

KEY PERFORMANCE OUTCOMES 2019-20 Q2

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TABLE OF CONTENTS

[KPO1\(a\) - Time to issue a building warrant or amendment to warrant from receipt of application](#)

[KPO1\(b\) - Time to issue a first report](#)

[KPO1\(c\) - Time to issue a building or amendment from receipt of satisfactory information](#)

[KPO2 - Compliance during construction](#)

[KPO5 - Financial governance](#)

[KPO3, 4, 6, 7 - Customer Charter, Customer Survey, eBuilding Standards, Annual Performance Report](#)

[Totals of BWs, CCs, Certificates and Notices](#)

[Summary of KPOs \(publish\)](#)

[Targets](#)

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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	44	0	3990	90.68
	£10,001 - £50,000	8	0	700	87.50
	£50,001 - £250,000	2	0	246	123.00
	£250,001 - £1,000,000	2	0	71	35.50
	£1,000,001 and above	2	0	199	99.50
NON-DOMESTIC	0 - £10,000	12	0	1660	138.33
	£10,001 - £50,000	6	0	162	27.00
	£50,001 - £250,000	1	0	64	64.00
	£250,001 - £1,000,000	1	0	297	297.00
	£1,000,001 and above	4	0	496	124.00

Sub total	DOMESTIC - ALL	58	0	5206	89.76
Sub total	NON-DOMESTIC - ALL	24	0	2679	111.63

ALL CATEGORIES	Total	82	0	7885	96.16
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Comments: This report has been run from Uniform version 10.3.1 and the data may not be accurate as the patch DNI-13583 is not compatible for this version. As advised by a representative from the consortium.

Value bands Sub total	0 - £10,000	56	0	5650	100.89
Value bands Sub total	£10,001 - £50,000	14	0	862	61.57
Value bands Sub total	£50,001 - £250,000	3	0	310	103.33
Value bands Sub total	£250,001 - £1,000,000	3	0	368	122.67
Value bands Sub total	£1,000,001 and above	6	0	695	115.83

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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	68	6	35	24	3	8.82%	51.47%	35.29%	4.41%	99.99%
	£10,001 - £50,000	25	1	22	2	0	4.00%	88.00%	8.00%	0.00%	100.00%
	£50,001 - £250,000	5	0	4	1	0	0.00%	80.00%	20.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	0	2	0	0	0.00%	100.00%	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%
NON-DOMESTIC	0 - £10,000	15	1	8	5	1	6.67%	53.33%	33.33%	6.67%	100.00%
	£10,001 - £50,000	11	1	6	4	0	9.09%	54.55%	36.36%	0.00%	100.00%
	£50,001 - £250,000	7	1	4	2	0	14.29%	57.14%	28.57%	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	0	0	1	0.00%	0.00%	0.00%	100.00%	100.00%

Sub total	DOMESTIC - ALL	100	7	63	27	3	7.00%	63.00%	27.00%	3.00%	100.00%
Sub total	NON-DOMESTIC - ALL	35	4	18	11	2	11.43%	51.43%	31.43%	5.71%	100.00%

ALL CATEGORIES	Total	135	11	81	38	5	8.15%	60.00%	28.15%	3.70%	100.00%
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Commentary on main reasons why there are any significant changes	<p>*There has been a downturn in the KPOs in this period. This has been due to the impact of issues associated with the Councils Central Administration Support whereby there has been a delay in applications reaching Building Standards Surveyors. This administrative support has now been brought back under the Planning and Building Standards Service and new officers have been recruited. It will take time to train these officers however it is hoped that in the next quarter that the KPOs will improve and meet agreed targets.</p> <p>The Building Standards Service have also lost the Building Standards Team Leader and Lead Building Standards Surveyor in this quarter which is also having an impact on performance. Both posts are out for recruitment.</p>										
Provide main reasons why first report targets not met	<p>Processing times delayed due to Central admin support , staff resources, workload balancing and a high volume of work within the team results in some applications exceeding the 20 day initial target.</p>										

Value bands Sub total	0 - £10,000	83	7	43	29	4	8.43%	51.81%	34.94%	4.82%	100.00%
Value bands Sub total	£10,001 - £50,000	36	2	28	6	0	5.56%	77.78%	16.67%	0.00%	100.01%
Value bands Sub total	£50,001 - £250,000	12	1	8	3	0	8.33%	66.67%	25.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	3	1	2	0	0	33.33%	66.67%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	1	0	0	0	1	0.00%	0.00%	0.00%	100.00%	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	31	15	5	5	6	48.39%	16.13%	16.13%	19.35%	100.00%
	£10,001 - £50,000	6	3	2	0	1	50.00%	33.33%	0.00%	16.67%	100.00%
	£50,001 - £250,000	2	1	1	0	0	50.00%	50.00%	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	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	9	8	0	1	0	88.89%	0.00%	11.11%	0.00%	100.00%
	£10,001 - £50,000	6	4	0	1	1	66.67%	0.00%	16.67%	16.67%	100.01%
	£50,001 - £250,000	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
	£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	4	2	1	0	1	50.00%	25.00%	0.00%	25.00%	100.00%

Sub total	DOMESTIC - ALL	42	22	8	5	7	52.38%	19.05%	11.90%	16.67%	100.00%
Sub total	NON-DOMESTIC - ALL	20	15	1	2	2	75.00%	5.00%	10.00%	10.00%	100.00%

ALL CATEGORIES	Total	62	37	9	7	9	59.68%	14.52%	11.29%	14.52%	100.01%
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Commentary on main reasons why there are any significant changes	There has been a downturn in the KPOs in this period. This has been due to the impact of issues associated with the Councils Central Administration Support whereby there has been a delay in applications reaching Building Standards Surveyors. This administrative support has now been brought back under the Planning and Building Standards Service and new officers have been recruited. It will take time to train these officers however it is hoped that in the next quarter that the KPOs will improve and meet agreed targets. The Building Standards Service have also lost the Building Standards Team Leader and Lead Building Standards Surveyor in this quarter which is also having an impact on performance. Both posts are out for recruitment.
Provide main reasons why targets not met	Problems with CAS processing times are missing targets, staff resources, workload balancing within the team and changes within the Corporate Admin Support team results in some applications exceeding the target.

Value bands Sub total	0 - £10,000	40	23	5	6	6	57.50%	12.50%	15.00%	15.00%	100.00%
Value bands Sub total	£10,001 - £50,000	12	7	2	1	2	58.33%	16.67%	8.33%	16.67%	100.00%
Value bands Sub total	£50,001 - £250,000	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	6	4	1	0	1	66.67%	16.67%	0.00%	16.67%	100.01%

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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	14	8	8	8	57.14%	57.14%	57.14%
	£10,001 - £50,000	4	1	1	1	25.00%	25.00%	25.00%
	£50,001 - £250,000	0	0	0	0	0.00%	0.00%	0.00%
	£250,001 - £1,000,000	1	0	0	1	0.00%	0.00%	100.00%
	£1,000,001 and above	23	23	23	23	100.00%	100.00%	100.00%
NON-DOMESTIC	0 - £10,000	1	1	1	1	100.00%	100.00%	100.00%
	£10,001 - £50,000	2	0	0	0	0.00%	0.00%	0.00%
	£50,001 - £250,000	3	1	1	1	33.33%	33.33%	33.33%
	£250,001 - £1,000,000	2	1	1	1	50.00%	50.00%	50.00%
	£1,000,001 and above	2	2	2	2	100.00%	100.00%	100.00%
Sub total	DOMESTIC - ALL	42	32	32	33	76.19%	76.19%	78.57%
Sub total	NON-DOMESTIC - ALL	10	5	5	5	50.00%	50.00%	50.00%

ALL CATEGORIES	Total	52	37	37	38	71.15%	71.15%	73.08%
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Main reasons why CCNPs were not full achieved	Lack of commencement notices submitted and lack of notification of required site inspections from applicants, agents and contractors							
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	as above							
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	Once the Council were aware of work having started or completed, the Council from that point onwards followed the CCNP							
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	-							
Other comments on CCNPs	-							

Value bands Sub total	0 - £10,000	15	9	9	9	60.00%	60.00%	60.00%
Value bands Sub total	£10,001 - £50,000	6	1	1	1	16.67%	16.67%	16.67%
Value bands Sub total	£50,001 - £250,000	3	1	1	1	33.33%	33.33%	33.33%
Value bands Sub total	£250,001 - £1,000,000	3	1	1	2	33.33%	33.33%	66.67%
Value bands Sub total	£1,000,001 and above	25	25	25	25	100.00%	100.00%	100.00%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Verification COSTS	Total Staff Costs (£)	£93,289.00
	Staff costs on verification (£)	£87,691.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£61,383.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£26,308.00
	Non-staff costs on verification (£)	£0.00
	Other verification investment (£)	£0.00
	Comments on verification costs	-
Verification FEES	Total building warrant fee income (including 'late' BW)	£61,347.00
	Total amendment to warrant fee income	£7,759.00
	Total CC where no warrant was obtained fee income	£1,050.00
	Comments on fee income	Fee income lower than previous quarter due to lower value of works on building warrant applications. Amendment to warrant income includes some staged amendments to warrant in which the fee was paid on stage value.
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£5,547,751.00
	Total value of works for amendment to warrant applications	£972,805.00
	Total value of works for CC submissions where no warrant was obtained	£16,000.00
	Comments on value of work	Value of works noted down on previous quarter. Amendment to warrant value includes some staged amendments to warrant in which work value is per stage rather than whole project value.
Total	VERIFICATION (STAFF) COSTS (£)	£87,691.00
Total	VERIFICATION (ALL) COSTS (£)	£87,691.00
Total	FEE INCOME (£)	£70,156.00
Total	VALUE OF WORK (£)	£6,536,556.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	80.00%
	% FEE INCOME / VERIFICATION (ALL) COSTS	80.00%
	Other comments (e.g. significant variations between verification fee income and verification costs)	-

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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	http://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	7.8
Details of any accredited customer service awards (for example Customer Service Excellence)	Nil

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	134
Number of completion certificates submitted through SG eBS system	54
Number of other forms submitted through SG eBS system	202
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	No significant change in digital processing

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-standards-service-performance/
Verifier Performance Report reviewed since last reporting period	Yes
Verifier Performance Report includes performance data	Includes all performance data

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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	68.15%	74.19%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	7.8	80.00%	Published prominently	3 of 4 done	Published prominently (with review)	Includes all performance data