

## KEY PERFORMANCE OUTCOMES 2019-20 Q3

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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	56	0	3950	70.54
	£10,001 - £50,000	14	0	1406	100.43
	£50,001 - £250,000	10	0	683	68.30
	£250,001 - £1,000,000	1	0	57	57.00
	£1,000,001 and above	0	0	0	0.00
NON-DOMESTIC	0 - £10,000	9	0	620	68.89
	£10,001 - £50,000	7	0	756	108.00
	£50,001 - £250,000	4	0	447	111.75
	£250,001 - £1,000,000	0	0	0	0.00
	£1,000,001 and above	0	0	0	0.00

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	81	0	6096	75.26
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	20	0	1823	91.15

<b>ALL CATEGORIES</b>	<b>Total</b>	101	0	7919	78.41
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<b>Comments</b>	<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>				
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<b>Value bands Sub total</b>	<b>0 - £10,000</b>	65	0	4570	70.31
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	21	0	2162	102.95
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	14	0	1130	80.71
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	1	0	57	57.00
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	0	0	0	0.00

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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%)
<b>DOMESTIC</b>	0 - £10,000	63	12	31	11	9	19.05%	49.21%	17.46%	14.29%	100.01%
	£10,001 - £50,000	26	4	13	5	4	15.38%	50.00%	19.23%	15.38%	99.99%
	£50,001 - £250,000	12	4	3	3	2	33.33%	25.00%	25.00%	16.67%	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	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
<b>NON-DOMESTIC</b>	0 - £10,000	15	4	4	4	3	26.67%	26.67%	26.67%	20.00%	100.01%
	£10,001 - £50,000	8	0	3	4	1	0.00%	37.50%	50.00%	12.50%	100.00%
	£50,001 - £250,000	8	2	2	3	1	25.00%	25.00%	37.50%	12.50%	100.00%
	£250,001 - £1,000,000	3	0	2	1	0	0.00%	66.67%	33.33%	0.00%	100.00%
	£1,000,001 and above	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
<b>Sub total</b>	<b>DOMESTIC - ALL</b>	<b>103</b>	<b>22</b>	<b>47</b>	<b>19</b>	<b>15</b>	<b>21.36%</b>	<b>45.63%</b>	<b>18.45%</b>	<b>14.56%</b>	<b>100.00%</b>
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	<b>35</b>	<b>6</b>	<b>12</b>	<b>12</b>	<b>5</b>	<b>17.14%</b>	<b>34.29%</b>	<b>34.28%</b>	<b>14.29%</b>	<b>100.00%</b>
<b>ALL CATEGORIES</b>	<b>Total</b>	<b>138</b>	<b>28</b>	<b>59</b>	<b>31</b>	<b>20</b>	<b>20.29%</b>	<b>42.75%</b>	<b>22.46%</b>	<b>14.49%</b>	<b>99.99%</b>
<b>Commentary on main reasons why there are any significant changes</b>	Q3 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>	<b>78</b>	<b>16</b>	<b>35</b>	<b>15</b>	<b>12</b>	<b>20.51%</b>	<b>44.87%</b>	<b>19.23%</b>	<b>15.38%</b>	<b>99.99%</b>
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	<b>34</b>	<b>4</b>	<b>16</b>	<b>9</b>	<b>5</b>	<b>11.76%</b>	<b>47.06%</b>	<b>26.47%</b>	<b>14.71%</b>	<b>100.00%</b>
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	<b>20</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>30.00%</b>	<b>25.00%</b>	<b>30.00%</b>	<b>15.00%</b>	<b>100.00%</b>
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>40.00%</b>	<b>40.00%</b>	<b>20.00%</b>	<b>0.00%</b>	<b>100.00%</b>
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>

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<b>KPO1(C) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT (FOLLOWING A FIRST OR SUBSEQUENT REPORT) FROM RECEIPT OF SATISFACTORY INFORMATION</b>											
	<b>CATEGORY (by building type and value of work)</b>	<b>Total number of BWs and amendments issued</b>	<b>No. of BWs and amendments issued within 6 days of receipt of satisfactory information</b>	<b>No. of BWs and amendments issued in more than 6 days and within 10 days of receipt of satisfactory information</b>	<b>No. of BWs and amendments issued in more than 10 days and within 15 days of receipt of satisfactory information</b>	<b>No. of BWs and amendments issued in more than 15 days of receipt of satisfactory information</b>	<b>% within 6 days</b>	<b>% more than 6 days and within 10 days</b>	<b>% more than 10 days and within 15 days</b>	<b>% more than 15 days</b>	<b>% check (should be nearly 100%)</b>
<b>DOMESTIC</b>	0 - £10,000	38	7	8	3	20	18.42%	21.05%	7.89%	52.63%	99.99%
	£10,001 - £50,000	16	0	1	4	11	0.00%	6.25%	25.00%	68.75%	100.00%
	£50,001 - £250,000	9	0	2	3	4	0.00%	22.22%	33.33%	44.44%	99.99%
	£250,001 - £1,000,000	1	0	0	0	1	0.00%	0.00%	0.00%	100.00%	100.00%
	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
<b>NON-DOMESTIC</b>	0 - £10,000	6	3	0	2	1	50.00%	0.00%	33.33%	16.67%	100.00%
	£10,001 - £50,000	7	2	3	0	2	28.57%	42.86%	0.00%	28.57%	100.00%
	£50,001 - £250,000	4	3	0	0	1	75.00%	0.00%	0.00%	25.00%	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	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Sub total</b>	<b>DOMESTIC - ALL</b>	64	7	11	10	36	10.94%	17.19%	15.62%	56.25%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	17	8	3	2	4	47.06%	17.65%	11.76%	23.53%	100.00%
<b>ALL CATEGORIES</b>	<b>Total</b>	81	15	14	12	40	18.52%	17.28%	14.81%	49.38%	99.99%
<b>Commentary on main reasons why there are any significant changes</b>	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.										
<b>Provide main reasons why targets not met</b>	See above.										
<b>Value bands Sub total</b>	<b>0 - £10,000</b>	44	10	8	5	21	22.73%	18.18%	11.36%	47.73%	100.00%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	23	2	4	4	13	8.70%	17.39%	17.39%	56.52%	100.00%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	13	3	2	3	5	23.08%	15.38%	23.08%	38.46%	100.00%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	1	0	0	0	1	0.00%	0.00%	0.00%	100.00%	100.00%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%

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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	9	4	4	9	44.44%	44.44%	100.00%
	£10,001 - £50,000	7	2	2	7	28.57%	28.57%	100.00%
	£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	59	35	35	59	59.32%	59.32%	100.00%
NON-DOMESTIC	0 - £10,000	0	0	0	0	0.00%	0.00%	0.00%
	£10,001 - £50,000	1	1	1	1	100.00%	100.00%	100.00%
	£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	0	0	0	0	0.00%	0.00%	0.00%
<b>Sub total</b>	<b>DOMESTIC - ALL</b>	<b>76</b>	<b>42</b>	<b>42</b>	<b>76</b>	<b>55.26%</b>	<b>55.26%</b>	<b>100.00%</b>
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

<b>ALL CATEGORIES</b>	<b>Total</b>	<b>78</b>	<b>44</b>	<b>44</b>	<b>78</b>	<b>56.41%</b>	<b>56.41%</b>	<b>100.00%</b>
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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>	N/A
<b>Other comments on CCNPs</b>	N/A

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>44.44%</b>	<b>44.44%</b>	<b>100.00%</b>
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>37.50%</b>	<b>37.50%</b>	<b>100.00%</b>
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	<b>59</b>	<b>35</b>	<b>35</b>	<b>59</b>	<b>59.32%</b>	<b>59.32%</b>	<b>100.00%</b>

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<b>KPO5 - MAINTAIN FINANCIAL GOVERNANCE</b>		
<b>Verification COSTS</b>	Total Staff Costs (£)	£82,717.00
	Staff costs on verification (£)	£77,754.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£54,428.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£23,326.00
	Non-staff costs on verification (£)	£0.00
	Other verification investment (£)	£0.00
<b>Comments on verification costs</b>		Staff costs lower due to vacant Team Leader and Lead Surveyor posts.
<b>Verification FEES</b>	Total building warrant fee income (including 'late' BW)	£110,404.00
	Total amendment to warrant fee income	£11,910.00
	Total CC where no warrant was obtained fee income	£4,410.00
	<b>Comments on fee income</b>	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.
<b>Verification VALUE OF WORK</b>	Total value of works for BW applications (including "late" applications)	£27,723,399.00
	Total value of works for amendment to warrant applications	£1,455,403.00
	Total value of works for CC submissions where no warrant was obtained	£65,000.00
	<b>Comments on value of work</b>	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.
<b>Total</b>	<b>VERIFICATION (STAFF) COSTS (£)</b>	<b>£77,754.00</b>
<b>Total</b>	<b>VERIFICATION (ALL) COSTS (£)</b>	<b>£77,754.00</b>
<b>Total</b>	<b>FEE INCOME (£)</b>	<b>£126,724.00</b>
<b>Total</b>	<b>VALUE OF WORK (£)</b>	<b>£29,243,802.00</b>
	<b>% FEE INCOME / VERIFICATION (STAFF) COSTS</b>	<b>162.98%</b>
	<b>% FEE INCOME / VERIFICATION (ALL) COSTS</b>	<b>162.98%</b>
	<b>Other comments (e.g. significant variations between verification fee income and verification costs)</b>	N/A

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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="https://www.west-dunbarton.gov.uk/planning-building-standards/building-standards/building-standards-service-performance/">https://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	8.1
Details of any accredited customer service awards (for example Customer Service Excellence)	N/A

<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	54
Number of completion certificates submitted through SG eBS system	70
Number of other forms submitted through SG eBS system	111
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.

<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)	103
applications	"Late" BW applications (as included above)	0
applications	"Staged" BW applications (as included above)	N/A
decisions	No. of BW approved	81
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	30
amendments - applications	Amendments to "staged" BW applications (as included above)	N/A
BW amendments - decisions	No. of amendment to BW applications approved	24
BW amendments - decisions	No. of amendment to BW applications refused	0
<b>Comments</b>	Decision and application numbers are similar to previous quarter.	
<b>Completion Certificates</b>		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	90
submissions	Total no. of CC submissions where no BW was obtained (as included above)	4
decisions	No. of CC accepted	98
decisions	No. of BW rejected	44
<b>Comments</b>	N/A	
<b>Certification</b>		
Design scheme (building structures)	No. of certificates of design provided	76
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	30
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	24
<b>Comments</b>	N/A	
<b>Energy Performance Certificates (EPCs)</b>		
Domestic	No. of copy certificates received	54
Non-domestic	No. of copy certificates received	1
<b>Comments</b>	N/A	
<b>Statements of Sustainability</b>		
Domestic - Bronze	No. of copy certificates received	22
Domestic - Bronze Active	No. of copy certificates received	24
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
<b>Comments</b>	N/A	
<b>Fire Safety Design Summaries</b>		
Non-domestic	No. of summaries received	0
<b>Comments</b>	Information not available - In common with other veniers, our back office system (uniform) requires to be upgraded 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	3
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>	owner acted to remove the danger and the Council did not require to take formal action	





**KEY PERFORMANCE OUTCOMES 2019-20 Q3**

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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	63.04%	35.80%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.1	162.98%	Published prominently	3 of 4 done	Published prominently (with review)	Includes all performance data