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 | 29.60 |
| | £10,001 - £50,000 | 23 | 0 | 1963 | 85.35 |
| DOMESTIC | £50,001 - £250,000 | 6 | 0 | 805 | 134.17 |
| | £250,001 - £1,000,000 | 2 | 0 | 290 | 145.00 |
| | £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 |
| | DOMESTIC - ALL | 74 | 0 | 4733 | 63.96 |
| Sub total | | 27 | 1 | 1469 | |
| Sub total | NON-DOMESTIC - ALL | 21 | 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 |

| | Ostrado Estado, Estado, Estado, Estado Galibaratorio, Galibaratori | | | | | | | | | | | | |
|--|--|--------------------------------|--|--|--|--|------------------|--|--|------------------------|------------------------------------|--|--|
| | 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 | | | 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 | 1 | 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 | 90.91% 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 | 2 | 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 | | |

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|--|--|--|---|--|--|--|--|--|--|--|--|--|
| | 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% | | | | |
| 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's view of the main reasons why CCNPs were not fully achieved by verifier's view of the main aspects of technical non-compliance identifed through reasonable inquiry (prioritised) Other comments on | Failure of relevant person to notif Verifier not informed of key stage N/A - Achieved by reasonable encrelevant person. Verifer being asked to inspect price | 77 y at key stages. s. quiry at final inspection | 59 (photographs, certifica | tion, 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 inquiry (prioritised) Other comments on CCNPs | Failure of relevant person to notification of relevant person to notification of relevant person. N/A - Achieved by reasonable encrelevant person. Verifer being asked to inspect price. | y at key stages. s. quiry at final inspection or to completion of key | (photographs, certifica stage, change of mate | tion, etc.) Where it was | 77 s not possible to physica | 76.62% | 76.62% es due to Covid or not | 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's view of the main reasons why CCNPs were not fully achieved by verifier's view of the main aspects of technical non-compliance identifed through reasonable inquiry (prioritised) Other comments on CCNPs | Failure of relevant person to notif Verifier not informed of key stage N/A - Achieved by reasonable encrelevant person. Verifer being asked to inspect prid N/A 0 - £10,000 | y at key stages. s. quiry at final inspection or to completion of key | (photographs, certifica stage, change of mate | tion, etc.) Where it was | 5 not possible to physical rkmanship. | 76.62% ally inspect at key stag | 76.62% es due to Covid or not 66.67% | being informed by | | | | |
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| 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's view of the main reasons why CCNPs were not fully achieved by verifier of the main aspects of technical non-compliance identifed through reasonable inquiry (prioritised) Other comments on CCNPs Value bands Sub total Value bands Sub total | Failure of relevant person to notif Verifier not informed of key stage N/A - Achieved by reasonable encrelevant person. Verifer being asked to inspect price N/A 0 - £10,000 £10,001 - £50,000 £50,001 - £250,000 | y at key stages. s. quiry at final inspection or to completion of key 21 22 6 | (photographs, certifica stage, change of mate | rials or design, poor wo | s not possible to physical rkmanship. | 76.62% slly inspect at key stag 66.67% 72.73% 66.67% | 76.62% es due to Covid or not 66.67% 72.73% 66.67% | 100.00% being informed by 100.00% 100.00% | | | | |

| | 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 |

| (PO6 - 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 | | | | | | | | |
| 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 | | | | | | | | |

| 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> | |
| applications Table BW applications (as included above) policitations Table BW applications (as included above) | - | Total no. of all RW applications (including "late" applications) | 83 |
| Silegor's BW apprications (as included above) dicisions (as of BW refused a maneriments - applications (as included above) dicisions (as of BW approved (as included above) Mo of BW refused (as included above) BW ameriments - applications (as included above) BW ameriments - decisions (as included above) BW applications refused Completion Certificates Submissions (as included above) Total no. of CC abornisations (including CCs where no BW was obtained) (as included above) Gordinates (as included above) Constitution obtained (as included above) Constitution obtained (as included above) Buegin scheme (intellige structures) Design scheme (intelling structures) No. of certificates of design provided Design scheme (intelling structures) No. of certificates of design provided Design scheme (intelling structures) No. of certificates (as included above) Constitution scheme (intelling installations) Constitution scheme (intelling installations) No. of certificates (as included above) Derivates (as included | | | 4 |
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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%

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| | SUMMARY O | F KPOs | | | | | | | | | | | | | | | | | | |
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| | | | | | 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 |