investor In People (IIP award).	Enhance Customer Service.	Enhanced service.	Staff	2013
6	Awarded Customer Service	Enhance Customer Service.	Enhanced service.	Staff	2013

	Excellence.				
7	Introduce Copy documents service.	Delays in processing request due to missing information or unclear requests.	Improve service for those seeking copies of official documents.	Staff	2014
8	Forms on Midlothian Building Standards website are now typewriter-enabled.	To allows forms to be submitted in typewriter-enabled format.	An easier way to complete the forms.	Member of public	2014
9	Re-awarded Customer Service Excellence.	Enhance Customer Service.	Enhanced service.	Staff	2014
10	Produce guidance for completing Building Standards application forms.	Forms not always complete due to being complex/confusing.	Faster service.	Member of public	2015
11	Re-awarded Customer Service Excellence.	Enhance Customer Service.	Enhanced service.	Staff	2015
12	Simplify jargon in letters and information provided.	Update official notification letters to remove jargon and unnecessary legal phrases.	Simpler and more user friendly	Staff/benchmarking with other authorities	2016
13	Improve reminders for building warrant applications.	Improve frequency (6 and 8 month) and clarity of reminder letters to building warrant applicants of the date of refusal for their application.	Better time management to decrease change of having to reapply for a new building warrant (with no refund of fees).	Staff/members of the public	2016
14	Develop and publicise new group call phone number for general enquiries.	Improved chance of talking directly to surveyor about a general enquiry, rather than leaving voicemails.	Improved query response.	Feedback	2016
15	Develop and roll-out responsive website.	A responsive website anticipates and responds to its users' needs, allowing them to quickly and easily complete	Improved usability of website – simpler and more user friendly. Hemingway App to make text simpler and clearer.	Feedback/benchmarking	2016

		their task no matter what device they are on.			
16	Re-awarded Customer Service Excellence.	Enhance Customer Service.	Enhanced service.	Staff	2016
17	Introduce eBuilding Standards	Provide an efficient and supportive process for members of the public and professional services to submit building standards applications online.	To speed up applications and to reduce costs.	Members of public, staff, LABSS and Scottish Government	2016
18	Develop ventilation guide	Condense a number of published sources into one simple ventilation guide and commissioning sheet.	Improve quality of information available and improve ease of sign off for applicants.	Architect and builder	2017
19	Introduce Alternative Evidence template for drainage	With permission from Midlothian Building Standards, applicants and builders are permitted to confirm suitability of installed new drainage.	Allows continuation of building works where Building Standards are unable to inspect drainage at a specific time or date.	Staff and LABSS	2017
20	Use of external Environmental Health consultant for peer reviews	To improve time management and clarity of peer reviews for contaminated land and ground gas.	To improve timescale of responses and quality of information.	Agents and engineers	2017
22	Develop simplified guidance on inspections and completion	To aide applicants with inspection and completion processes.	Improved applicant understanding and response, resulting in fewer delays.	Feedback	2017
22	Introduce Viewing Documents service	To enable applicants and agents access to apply to view building warrant documents	To improve content and quality of applications.	Member of public	2017