

# Building Standards

## Service Improvement Log (v1)

Midlothian Council  
Fairfield House  
8 Lothian Road  
Dalkeith EH22 3ZN  
Tel 0131 270 7500  
Fax 0131 271 3537



[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	Use of Staff 'Work-at-home' days.	To speed up the processing/assessment of Building Warrants.	Faster service.	Staff	2013
4	Reduction in the number of drawings for the initial Building Warrant submission.	To remove unnecessary printing, where drawings require to be revised before they are approved.	Time/cost to produce drawings decreases.	Agents	2013
5	Enhanced use of reports, broken down into separate parts to clearly detail	Reports used to try and ensure targets are achieved.	More consistent service to customers.	Staff	2013

	outstanding issues.				
6	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
7	Indication on acknowledgement letter of response times.	To provide additional information on timescales.	Up-to-date knowledge on timescales.	Staff	2013
8	Standardise out of office responses (voicemail and email) for Building Standards staff.	Different responses were not as clear and concise are required.	To provide clear and consistent information to customers.	Staff	2013
9	Develop SAP energy checklist.	Guidance complex and from a number of different sources.	Condense information from a number of official documents into one simple checklist.	Staff	2013
10	Investor In People (IIP award).	Enhance Customer Service.	Enhanced service.	Staff	2013
11	Awarded Customer Service Excellence.	Enhance Customer Service.	Enhanced service.	Staff	2013
12	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
13	Issue copy of Construction Compliance Notification Plan to builder.	Try and improve compliance with key performance outcomes.	Improved performance.	Staff	2014
14	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
15	Re-awarded Customer Service Excellence.	Enhance Customer Service.	Enhanced service.	Staff	2014

16	Produce guidance for completing Building Warrant Application form.	Forms not always complete due to being complex/confusing.	Faster service.	Member of public	2015
17	Produce guidance for completing Completion Certificate – Submission form.	The definition of ‘Relevant Person’ was confusing.	Additional guidance should simplify the process.	Member of public	2015
18	Update content of Midlothian Building Standards website.	Previous information insufficient or incomplete, issues with usability/ease of finding information.	Improved service.	Members of public/agents/benchmarking	2015
19	Improved use of website to publicise information in relation to Building Standards.	Request for notification of availability of Structural Engineer.	Improved interactions with Building Standards service.	Agent	2015
20	Re-awarded Customer Service Excellence.	Enhance Customer Service.	Enhanced service.	Staff	Oct 2015
21	Use of work mobile phone to contact certain customers.	Customers have phones that block unknown numbers.	Improved timeliness in communications.	Staff	Dec 2015
22	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	Jan 2016
23	Alteration to Customer Care questionnaire	To improve questions related to timeliness and for customers giving any dissatisfied ratings.	Easier to rate our performance and to provide feedback. Shared with benchmarking group.	Feedback, staff and benchmarking	Jan 2016
24	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	Jan 2016
25	Inspection and alternative evidence procedure	Standardise recording for inspections and alternative	Enhanced service.	Staff	Mar 2016

	implemented.	evidence accepted in lieu of inspections.			
26	Raised structures permit.	Develop process and guidance for applications for raised structure permit.	Improvement management of public safety.	Staff/benchmarking	Mar 2016
27	Develop ventilation guide.	Guidance unclear and complex.	Condense information from a number of official documents into one simple ventilation guide and commissioning sheet.	Agent/members of public	Mar 2016
28	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	Jun 2016
29	Develop and roll-out responsive website.	A responsive website anticipates and responds to its users' needs, allowing them to quickly and easily complete their task no matter what device they are on.	Improved usability of website – simpler and more user friendly. Hemingway App to make text simpler and clearer.	Feedback/benchmarking	Jul 2016