

KEY PERFORMANCE OUTCOMES 2024-25 Q2

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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	50	0	1939	38.78
	£10,001 - £50,000	14	0	1038	74.14
	£50,001 - £250,000	6	0	861	143.50
	£250,001 - £1,000,000	1	0	191	191.00
	£1,000,001 and above	2	1	803	401.50
NON-DOMESTIC	0 - £10,000	9	0	552	61.33
	£10,001 - £50,000	2	0	230	115.00
	£50,001 - £250,000	4	0	240	60.00
	£250,001 - £1,000,000	3	0	172	57.33
	£1,000,001 and above	0	0	0	0.00
Sub total	DOMESTIC - ALL	73	1	4832	66.19
Sub total	NON-DOMESTIC - ALL	18	0	1194	66.33
ALL CATEGORIES	Total	91	1	6026	66.22
Comments	N/A				
Value bands Sub total	0 - £10,000	59	0	2491	42.22
Value bands Sub total	£10,001 - £50,000	16	0	1268	79.25
Value bands Sub total	£50,001 - £250,000	10	0	1101	110.10
Value bands Sub total	£250,001 - £1,000,000	4	0	363	90.75
Value bands Sub total	£1,000,001 and above	2	1	803	401.50

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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	41	37	3	0	1	90.24%	7.32%	0.00%	2.44%	100.00%
	£10,001 - £50,000	17	13	3	1	0	76.47%	17.65%	5.88%	0.00%	100.00%
	£50,001 - £250,000	8	8	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
	£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	4	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£10,001 - £50,000	15	15	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£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	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	67	59	6	1	1	88.06%	8.96%	1.49%	1.49%	100.00%
Sub total	NON-DOMESTIC - ALL	27	25	2	0	0	92.59%	7.41%	0.00%	0.00%	100.00%
ALL CATEGORIES	Total	94	84	8	1	1	89.36%	8.51%	1.06%	1.06%	99.99%
Commentary on main reasons why there are any significant changes	N/A										
Provide main reasons why first report targets not met	Registration errors										
Value bands Sub total	0 - £10,000	45	41	3	0	1	91.11%	6.67%	0.00%	2.22%	100.00%
Value bands Sub total	£10,001 - £50,000	32	28	3	1	0	87.50%	9.38%	3.12%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	14	13	1	0	0	92.86%	7.14%	0.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%

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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	29	23	3	3	0	79.31%	10.34%	10.34%	0.00%	99.99%
	£10,001 - £50,000	14	12	1	1	0	85.71%	7.14%	7.14%	0.00%	99.99%
	£50,001 - £250,000	6	4	1	1	0	66.67%	16.67%	16.67%	0.00%	100.01%
	£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	2	1	0	0	1	50.00%	0.00%	0.00%	50.00%	100.00%
NON-DOMESTIC	0 - £10,000	6	5	0	0	1	83.33%	0.00%	0.00%	16.67%	100.00%
	£10,001 - £50,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	3	2	0	0	1	66.67%	0.00%	0.00%	33.33%	100.00%
	£250,001 - £1,000,000	3	3	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	52	41	5	5	1	78.85%	9.62%	9.62%	1.92%	100.01%
Sub total	NON-DOMESTIC - ALL	13	11	0	0	2	84.62%	0.00%	0.00%	15.38%	100.00%
ALL CATEGORIES	Total	65	52	5	5	3	80.00%	7.69%	7.69%	4.62%	100.00%
Commentary on main reasons why there are any significant changes	Reduced staffing levels and unstable software platforms										
Provide main reasons why targets not met	Paternity and annual leave reduced staff levels over the quarter, issues with software systems falling over/going slow that need to be resolved by 3rd parties										
Value bands Sub total	0 - £10,000	35	28	3	3	1	80.00%	8.57%	8.57%	2.86%	100.00%
Value bands Sub total	£10,001 - £50,000	15	13	1	1	0	86.67%	6.67%	6.67%	0.00%	100.01%
Value bands Sub total	£50,001 - £250,000	9	6	1	1	1	66.67%	11.11%	11.11%	11.11%	100.00%
Value bands Sub total	£250,001 - £1,000,000	4	4	0	0	0	100.00%	0.00%	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%

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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	22	14	14	22	63.64%	63.64%	100.00%
	£10,001 - £50,000	16	12	12	16	75.00%	75.00%	100.00%
	£50,001 - £250,000	3	3	3	3	100.00%	100.00%	100.00%
	£250,001 - £1,000,000	1	1	1	1	100.00%	100.00%	100.00%
	£1,000,001 and above	8	0	0	8	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	1	1	1	1	100.00%	100.00%	100.00%
	£10,001 - £50,000	2	1	1	2	50.00%	50.00%	100.00%
	£50,001 - £250,000	3	2	2	3	66.67%	66.67%	100.00%
	£250,001 - £1,000,000	2	2	2	2	100.00%	100.00%	100.00%
	£1,000,001 and above	0	0	0	0	0.00%	0.00%	0.00%
Sub total	DOMESTIC - ALL	50	30	30	50	60.00%	60.00%	100.00%
Sub total	NON-DOMESTIC - ALL	8	6	6	8	75.00%	75.00%	100.00%

ALL CATEGORIES	Total	58	36	36	58	62.07%	62.07%	100.00%
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Main reasons why CCNPs were not full achieved	Relevant person not informing at key stages of construction
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	Lack of understanding of what a key stage was, forgetting about the process
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	Reduced staffing levels, not enough notice to inspect
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	N/A - generally minor issues that need to be resolved, no consistent issue being noted throughout all applications
Other comments on CCNPs	N/A

Value bands Sub total	0 - £10,000	23	15	15	23	65.22%	65.22%	100.00%
Value bands Sub total	£10,001 - £50,000	18	13	13	18	72.22%	72.22%	100.00%
Value bands Sub total	£50,001 - £250,000	6	5	5	6	83.33%	83.33%	100.00%
Value bands Sub total	£250,001 - £1,000,000	3	3	3	3	100.00%	100.00%	100.00%
Value bands Sub total	£1,000,001 and above	8	0	0	8	0.00%	0.00%	100.00%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Total	FEE INCOME (£)	£75,582.00
Total	VALUE OF WORK (£)	£12,140,030.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	101.55%
	% FEE INCOME / VERIFICATION (ALL) COSTS	70.86%
	Other comments (e.g. significant variations between verification fee income and verification costs)	N/A

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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	115
Number of completion certificates submitted through SG eBS system	107
Number of other forms submitted through SG eBS system	270
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)	85
applications	"Late" BW applications (as included above)	1
applications	"Staged" BW applications (as included above)	2
decisions	No. of BW approved	63
decisions	No. of BW refused	4
amendments - applications	No. of amendment to BW applications	25
amendments - applications	Amendments to "staged" BW applications (as included above)	3
BW amendments - decisions	No. of amendment to BW applications approved	29
BW amendments - decisions	No. of amendment to BW applications refused	0
Comments	N/A	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	106
submissions	Total no. of CC submissions where no BW was obtained (as included above)	3
decisions	No. of CC accepted	60
decisions	No. of BW rejected	33
Comments	N/A	
Certification		
Design scheme (building structures)	No. of certificates of design provided	5
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	0
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	0
Comments	N/A	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	12
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	3
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	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	2
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	97.87%	87.69%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	10.0	101.55%	Published prominently	3 of 4 done	Published prominently (with review)	Includes all performance data