

IMPROVEMENT STRATEGIES FOR BUILDING STANDARDS

Outcomes from review of the West Lothian Annual Survey carried out January 2025.

Customer Comments / Improvement Initiative (You said)	Progress (We Did)
My main comment is that if building control procedures vary from local authority to local authority then it is vital that the applicant, occupier, agent and builder are all made fully aware of what is required particularly in terms of site inspections.	Every building warrant granted is accompanied by a Construction Compliance Notification Plan (CCNP) This CCNP sets out the inspections that building standards wish to carry out and provides contact details for arranging inspections.
Building Standards applications in Scotland take too long. They are overly protracted and should no longer be run by local authorities and the significantly better English system should be adopted.	<p>The average time to get a building warrant granted in West Lothian in financial year 2024 -2025 was 59.14 days.</p> <p>In Financial year 2024-25 WLC building standards:</p> <ul style="list-style-type: none"> assessed all building warrants within the national target of 20 days with 98.8% of these applications being assessed within 15 days. granted every building warrant within 10 days of receiving all revised information <p>As a result of the above performance the team were awarded a national performance award by the Building Standards Division of Scottish Govt.</p>
There can be some queries that would seem to indicate that case officers have heavy workloads which can make understanding them or providing an explanation difficult	We understand the building standards process can be a technical undertaking and as such would advise customers to employ the use of a professional agent to navigate the process on their behalf – our staff will however provide general advice to our customers to help them through the process and can be contacted by phone, email or in person meeting at Civic Centre Livingston to discuss any assessment letters.
As a local agent to West Lothian, we use the services of the Building Standards department on a regular basis. We find communication with the individuals within this department, to be very satisfactory. The timescales are very prompt for all stages of the application - registration; first assessment and contending with the assessing officer with queries throughout.	Whilst acknowledging that first and foremost building standards are a regulator. The building standards team pride themselves on their commitment to customer service and achieved a result of 8.8 out of 10 in the National Customer survey. The team will continue to balance the priorities of being a regulator whilst also recognising the importance of good customer service.