

## KEY PERFORMANCE OUTCOMES 2019-20 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)
<b>DOMESTIC</b>	0 - £10,000	50	0	2819	56.38
	£10,001 - £50,000	26	0	2125	81.73
	£50,001 - £250,000	5	0	440	88.00
	£250,001 - £1,000,000	0	0	0	0.00
	£1,000,001 and above	1	0	194	194.00
<b>NON-DOMESTIC</b>	0 - £10,000	11	0	782	71.09
	£10,001 - £50,000	8	0	555	69.38
	£50,001 - £250,000	5	0	609	121.80
	£250,001 - £1,000,000	3	0	326	108.67
	£1,000,001 and above	3	0	332	110.67

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	82	0	5578	68.02
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	30	0	2604	86.80

<b>ALL CATEGORIES</b>	<b>Total</b>	112	0	8182	73.05
<b>Comments</b>	-				

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	61	0	3601	59.03
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	34	0	2680	78.82
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	10	0	1049	104.90
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	3	0	326	108.67
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	4	0	526	131.50

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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	64	21	40	3	0	32.81%	62.50%	4.69%	100.00%
	£10,001 - £50,000	23	2	19	2	0	8.70%	82.61%	8.70%	100.01%
	£50,001 - £250,000	4	0	3	1	0	0.00%	75.00%	25.00%	100.00%
	£250,001 - £1,000,000	2	0	1	1	0	0.00%	50.00%	50.00%	100.00%
	£1,000,001 and above	6	3	2	1	0	50.00%	33.33%	16.67%	100.00%
NON-DOMESTIC	0 - £10,000	16	4	7	5	0	25.00%	43.75%	31.25%	100.00%
	£10,001 - £50,000	6	0	0	6	0	0.00%	0.00%	100.00%	100.00%
	£50,001 - £250,000	4	0	4	0	0	0.00%	100.00%	0.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%
	£1,000,001 and above	3	0	1	2	0	0.00%	33.33%	66.67%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	99	26	65	8	0	26.26%	65.66%	8.08%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	29	4	12	13	0	13.79%	41.38%	44.83%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	128	30	77	21	0	23.44%	60.16%	16.41%	100.01%
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<b>Commentary on main reasons why there are any significant changes</b>	Q1 performance level down from previous quarter due to the number of applications received, the ongoing workload within section and staff resources available.
<b>Provide main reasons why first report targets not met</b>	Normal processing times, staff resources, workload balancing and a high volume of work within the team results in some applications exceeding the 20 day initial target.

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	80	25	47	8	0	31.25%	58.75%	10.00%	100.00%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	29	2	19	8	0	6.90%	65.52%	27.59%	100.01%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	8	0	7	1	0	0.00%	87.50%	12.50%	100.00%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	2	0	1	1	0	0.00%	50.00%	50.00%	100.00%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	9	3	3	3	0	33.33%	33.33%	33.33%	99.99%

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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%)	
<b>DOMESTIC</b>	0 - £10,000	39	17	14	5	3	43.59%	35.90%	12.82%	7.69%	100.00%
	£10,001 - £50,000	26	16	7	2	1	61.54%	26.92%	7.69%	3.85%	100.00%
	£50,001 - £250,000	5	3	1	1	0	60.00%	20.00%	20.00%	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%
<b>NON-DOMESTIC</b>	0 - £10,000	9	8	0	1	0	88.89%	0.00%	11.11%	0.00%	100.00%
	£10,001 - £50,000	5	4	0	0	1	80.00%	0.00%	0.00%	20.00%	100.00%
	£50,001 - £250,000	5	2	2	0	1	40.00%	40.00%	0.00%	20.00%	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	3	2	1	0	0	66.67%	33.33%	0.00%	0.00%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	71	37	22	8	4	52.11%	30.99%	11.27%	5.63%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	24	18	3	1	2	75.00%	12.50%	4.17%	8.33%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	95	55	25	9	6	57.89%	26.32%	9.47%	6.32%	100.00%
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<b>Commentary on main reasons why there are any significant changes</b>	-
<b>Provide main reasons why targets not met</b>	Normal processing times, staff resources, workload balancing within the team and changes within the Corporate Admin Support team results in some applications exceeding the target.

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	48	25	14	6	3	52.08%	29.17%	12.50%	6.25%	100.00%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	31	20	7	2	2	64.52%	22.58%	6.45%	6.45%	100.00%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	10	5	3	1	1	50.00%	30.00%	10.00%	10.00%	100.00%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	4	3	1	0	0	75.00%	25.00%	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	18	7	7	18	38.89%	38.89%	100.00%
	£10,001 - £50,000	15	8	8	15	53.33%	53.33%	100.00%
	£50,001 - £250,000	4	1	1	4	25.00%	25.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	38	38	38	38	100.00%	100.00%	100.00%
NON-DOMESTIC	0 - £10,000	1	0	0	1	0.00%	0.00%	100.00%
	£10,001 - £50,000	1	0	0	1	0.00%	0.00%	100.00%
	£50,001 - £250,000	1	1	1	1	100.00%	100.00%	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	75	54	54	75	72.00%	72.00%	100.00%
Sub total	NON-DOMESTIC - ALL	5	3	3	5	60.00%	60.00%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	80	57	57	80	71.25%	71.25%	100.00%
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<b>Main reasons why CCNPs were not full achieved</b>	Lack of commencement notices submitted and lack of notification of required site inspections from applicants, agents and contractors							
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person</b>	as above							
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by verifier</b>	Once the Council were aware of work having started or completed, the Council from that point onwards followed the CCNP							
<b>Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)</b>	-							
<b>Other comments on CCNPs</b>	-							

Value bands Sub total	0 - £10,000	19	7	7	19	36.84%	36.84%	100.00%
Value bands Sub total	£10,001 - £50,000	16	8	8	16	50.00%	50.00%	100.00%
Value bands Sub total	£50,001 - £250,000	5	2	2	5	40.00%	40.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	2	2	2	2	100.00%	100.00%	100.00%
Value bands Sub total	£1,000,001 and above	38	38	38	38	100.00%	100.00%	100.00%

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<b>KPO5 - MAINTAIN FINANCIAL GOVERNANCE</b>		
<b>Verification COSTS</b>	Total Staff Costs (£)	£97,126.00
	Staff costs on verification (£)	£91,298.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£63,908.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£27,390.00
	Non-staff costs on verification (£)	£0.00
	Other verification investment (£)	£0.00
	<b>Comments on verification costs</b>	-
<b>Verification FEES</b>	Total building warrant fee income (including 'late' BW)	£124,536.00
	Total amendment to warrant fee income	£10,958.00
	Total CC where no warrant was obtained fee income	£7,632.00
	<b>Comments on fee income</b>	Amendment fee income includes some staged amendment to warrants in which fee income is based on individual stage costs rather than normal fee paid based on total project cost at point of initial BW application.
<b>Verification VALUE OF WORK</b>	Total value of works for BW applications (including "late" applications)	£41,664,833.00
	Total value of works for amendment to warrant applications	£3,388,330.00
	Total value of works for CC submissions where no warrant was obtained	£146,990.00
	<b>Comments on value of work</b>	Amendment to warrant value includes some staged amendments to warrant in which work value is per stage rather than whole project value.
<b>Total</b>	<b>VERIFICATION (STAFF) COSTS (£)</b>	<b>£91,298.00</b>
<b>Total</b>	<b>VERIFICATION (ALL) COSTS (£)</b>	<b>£91,298.00</b>
<b>Total</b>	<b>FEE INCOME (£)</b>	<b>£143,126.00</b>
<b>Total</b>	<b>VALUE OF WORK (£)</b>	<b>£45,200,153.00</b>
	<b>% FEE INCOME / VERIFICATION (STAFF) COSTS</b>	<b>156.77%</b>
	<b>% FEE INCOME / VERIFICATION (ALL) COSTS</b>	<b>156.77%</b>
	<b>Other comments (e.g. significant variations between verification fee income and verification costs)</b>	-

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<b>KPO3 - COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</b>	
Customer Charter published on verifier website	Published prominently
Customer Charter web address on verifier website	<a href="http://www.west-dunbarton.gov.uk/planning-building-standards/building-standards/building-standards-service-performance/">http://www.west-dunbarton.gov.uk/planning-building-standards/building-standards/building-standards-service-performance/</a>
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

<b>KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE</b>	
Satisfaction rating from the last National Customer Survey	7.8
<b>Details of any accredited customer service awards (for example Customer Service Excellence)</b>	Nil

<b>KPO6 - COMMIT TO BUILDING STANDARDS</b>	
eBS published on verifier website	Published prominently
eBS published weblink	<a href="http://www.west-dunbarton.gov.uk/planning-building-standards/building-standards/building-warrant/">http://www.west-dunbarton.gov.uk/planning-building-standards/building-standards/building-warrant/</a>
Number of applications for building warrant or amendment submitted through SG eBS system	77
Number of completion certificates submitted through SG eBS system	129
Number of other forms submitted through SG eBS system	133
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
<b>Main reasons for significant changes in digital processing</b>	No significant change in digital processing

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

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<b>OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT</b>		
<b>Building Warrants</b>		
applications	Total no. of all BW applications (including "late" applications)	109
applications	"Late" BW applications (as included above)	2
applications	"Staged" BW applications (as included above)	4
decisions	No. of BW approved	89
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	33
amendments - applications	Amendments to "staged" BW applications (as included above)	9
BW amendments - decisions	No. of amendment to BW applications approved	26
BW amendments - decisions	No. of amendment to BW applications refused	0
<b>Comments</b>	-	
<b>Completion Certificates</b>		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	191
submissions	Total no. of CC submissions where no BW was obtained (as included above)	6
decisions	No. of CC accepted	141
decisions	No. of BW rejected	31
<b>Comments</b>	Carry overs between quarters results in number applied for not equalling number determined	
<b>Certification</b>		
Design scheme (building structures)	No. of certificates of design provided	51
Design scheme (energy - domestic)	No. of certificates of design provided	1
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	26
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	48
<b>Comments</b>	-	
<b>Energy Performance Certificates (EPCs)</b>		
Domestic	No. of copy certificates received	77
Non-domestic	No. of copy certificates received	0
<b>Comments</b>	-	
<b>Statements of Sustainability</b>		
Domestic - Bronze	No. of copy certificates received	37
Domestic - Bronze Active	No. of copy certificates received	67
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	1
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



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Non-domestic - Gold	No. of copy certificates received	0
<b>Comments</b>	-	
<b>Fire Safety Design Summaries</b>		
Non-domestic	No. of summaries received	0
<b>Comments</b>	Information not available - in common with most other verifiers, our back office system (CAPS Uniform) requires to be updated in order that we can collect relevant data and report on this item.	
<b>Enforcement</b>		
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
<b>Comments</b>	As per previous quarters there continues to be a number of dangerous building incidents during the quarter which were found not to be dangerous or the owner acted to remove the danger and the Council did not require to take formal action	



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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).
<b>Local Authority</b>										
West Dunbartonshire	83.59%	84.21%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	7.8	156.77%	Published prominently	3 of 4 done	Published prominently (with review)	Includes all performance data