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KPO5 - Financial governance

KPO3, 4, 6, 7 - Customer Charter, Customer Survey, eBuilding Standards, Annual Performance Report

Totals of BWs, CCs, Certificates and Notices

Summary of KPOs (publish)

Targets

	KPO1(A) - TIME TAKEN TO	ISSUE A BUILDING	WARRANT OR A	MENDMENT TO WA	ARRANT
	CATEGORY (by building type and value of work)	Total number of BWs and amendments issued	Total number that utilised customer agreements	Total number of working days for total number of BWs and amendments issued	Average time per BW (Working Days)
	0 - £10,000	64	1	4912	
	£10,001 - £50,000	17	0		
DOMESTIC	£50,001 - £250,000	13		1319	
	£250,001 - £1,000,000	4	2	362	90.50
	£1,000,001 and above	2	0		
	0 - £10,000	5	4	303	60.60
	£10,001 - £50,000	5	0	379	75.80
NON-DOMESTIC	£50,001 - £250,000	2	0	89	44.50
	£250,001 - £1,000,000	2	0	117	58.50
	£1,000,001 and above	2	1	643	321.50
Sub total	DOMESTIC - ALL	100	4	8399	83.99
Sub total	NON-DOMESTIC - ALL	16	5	1531	95.69
ALL CATEGORIES	Total	116	9	9930	85.60
Comments	N/A				
Value bands Sub total	0 - £10,000	69	5	5215	75.58
Value bands Sub total	£10,001 - £50,000	22	0		87.77
Value bands Sub total	£50,001 - £250,000	15		1408	
Value bands Sub total	£250,001 - £1,000,000	6	2		
Value bands Sub total	£1,000,001 and above	4	1	897	224.25

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	KPO1(B) - TIME TAKEN TO	ISSUE A FIRST REI	PORT (AND BUILDI			ED WITHOUT A FI	RST REPORT)				
	CATEGORY (by building type and value of work)	Number of first reports issued	No. of first reports issued within 15 days	No. of first reports issued in more than 15 days and within 20 days	No. of first reports issued in more than 20 days and within 35 days	No. of first reports issued in more than 35 days	% within 15 days	% more than 15 days and within 20 days	% more than 20 days and within 35 days	% more than 35 days	% check (should be nearly 100%)
	0 - £10,000	36	27		1	0	75.00%	22.22%	2.78%	0.00%	100.00%
	£10,001 - £50,000	27	18	6	3	0	66.67%	22.22%	11.11%	0.00%	100.00%
DOMESTIC	£50,001 - £250,000	6	5	1	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	0 - £10,000	6	4	2	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£10,001 - £50,000	3	0	2	1	0	0.00%	66.67%	33.33%	0.00%	100.00%
NON-DOMESTIC	£50,001 - £250,000	2	0	2	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
Sub total	DOMESTIC - ALL	72	51	17	4	0	70.83%	23.61%	5.56%	0.00%	100.00%
Sub total	NON-DOMESTIC - ALL	13	5	7	1	0	38.46%	53.85%	7.69%	0.00%	100.00%
ALL CATEGORIES	Total	85	56	24	5	0	65.88%	28.24%	5.88%	0.00%	100.00%
Commentary on main reasons why there are any significant changes	N/A										
Provide main reasons why first report targets not met	N/A										
Value bands Sub total	0 - £10.000	42	31	10	1	0	73.81%	23.81%	2.38%	0.00%	100.00%
	0 - £10,000 £10,001 - £50,000	42		-	1	0	73.81% 60.00%	23.81% 26.67%	2.38%	0.00%	100.00% 100.00%
Value bands Sub total		42 30 8		-	1	0	60.00%	26.67%	13.33%	0.00%	100.00%
Value bands Sub total Value bands Sub total	£10,001 - £50,000			-	1 4 0 0	0 0 0				0.00% 0.00%	

Value bands Sub total

Value bands Sub total

£250,001 - £1,000,000

£1,000,001 and above

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	KPO1(C) - TIME TAKEN TO	ISSUE A BUILDING	WARRANT OR AN			SUBSEQUENT REI	PORT) FROM RECE	IPT OF SATISFAC	ORY INFORMATIO	N	
	CATEGORY (by building type and value of work)	Total number of BWs and amendments issued	No. of BWs and amendments issued within 6 days of receipt of satisfactory information	No. of BWs and amendments issued in more than 6 days and within 10 days of receipt of satisfactory information	No. of BWs and amendments issued in more than 10 days and within 15 days of receipt of satisfactory information	No. of BWs and amendments issued in more than 15 days of receipt of satisfactory information	% within 6 days	% more than 6 days and within 10 days	% more than 10 days and within 15 days	days	% check (should be nearly 100%)
	0 - £10,000	40	30	4	L C	6	75.00%	10.00%	0.00%	15.00%	100.00%
	£10,001 - £50,000	17	15	1	1	0	88.24%	5.88%	5.88%	0.00%	100.00%
DOMESTIC	£50,001 - £250,000	11	g	1	C	1	81.82%	9.09%	0.00%	9.09%	100.00%
	£250,001 - £1,000,000	4	2	1	C	1	50.00%	25.00%	0.00%	25.00%	100.00%
	£1,000,001 and above	2	1	1	C	0	50.00%	50.00%	0.00%	0.00%	100.00%
	0 - £10,000	3	3	0	0 0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£10,001 - £50,000	5	2	1	C	2	40.00%	20.00%	0.00%	40.00%	100.00%
NON-DOMESTIC	£50,001 - £250,000	1	1	0) C	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	1	() C) 1	50.00%	0.00%	0.00%	50.00%	100.00%
	£1,000,001 and above	2	1	(0 0) 1	50.00%	0.00%	0.00%	50.00%	100.00%
Sub total	DOMESTIC - ALL	74	57	8	3 1	8	77.03%	10.81%	1.35%	10.81%	100.00%
Sub total	NON-DOMESTIC - ALL	13	8	1	C	4	61.54%	7.69%	0.00%	30.77%	100.00%
	-										
ALL CATEGORIES	Total	87	65	ç) 1	12	74.71%	10.34%	1.15%	13.79%	99.99%
Commentary on main reasons why there are any significant changes	Improved staffing levels in supp	oort team.									
Provide main reasons why targets not met	N/A										
Value bands Sub total	0 - £10,000	43	33	4	L C	6	76.74%	9.30%	0.00%	13.95%	99.99%
Value bands Sub total	£10,001 - £50,000	22	17	2	2 1	2	77.27%	9.09%	4.55%	9.09%	100.00%
Value bands Sub total	£50,001 - £250,000	12	10	1	C) 1	83.33%	8.33%	0.00%	8.33%	99.99%
				-		-					

0

0

2

50.00%

50.00%

16.67%

25.00%

0.00%

0.00%

33.33%

25.00%

100.00%

100.00%

1

3

2

	KPO2 - COMPLIANCE DURI	NG CONSTRUCTIO	DN					
	CATEGORY (by building type and value of work)	Number of CCNPs for "accepted" completion certificates	Number of CCNPs fully achieved (by relevant person and verifier)	Number of CCNPs fully achieved by "Relevant Person"	Number of CCNPs fully achieved by "Verifier"	% of CCNPs fully achieved for "accepted" (by relevant person and verifier) completion certificates	% of CCNPs fully achieved by "Relevant Person"	% of CCNPs fully achieved by "Verifier"
	0 - £10,000	23	7	7	23		30.43%	100.00%
	£10,001 - £50,000	22	14	14	22	63.64%	63.64%	100.00%
DOMESTIC	£50,001 - £250,000	5	3	3	5	60.00%	60.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	28	0	0	28	0.00%	0.00%	100.00%
	0 - £10,000	0	0	0	0	0.00%	0.00%	0.00%
	£10,001 - £50,000	1	1	1	1	100.00%	100.00%	100.00%
NON-DOMESTIC	£50,001 - £250,000	2	2	2	2	100.00%	100.00%	100.00%
	£250,001 - £1,000,000	2	1	1	2	50.00%	50.00%	100.00%
	£1,000,001 and above	1	1	1	1	100.00%	100.00%	100.00%
						•	•	•
Sub total	DOMESTIC - ALL	78	24	24	78	30.77%	30.77%	100.00%
Sub total	NON-DOMESTIC - ALL	6	5	5	6	83.33%	83.33%	100.00%
ALL CATEGORIES	Total	84	29	29	84	34.52%	34.52%	100.00%
Main reasons why CCNPs were not full achieved Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	Failure of relevant person to notif	· · · -						
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier Verifier's view of the	N/A - Achieved by reasonable en by relevant person.	quiry at final inspectio	n (photographs, certifi	ication, etc.) Where it v	vas not possible to ph	nysically inspect at key	stages due to Covid c	or not being informed
Verifier's view of the main aspects of technical non- compliance identifed through reasonable inquiry (prioritised)	Verifer being asked to inspect pri	or to completion of key	v stage, change of mat	erials or design, poor v	vorkmanship.			
Other comments on CCNPs	N/A							
Value hande Cub total	0 £10 000	23	-	7	22	30 / 30/	20 / 20/	100.009

Value bands Sub total	0 - £10,000	23	7	7	23	30.43%	30.43%	100.00%
Value bands Sub total	£10,001 - £50,000	23	15	15	23	65.22%	65.22%	100.00%
Value bands Sub total	£50,001 - £250,000	7	5	5	7	71.43%	71.43%	100.00%
Value bands Sub total	£250,001 - £1,000,000	2	1	1	2	50.00%	50.00%	100.00%
Value bands Sub total	£1,000,001 and above	29	1	1	29	3.45%	3.45%	100.00%

KPO5 - MAINTAIN FINANCIAL GOVERNANCE	
% FEE INCOME / VERIFICATION (ALL) COSTS	97.11%

Customer Charter published on verifier website	Published prominently
Customer Charter web address on verifier website	https://www.west-dunbarton.gov.uk/planning-building-standards/building-
	standards/building-standards-service-performance
Customer Charter reviewed since last reporting period	Yes
Number of cases referred to LABSS Dispute Resolution Process	
Number of cases referred to LA Complaints formal procedure	
Number of cases referred to SG Verifier Performance Reporting Service for Customers	
Number of SG Verifier Performance Reporting Service cases responded to by verifier within 5 days	

KP04 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE								
Satisfaction rating from the last National Customer Survey	9.5							
Details of any accredited customer service awards (for example Customer Service Excellence)	N/A							

KPO6 - COMMIT TO BUILDING STANDARDS	
eBS published on verifier website	Published prominently
eBS published weblink	http://www.west-dunbarton.gov.uk/planning-building-standards/building-
	standards/building-warrant
Number of applications for building warrant or amendment submitted through SG eBS system	10
Number of completion certificates submitted through SG eBS system	11
Number of other forms submitted through SG eBS system	26
Building warrant or amendment process - plan checking done electronically	Yes
Building warrant or amendment process - building warrant or amendment issued electronically	Yes
Building warrant or amendment process - inspection done electronically	No
Building warrant or amendment process - completion certificate accepted electronically	Yes
Main reasons for significant changes in digital processing	N/A

KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT								
Verifier Performance Report published on verifier website	Published prominently							
Verifier Performance Report published weblink	http://www.west-dunbarton.gov.uk/planning-building-standards/building-							
	standards/building-warrant							
Verifier Performance Report reviewed since last reporting period	Yes							
Verifier Performance Report includes performance data	Includes all performance data							

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OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION	AND ENFORCEMENT	
Building Warrants		
applications	Total no. of all BW applications (including "late" applications)	84
applications	"Late" BW applications (as included above)	1
applications	"Staged" BW applications (as included above)	1
decisions	No. of BW approved	85
decisions	No. of BW refused	61
amendments - applications	No. of amendment to BW applications	18
amendments - applications	Amendments to "staged" BW applications (as included above)	0
BW amendments - decisions	No. of amendment to BW applications approved	31
BW amendments - decisions	No. of amendment to BW applications refused	11
Comments	N/A	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	110
submissions	Total no. of CC submissions where no BW was obtained (as included above)	2
Submissions	Total no. of CC submissions where no BW was obtained (as included above)	2
decisions	No. of CC accepted	85
decisions	No. of BW rejected	38
Comments	N/A	
Certification	·	
Design scheme (building structures)	No. of certificates of design provided	50
Design scheme (energy - domestic)	No. of certificates of design provided	0
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	3
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	
construction scheme (drainage, nearing and plumbing)	No. of certificates of construction provided	10
Comments	N/A	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	9
Non-domestic	No. of copy certificates received	0
Comments	N/A	
Statements of Sustainability	•	
Domestic - Bronze	No. of copy certificates received	0
Domestic - Bronze Active	No. of copy certificates received	8
Domestic - Silver	No. of copy certificates received	0
Domestic - Silver Active	No. of copy certificates received	0
Domestic - Gold	No. of copy certificates received	0
Non-domestic - Bronze	No. of copy certificates received	0
Non-domestic - Bronze Active	No. of copy certificates received	0
Non-domestic - Silver	No. of copy certificates received	0
Non-domestic - Silver Active	No. of copy certificates received	0
Non-domestic - Gold	No. of copy certificates received	0
Comments	N/A	
Fire Safety Design Summaries	<u> </u>	
	INc. of summarics received	
Non-domestic	No. of summaries received	1
Comments	N/A	
Enforcement		
Section 25 - compliance	No. of notices served	0
Section 26 - continuing requirement	No. of notices served	0
Section 27 - enforcement	No. of notices served	0
Section 28 - defective building	No. of notices served	0
Section 29 - dangerous building emergency action	How many instances LA has taken action	0
Section 30 - dangerous building	No. of notices served	1
Procurator fiscal	No. of enforcement cases referred	0
Local authority undertaking work (in default)	No. of cases where local authority have undertaken work	0
Comments	N/A	

SUMMARY O	F KPOs																		
				KP	01					KP	PO2	KPO3	KPO4		KPO5		KPO6	KI	P07
Number of BWs and amendments issued (all)	Average number of days from receipt of a valid application to granting a BW or amendment	% of first reports issued within 15 days	% of first reports issued in more than 15 days and within 20 days		% of first reports issued in more than 35 days	issued within 6 days from receipt of all satisfactory	issued in more than 6 and within 10 days from receipt of all	issued in more than 10 and within 15 days from receipt of all	amendments issued in more than 15 days from	CCNPs for "accepted" completion	% of CCNPs fully achieved for "accepted" completion certificates	National customer charter is published prominently on the website with version control (reviewed at least	Overall customer satisfaction rating out of 10	Verification fee income	Verification (staff) costs	against	are published	on website with version control	performance report includes performance
100	83.99	70.83%	23.61%	5.56%	0.00%	77.03%	10.81%	1.35%	10.81%	78	30.77%	þ							
16	95.69	38.46%	53.85%	7.69%	0.00%	61.54%	7.69%	0.00%	30.77%	6	83.33%								
116	85.60	65.88%	28.24%	5.88%	0.00%	74.71%	10.34%	1.15%	13.79%	84	34.52%	Published prominently (with review)	9.5	£105,376.00	£108,515.00	97.11%			Includes all performance data
69			23.81%		0.00%														
	Number of BWS and amendments issued (all) 100 16 116 69	Number of BWs and amendments issued (all) number of days from receipt of a valid application to granting a BW or amendment 100 83.95 100 83.95 116 95.65 116 85.60 69 75.55	Average number of BWs and amendments issued (all) Average number of days from valid application to granting a BW or amendment % of first reports issued within 15 days 100 83.99 70.83% 100 83.99 70.83% 116 95.69 38.46% 69 75.58 73.81%	Average number of days from receipt of a smendments% of first reports issued in amendments% of first reports issued within 15 days within 20 within 20 within 20 days and application to granting a BW or amendment% of first reports issued within 15 days awithin 20 within 20 days and 53.85%10083.9970.83% 38.46%23.61% 53.85%11685.6065.88% 653.85%28.24%6975.5873.81%23.81%	Average number of days from receipt of a sued (all) Average number of days from receipt of a valid application to granting a BW or amendment % of first reports issued 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£10.001 - £50.000	22	87.77	60.00%	26.67%	13.33%	0.00%	77.27%	9.09%	4.55%	9.09%	23	65.22%
£50.001 - £250.000	15	93.87	62.50%	37.50%	0.00%	0.00%	83.33%	8.33%	0.00%	8.33%	7	71.43%
£250.001 - £1.000.000	6	79.83		50.00%		0.00%	50.00%			33.33%		50.00%
£1.000.001 and above	4	224.25	33.33%	66.67%		0.00%	50.00%					3.45%
21,000,001 and above	Ŧ	224.20	00.0070	00.01 /0	0.0070	0.0070	00.0070	20.0070	0.0070	20.0070	25	0.4070

TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
	95% of first	90% of building	National	95% of BSD	Minimum overall	Building	Details of	75% of each key	Annual	Annual
	reports (for		customer charter	requests for	average	standards	U U	0	performance	performance
	U		is published	information on a	satisfaction rating	verification fee	Standards are	related processes	· · ·	report to include
		issued within 10	prominently on	BSD 'Verifier	of 7.5 out of 10	income to cover	published	being done		performance data
	· · · ·	days from receipt	the website and	Performance		indicative		electronically		in line with KPOs
			incorporates	Reporting				(Plan checking;		and associated
	,	information – all	version control	Service for				BWs and	(reviewed at least	U (
		building warrants	U U	Customers' case		(staff costs plus		amendments	quarterly).	covering previous
		and amendments	`	responded to by		30%).		(and plans)		year e.g. April
		(not including BWs and	quarterly).	verifier within 5				issue; Verification		2016 – March
		amendments		days.				during		2017).
	· · /	issued without a						construction; CC		
		first report).						acceptance)		
		motroport).						abbeptanoey		
Local Authority										
West Durchartsnehins	04 429/	95.06%	Published	No cases referred to BSD	0.5	07.110/	Published	2 of 4 dama	Published	Includes all
West Dunbartonshire	94.12%	85.06%	prominently (with review)	'Reporting Service'	9.5	97.11%	prominently	3 of 4 done	prominently (with review)	performance data