

NEWSLETTER NOVEMBER 2006

BUILDING STANDARDS

Early next month the section will be assessed for CharterMark and we would like to take this opportunity beforehand to thank everyone who has commented and contributed to the improvements made to the service over the last few years.

Irrespective of the outcome of the assessment it is you, our customers and partners whose thoughts, ideas and comments are driving the section forward. Without these there would be little improvement.

We continue to strive to provide an honest, open and accountable service while giving the best service possible to you our customers within the constraints of our legislative system.

In the past we have informed you that, following suitable consultation, we would be proposing adjusted targets for our core activities to help motivate staff to improve turnaround times. This is as a result of the new legislative system that came into force on the 1st May 2005 and the subsequent introduction of our new back office computer system.

We can now tell you that we have approval to alter three core service standards and for the next few months our targets are:

- Assess 80% of valid applications for building warrants within 20 days,
- Issue 80% of applications for building warrants within 8 days of receiving all the necessary information,
- Accept 80% of Completion Submissions within 5 days of carrying out a satisfactory final inspection

These targets will be continually monitored and returned to normal levels as soon as possible.

Building Standards
County Buildings
High Street
Linlithgow
West Lothian
EH49 7EZ

Tel : 01506 775222
Email : dbc@westlothian.gov.uk



West Lothian
Council

UK Council of the Year 2006