

NEWSLETTER

OCTOBER 2006

BUILDING STANDARDS

The first half of this financial year has seen the successful implementation of our new back office computer system, which was needed to allow the submission of online applications and the provision of an online building standards register.

The installation and implementation of this system has by no way been easy.

Indeed we are very aware that this has had a negative impact on the usual standard of service our regular customers expect with regards to response times. We have tried to keep you informed of these delays and the reasons behind them and thank you for your understanding.

We are now pleased to inform you that our measured performance levels are now improving. However, following consultation with interested parties, we are proposing to temporarily alter our targets to a more realistic achievable level.

This change should help motivate our staff and should raise our overall performance giving you our customers' quicker response times. Our targets will be continually monitored over the coming months and will be adjusted when we are near achieving them.

It is expected that we will soon be back to the level of performance we achieved in previous years.

The provision of the online submissions and payments service has been a success with seven applications for building warrant being received to date with many more payments or additional payments being made.

**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