West Dunbartonshire Contact Details: Lesley Dewar, e-mail: Lesley.Dewar@west-dunbarton.gov.uk, tel. 01389738557

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Totals of BWs, CCs, Certificates and Notices

Summary of KPOs (publish)

Targets

	KPO1(A) - TIME TAKEN TO IS	SSUE A BUILDING V	WARRANT OR AME	NDMENT TO WARF	RANT
	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	42	0	1243	
	£10,001 - £50,000	23	0	1963	
DOMESTIC	£50,001 - £250,000	6	0	805	
	£250,001 - £1,000,000	2	0	290	
	£1,000,001 and above	1	0	432	432.00
	0 - £10,000	13	1	532	40.92
	£10,001 - £50,000	5	0	262	52.40
NON-DOMESTIC	£50,001 - £250,000	6	0	457	76.17
	£250,001 - £1,000,000	2	0	150	75.00
	£1,000,001 and above	1	0	68	68.00
	D01150510 411	74	^	4733	63.96
Sub total	DOMESTIC - ALL				
Sub total	NON-DOMESTIC - ALL	27	1	1469	54.41
ALL CATEGORIES	Total	101	1	6202	61.41
Comments	N/A				
	L				
Value bands Sub total	0 - £10,000	55	1	1775	32.27
Value bands Sub total	£10,001 - £50,000	28	0	2225	79.46
Value bands Sub total	£50,001 - £250,000	12	0	1262	105.17
Value bands Sub total	£250,001 - £1,000,000	4	0	440	110.00
Value bands Sub total	£1,000,001 and above	2	0	500	250.00

	Oblitate Balance, Editory Balance, and the Control of the Control												
	KPO1(B) - TIME TAKEN TO IS	SSUE A FIRST REP	ORT (AND BUILDIN	G WARRANT OR A	MENDMENT ISSUE	WITHOUT A FIRST	FREPORT)						
	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	30	29	1	0	0	96.67%	3.33%	0.00%	0.00%	100.00%		
	£10,001 - £50,000	28	23	3	0	2	82.14%	10.71%	0.00%	7.14%	99.99%		
DOMESTIC	£50,001 - £250,000	10	9	1	0	0	90.00%	10.00%	0.00%	0.00%	100.00%		
	£250,001 - £1,000,000	2	2	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%		
	0 - £10,000	9	5	1	3	0	55.56%	11.11%	33.33%	0.00%	100.00%		
	£10,001 - £50,000	7	5	2	0	0	71.43%	28.57%	0.00%	0.00%	100.00%		
NON-DOMESTIC	£50,001 - £250,000	3	1	2	0	0	33.33%	66.67%	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	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%		
Sub total	DOMESTIC - ALL	71	63		0	2	88.73%	8.45%	0.00%	2.82%	100.00%		
Sub total	NON-DOMESTIC - ALL	22	13	6	3	0	59.09%	27.27%	13.64%	0.00%	100.00%		
ALL CATEGORIES	Total	93	76	12	3	2	81.72%	12.90%	3.23%	2.15%	100.00%		
Commentary on main reasons why there are any significant changes	N/A												
Provide main reasons why first report targets not met	ICT downloading errors delayed a	pplication registration											
Value bands Sub total	0 - £10,000	39	34	2	3	0	87.18%	5.13%	7.69%	0.00%	100.00%		
Value bands Sub total	£10,001 - £50,000	35	28	5	0	2	80.00%	14.29%	0.00%	5.71%	100.00%		
Value bands Sub total	£50,001 - £250,000	13	10	3	0	0	76.92%	23.08%	0.00%	0.00%	100.00%		
Value bands Sub total	£250,001 - £1,000,000	3	2	1	0	0	66.67%	33.33%	0.00%	0.00%	100.00%		
Value bands Sub total	£1,000,001 and above	3	2	1	0	0	66.67%	33.33%	0.00%	0.00%	100.00%		

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	KPO1(C) - TIME TAKEN TO IS	SSUE A BUILDING	WARRANT OR AME			JBSEQUENT REPO	RT) FROM RECEIPT	OF SATISFACTOR	RY 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	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%)		
	0 - £10,000	23	22	0	0	1	95.65%	0.00%	0.00%	4.35%	100.00%		
	£10,001 - £50,000	23	21	1	0	1	91.30%	4.35%	0.00%	4.35%	100.00%		
DOMESTIC	£50,001 - £250,000	6	4	2	0	0	66.67%	33.33%	0.00%	0.00%	100.00%		
	£250,001 - £1,000,000	2	2	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%		
	0 - £10,000	10	8	1	0	1	80.00%	10.00%	0.00%	10.00%	100.00%		
	£10,001 - £50,000	3	1	2	0	0	33.33%	66.67%	0.00%	0.00%	100.00%		
NON-DOMESTIC	£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	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%		
	£1,000,001 and above	1	0	0	0	1	0.00%	0.00%	0.00%	100.00%	100.00%		
	DOMESTIC - ALL	55	50		0	2	90.91%	5.45%	0.00%	3.64%	100.00%		
Sub total	NON-DOMESTIC - ALL	55	50 15		0	2		15.00%	0.00%				
Sub total	NON-DOMESTIC - ALL	20	15	3	U		75.00%	15.00%	0.00%	10.00%	100.00%		
ALL CATEGORIES	Total	75	65	6	0	4	86.67%	8.00%	0.00%	5.33%	100.00%		
Commentary on main reasons why there are any significant changes	No significant change - ICT downlo	oading errors delayed s	submitted plans reaching	ng surveyors									
Provide main reasons why targets not met	N/A												
	0 - £10.000	22	30		0	2	90.91%	3.03%	0.00%	6.06%	100.00%		
Value bands Sub total	£10,000 - £10,000	33 26	22		0	2	84.62%	11.54%	0.00%	3.85%	100.00%		
Value bands Sub total Value bands Sub total	£10,001 - £50,000 £50.001 - £250.000	10	8	_	0	1	84.62% 80.00%	20.00%	0.00%	0.00%	100.01%		
Value bands Sub total	£250.001 - £1.000.000	10	1	0	0	0	100.00%	0.00%	0.00%		100.00%		
Value bands Sub total	£1,000,001 and above	9	1	0	0	1	50.00%	0.00%	0.00%	50.00%	100.00%		
value parius Sub total	£1,000,001 and above			U	U		30.0076	0.0076	0.0076	30.0076	100.0076		

West Dunbartonshire	contact Details: Lesley Dewar, e-mail: Lesley.Dewar@west-dunbarton.gov.uk, tel. 01389738557											
	KPO2 - COMPLIANCE DURIN	IG CONSTRUCTION	ı									
	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	19	12	12	19	63.16%	63.16%	100.00%				
	£10,001 - £50,000	21	15	15	21	71.43%	71.43%	100.00%				
DOMESTIC	£50,001 - £250,000	5	3	3	5	60.00%	60.00%	100.00%				
	£250,001 - £1,000,000	2			2	100.00%	100.00%	100.00%				
	£1,000,001 and above	25	22	22	25	88.00%	88.00%	100.00%				
	0 - £10,000	2	2	2	2	100.00%	100.00%	100.00%				
	£10,001 - £50,000	1	1	1	1	100.00%	100.00%	100.00%				
NON-DOMESTIC	£50,001 - £250,000	1	1	1	1	100.00%	100.00%	100.00%				
	£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	72		54	72	75.00%	75.00%	100.00%				
Sub total	NON-DOMESTIC - ALL	5	5		_	400.000/		400.000/				
อนม เงเลเ	NON-DOMESTIC - ALL	j j	5	5	5	100.00%	100.00%	100.00%				
					•							
ALL CATEGORIES	Total	77			•	76.62%	76.62%	100.00%				
		77			•							
ALL CATEGORIES Main reasons why CCNPs	Total	77 y at key stages.			•							
ALL CATEGORIES Main reasons why CCNPs were not full achieved Verifier's view of the main reasons why CCNPs were not fully achieved	Total Failure of relevant person to notif	77 y at key stages. s.	59	59	77	76.62%	76.62%	100.00%				
ALL CATEGORIES Main reasons why CCNPs were not full achieved Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person Verifier's view of the main reasons why CCNPs were not fully achieved by verifier Verifier's view of the main aspects of technical non-compliance identifed through reasonable inquiry (prioritised)	Failure of relevant person to notification of the verifier not informed of key stage N/A - Achieved by reasonable enc	77 y at key stages. s. quiry at final inspection	59 (photographs, certifica	59 ition, etc.) Where it was	77	76.62%	76.62%	100.00%				
ALL CATEGORIES Main reasons why CCNPs were not full achieved Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person Verifier's view of the main reasons why CCNPs were not fully achieved by verifier Verifier's view of the main aspects of technical non-compliance identifed through reasonable	Failure of relevant person to notif Verifier not informed of key stage N/A - Achieved by reasonable encrelevant person.	77 y at key stages. s. quiry at final inspection	59 (photographs, certifica	59 ition, etc.) Where it was	77	76.62%	76.62%	100.00%				
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	KPO5 - MAINTAIN FINANCIAL GOVERNANCE	
Total	FEE INCOME (£)	£70,554.00
Total	VALUE OF WORK (£)	£13,496,113.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	91.55%
	% FEE INCOME / VERIFICATION (ALL) COSTS	91.55%
	Other comments (e.g. significant variations between verification fee income and	Fluctuates due to any variations in the small staff levels, number of warrants received,
	verification costs	and also use of agency staff.

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 CUSTOM	ER EXPERIENCE	
Satisfaction rating from the last National Customer Survey		9.5
Details of any accredited customer service awards (for exam	nple 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	113							
Number of completion certificates submitted through SG eBS system	132							
Number of other forms submitted through SG eBS system	275							
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								
	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								

Expirications Stage SW applications (as included above)	West Dunbartonshire Contact Details: Lesley Dewar, e-m	ail: Lesley.Dewar@west-dunbarton.gov.uk, tel. 01389738557	
Exploitations Total ro. of all RW applications (included above)	OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION A	ND ENFORCEMENT	
Exploitations Total ro. of all RW applications (included above)		<u></u>	
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£250,001 - £1,000,000

£1,000,001 and above

West Dunbartonshire Contact Details: Lesley Dewar, e-mail: Lesley.Dewar@west-dunbarton.gov.uk, tel. 01389738557

110.00

250.00

66.67%

66.67%

33.33%

33.33%

0.00%

0.00%

0.00%

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	SUMMARY O	F KPOs																		
					KP	01					KP	PO2	KPO3	KPO4	KPO5			KPO6	KPO6 KPO7	
CATEGORY (by building type and value of work)	Number of BWs and amendments issued (all)		% of first reports issued within 15 days	in more than 15 days and		% of first reports issued in more than 35 days	% of BWs and amendments issued within 6 days from receipt of all satisfactory information	amendments issued in more than 6	issued in more than 10 and within 15 days from	% of BWs and amendments issued in more than 15 days from receipt of all satisfactory information	Number of CCNPs for	% of CCNPs fully achieved for "accepted" completion certificates	National customer charter is published prominently on the website with version control (reviewed at least quarterly)	Overall customer satisfaction rating out of 10	Verification fee income	Verification (staff) costs	% fee income against verification (staff) costs	Details of eBuilding Standards are published prominently on the verifier's website	Annual performance report published prominently on website with version control (reviewed at least quarterly)	Annual performance report includes performance data and requirements under KPO3, 4, 5 and 6
DOMESTIC	74	63.96	88.73%	8.45%	0.00%	2.82%	90.91%	5.45%	0.00%	3.64%	72	75.00%								
NON-DOMESTIC	27	54.41	59.09%	27.27%	13.64%	0.00%	75.00%	15.00%	0.00%	10.00%	5	100.00%								
Total	101	61.41	81.72%	12.90%	3.23%	2.15%	86.67%	8.00%	0.00%	5.33%	77	76.62%	Published prominently (with review)	9.5	£70,554.00	£77,067.00	91.55%	Published prominently	Published prominently (with review)	Includes all performance data
		·	·	·			·	·				·	_		•					
0 - £10,000	55	32.27	87.18%	5.13%	7.69%	0.00%	90.91%	3.03%	0.00%	6.06%	21	66.67%								
£10,001 - £50,000	28	79.46	80.00%	14.29%	0.00%	5.71%	84.62%	11.54%	0.00%	3.85%	22	72.73%								
£50,001 - £250,000	12	105.17	76.92%	23.08%	0.00%	0.00%	80.00%	20.00%	0.00%	0.00%	6	66.67%								

0.00%

0.00%

0.00%

50.00%

100.00%

88.46%

TARGETS 1.1 1.2		3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2	
	reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).	amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments		requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded	average satisfaction rating of 7.5 out of 10	income to cover indicative verification service costs (staff costs	eBuilding Standards are published prominenently on the verifier's website.	building warrant related processes being done electronically (Plan checking; BWs and	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	94.62%	94.67%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	9.5	91.55%	Published prominently	3 of 4 done	Published prominently (with review)	Includes all performance data