

KEY PERFORMANCE OUTCOMES 2024-25 Q1

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KPO1(A) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT TO WARRANT					
	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)
DOMESTIC	0 - £10,000	63	1	3486	55.33
	£10,001 - £50,000	21	0	2726	129.81
	£50,001 - £250,000	13	0	1734	133.38
	£250,001 - £1,000,000	1	0	49	49.00
	£1,000,001 and above	1	1	373	373.00
NON-DOMESTIC	0 - £10,000	6	0	205	34.17
	£10,001 - £50,000	6	0	466	77.67
	£50,001 - £250,000	5	0	209	41.80
	£250,001 - £1,000,000	2	0	461	230.50
	£1,000,001 and above	0	0	0	0.00
Sub total	DOMESTIC - ALL	99	2	8368	84.53
Sub total	NON-DOMESTIC - ALL	19	0	1341	70.58
ALL CATEGORIES	Total	118	2	9709	82.28
Comments	N/A				
Value bands Sub total	0 - £10,000	69	1	3691	53.49
Value bands Sub total	£10,001 - £50,000	27	0	3192	118.22
Value bands Sub total	£50,001 - £250,000	18	0	1943	107.94
Value bands Sub total	£250,001 - £1,000,000	3	0	510	170.00
Value bands Sub total	£1,000,001 and above	1	1	373	373.00

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KPO1(B) - TIME TAKEN TO ISSUE A FIRST REPORT (AND BUILDING WARRANT OR AMENDMENT ISSUED WITHOUT A FIRST 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%)
DOMESTIC	0 - £10,000	47	45	2	0	0	95.74%	4.26%	0.00%	0.00%	100.00%
	£10,001 - £50,000	17	14	3	0	0	82.35%	17.65%	0.00%	0.00%	100.00%
	£50,001 - £250,000	4	2	2	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	3	2	1	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
NON-DOMESTIC	0 - £10,000	6	3	1	0	2	50.00%	16.67%	0.00%	33.33%	100.00%
	£10,001 - £50,000	4	4	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	3	3	0	0	0	100.00%	0.00%	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	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
Sub total	DOMESTIC - ALL	71	63	8	0	0	88.73%	11.27%	0.00%	0.00%	100.00%
Sub total	NON-DOMESTIC - ALL	14	11	1	0	2	78.57%	7.14%	0.00%	14.29%	100.00%
ALL CATEGORIES	Total	85	74	9	0	2	87.06%	10.59%	0.00%	2.35%	100.00%
Commentary on main reasons why there are any significant changes	N/A										
Provide main reasons why first report targets not met	Processing errors led to delays, applicants informed and applications processed asap when issues became apparent.										
Value bands Sub total	0 - £10,000	53	48	3	0	2	90.57%	5.66%	0.00%	3.77%	100.00%
Value bands Sub total	£10,001 - £50,000	21	18	3	0	0	85.71%	14.29%	0.00%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	7	5	2	0	0	71.43%	28.57%	0.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	4	3	1	0	0	75.00%	25.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%

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KPO1(C) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT (FOLLOWING A FIRST OR SUBSEQUENT REPORT) FROM RECEIPT OF SATISFACTORY INFORMATION											
	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	% more than 15 days	% check (should be nearly 100%)
DOMESTIC	0 - £10,000	46	39	5	1	1	84.78%	10.87%	2.17%	2.17%	99.99%
	£10,001 - £50,000	18	15	3	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
	£50,001 - £250,000	12	9	2	1	0	75.00%	16.67%	8.33%	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	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	4	3	0	0	1	75.00%	0.00%	0.00%	25.00%	100.00%
	£10,001 - £50,000	6	5	0	1	0	83.33%	0.00%	16.67%	0.00%	100.00%
	£50,001 - £250,000	4	4	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	1	0	0	1	50.00%	0.00%	0.00%	50.00%	100.00%
	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
Sub total	DOMESTIC - ALL	78	65	10	2	1	83.33%	12.82%	2.56%	1.28%	99.99%
Sub total	NON-DOMESTIC - ALL	16	13	0	1	2	81.25%	0.00%	6.25%	12.50%	100.00%
ALL CATEGORIES	Total	94	78	10	3	3	82.98%	10.64%	3.19%	3.19%	100.00%
Commentary on main reasons why there are any significant changes	N/A										
Provide main reasons why targets not met	Processing errors led to delays, applications prioritised when became apparent.										
Value bands Sub total	0 - £10,000	50	42	5	1	2	84.00%	10.00%	2.00%	4.00%	100.00%
Value bands Sub total	£10,001 - £50,000	24	20	3	1	0	83.33%	12.50%	4.17%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	16	13	2	1	0	81.25%	12.50%	6.25%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	3	2	0	0	1	66.67%	0.00%	0.00%	33.33%	100.00%
Value bands Sub total	£1,000,001 and above	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

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KPO2 - COMPLIANCE DURING CONSTRUCTION

	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"
DOMESTIC	0 - £10,000	20	7	7	20	35.00%	35.00%	100.00%
	£10,001 - £50,000	22	15	15	22	68.18%	68.18%	100.00%
	£50,001 - £250,000	5	4	4	5	80.00%	80.00%	100.00%
	£250,001 - £1,000,000	6	0	0	6	0.00%	0.00%	100.00%
	£1,000,001 and above	17	2	2	17	11.76%	11.76%	100.00%
NON-DOMESTIC	0 - £10,000	0	0	0	0	0.00%	0.00%	0.00%
	£10,001 - £50,000	3	3	3	3	100.00%	100.00%	100.00%
	£50,001 - £250,000	0	0	0	0	0.00%	0.00%	0.00%
	£250,001 - £1,000,000	0	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	1	1	1	1	100.00%	100.00%	100.00%
Sub total	DOMESTIC - ALL	70	28	28	70	40.00%	40.00%	100.00%
Sub total	NON-DOMESTIC - ALL	4	4	4	4	100.00%	100.00%	100.00%

ALL CATEGORIES	Total	74	32	32	74	43.24%	43.24%	100.00%
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Main reasons why CCNPs were not full achieved	Failure of relevant person to notify at key stages.
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	Verifier not informed of key stages.
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	N/A - Achieved by reasonable enquiry at final inspection (photographs, certification, etc.) Where it was not possible to physically inspect at key stages due to Covid or not being informed by relevant person.
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	Verifier being asked to inspect prior to completion of key stage, change of materials or design, poor workmanship.
Other comments on CCNPs	N/A

Value bands Sub total	0 - £10,000	20	7	7	20	35.00%	35.00%	100.00%
Value bands Sub total	£10,001 - £50,000	25	18	18	25	72.00%	72.00%	100.00%
Value bands Sub total	£50,001 - £250,000	5	4	4	5	80.00%	80.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	6	0	0	6	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	18	3	3	18	16.67%	16.67%	100.00%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Total	FEE INCOME (£)	£59,322.00
Total	VALUE OF WORK (£)	£4,320,267.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	84.44%
	% FEE INCOME / VERIFICATION (ALL) COSTS	84.44%
	Other comments (e.g. significant variations between verification fee income and verification costs)	Fluctuates due to any variations in the small staff levels, number of warrants received, and also use of agency staff as required.

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KPO3 - COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER	
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	0
Number of cases referred to LA Complaints formal procedure	0
Number of cases referred to SG Verifier Performance Reporting Service for Customers	0
Number of SG Verifier Performance Reporting Service cases responded to by verifier within 5 days	0

KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE	
Satisfaction rating from the last National Customer Survey	10
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	105
Number of completion certificates submitted through SG eBS system	128
Number of other forms submitted through SG eBS system	279
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	No
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)	76
applications	"Late" BW applications (as included above)	0
applications	"Staged" BW applications (as included above)	0
decisions	No. of BW approved	86
decisions	No. of BW refused	4
amendments - applications	No. of amendment to BW applications	30
amendments - applications	Amendments to "staged" BW applications (as included above)	3
BW amendments - decisions	No. of amendment to BW applications approved	31
BW amendments - decisions	No. of amendment to BW applications refused	2
Comments	N/A	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	120
submissions	Total no. of CC submissions where no BW was obtained (as included above)	3
decisions	No. of CC accepted	75
decisions	No. of BW rejected	45
Comments	N/A	
Certification		
Design scheme (building structures)	No. of certificates of design provided	55
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	4
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	6
Comments	N/A	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	6
Non-domestic	No. of copy certificates received	6
Comments	N/A	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	0
Domestic - Bronze Active	No. of copy certificates received	6
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		
Non-domestic	No. of summaries received	0
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	1
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	

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TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service' for Customers' case responded to by verifier within 5 days.	Minimum overall average satisfaction rating of 7.5 out of 10	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).	Details of eBuilding Standards are published prominently on the verifier's website.	75% of each key building warrant related processes being done electronically (Plan checking; BWs and amendments (and plans) issue; Verification during construction; CC acceptance)	Annual performance report published prominently on website with version control (reviewed at least quarterly).	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).
Local Authority										
West Dunbartonshire	97.65%	93.62%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	10.0	84.44%	Published prominently	3 of 4 done	Published prominently (no review)	Includes all performance data