

KEY PERFORMANCE OUTCOMES 2025-26 Q1

West Dunbartonshire

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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	41	2	2131	51.98
	£10,001 - £50,000	25	0	1871	74.84
	£50,001 - £250,000	11	0	1171	106.45
	£250,001 - £1,000,000	0	0	0	0.00
	£1,000,001 and above	1	0	39	39.00
NON-DOMESTIC	0 - £10,000	11	0	310	28.18
	£10,001 - £50,000	2	0	81	40.50
	£50,001 - £250,000	3	0	210	70.00
	£250,001 - £1,000,000	1	0	18	18.00
	£1,000,001 and above	2	1	302	151.00

Sub total	DOMESTIC - ALL	78	2	5212	66.82
Sub total	NON-DOMESTIC - ALL	19	1	921	48.47

ALL CATEGORIES	Total	97	3	6133	63.23
Comments	N/A				

Value bands Sub total	0 - £10,000	52	2	2441	46.94
Value bands Sub total	£10,001 - £50,000	27	0	1952	72.30
Value bands Sub total	£50,001 - £250,000	14	0	1381	98.64
Value bands Sub total	£250,001 - £1,000,000	1	0	18	18.00
Value bands Sub total	£1,000,001 and above	3	1	341	113.67

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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	33	18	9	5	1	54.55%	27.27%	15.15%	3.03%	100.00%
	£10,001 - £50,000	27	9	6	9	3	33.33%	22.22%	33.33%	11.11%	99.99%
	£50,001 - £250,000	15	9	1	4	1	60.00%	6.67%	26.67%	6.67%	100.01%
	£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	3	0	0	0	3	0.00%	0.00%	100.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	11	7	2	2	0	63.64%	18.18%	18.18%	0.00%	100.00%
	£10,001 - £50,000	3	1	1	1	0	33.33%	33.33%	33.33%	0.00%	99.99%
	£50,001 - £250,000	5	0	3	1	1	0.00%	60.00%	20.00%	20.00%	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	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
Sub total	DOMESTIC - ALL	79	36	17	21	5	45.57%	21.52%	26.58%	6.33%	100.00%
Sub total	NON-DOMESTIC - ALL	22	8	9	4	1	36.36%	40.91%	18.18%	4.55%	100.00%
ALL CATEGORIES	Total	101	44	26	25	6	43.56%	25.74%	24.75%	5.94%	99.99%
Commentary on main reasons why there are any significant changes	Staff vacancies and staff absence										
Provide main reasons why first report targets not met	As a small team any vacancies or absences have a greater impact on overall performance										
Value bands Sub total	0 - £10,000	44	25	11	7	1	56.82%	25.00%	15.91%	2.27%	100.00%
Value bands Sub total	£10,001 - £50,000	30	10	7	10	3	33.33%	23.33%	33.33%	10.00%	99.99%
Value bands Sub total	£50,001 - £250,000	20	9	4	5	2	45.00%	20.00%	25.00%	10.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	3	0	3	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	4	0	1	3	0	0.00%	25.00%	75.00%	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	24	13	6	3	2	54.17%	25.00%	12.50%	8.33%	100.00%
	£10,001 - £50,000	24	6	11	5	2	25.00%	45.83%	20.83%	8.33%	99.99%
	£50,001 - £250,000	11	4	2	4	1	36.36%	18.18%	36.36%	9.09%	99.99%
	£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	8	4	2	2	0	50.00%	25.00%	25.00%	0.00%	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	2	2	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	2	0	2	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
Sub total	DOMESTIC - ALL	60	24	19	12	5	40.00%	31.67%	20.00%	8.33%	100.00%
Sub total	NON-DOMESTIC - ALL	13	7	4	2	0	53.85%	30.77%	15.38%	0.00%	100.00%
ALL CATEGORIES	Total	73	31	23	14	5	42.47%	31.51%	19.18%	6.85%	100.01%
Commentary on main reasons why there are any significant changes	Staff vacancies and staff absence										
Provide main reasons why targets not met	As a small team any vacancies or absences have a greater impact on overall performance										
Value bands Sub total	0 - £10,000	32	17	8	5	2	53.12%	25.00%	15.62%	6.25%	99.99%
Value bands Sub total	£10,001 - £50,000	25	7	11	5	2	28.00%	44.00%	20.00%	8.00%	100.00%
Value bands Sub total	£50,001 - £250,000	13	6	2	4	1	46.15%	15.38%	30.77%	7.69%	99.99%
Value bands Sub total	£250,001 - £1,000,000	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
Value bands Sub total	£1,000,001 and above	3	1	2	0	0	33.33%	66.67%	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	20	7	7	20	35.00%	35.00%	100.00%
	£10,001 - £50,000	12	3	3	12	25.00%	25.00%	100.00%
	£50,001 - £250,000	2	0	0	2	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	71	40	40	71	56.34%	56.34%	100.00%
NON-DOMESTIC	0 - £10,000	6	2	2	6	33.33%	33.33%	100.00%
	£10,001 - £50,000	5	0	0	5	0.00%	0.00%	100.00%
	£50,001 - £250,000	2	0	0	2	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	0	0	2	0.00%	0.00%	100.00%
	£1,000,001 and above	1	0	0	1	0.00%	0.00%	100.00%
Sub total	DOMESTIC - ALL	105	50	50	105	47.62%	47.62%	100.00%
Sub total	NON-DOMESTIC - ALL	16	2	2	16	12.50%	12.50%	100.00%

ALL CATEGORIES	Total	121	52	52	121	42.98%	42.98%	100.00%
Main reasons why CCNPs were not full achieved	Relevant person not informing verifier at key stage							
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	Lack of understanding about what a key stage is, forgetting to inform us at the correct time							
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	Reduced staffing levels or not sufficient time allowed for us to arrange inspection							
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	Generally minor issues that need to be resolved, no consistent issue. Occasionally being asked to inspect before job is fully finished so as to meet contractual deadlines							
Other comments on CCNPs	N/A							

Value bands Sub total	0 - £10,000	26	9	9	26	34.62%	34.62%	100.00%
Value bands Sub total	£10,001 - £50,000	17	3	3	17	17.65%	17.65%	100.00%
Value bands Sub total	£50,001 - £250,000	4	0	0	4	0.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	2	0	0	2	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	72	40	40	72	55.56%	55.56%	100.00%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE	
% FEE INCOME / VERIFICATION (STAFF) COSTS	166.03%
% FEE INCOME / VERIFICATION (ALL) COSTS	116.01%
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	7
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	117
Number of completion certificates submitted through SG eBS system	205
Number of other forms submitted through SG eBS system	343
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	No
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)	98
applications	"Late" BW applications (as included above)	3
applications	"Staged" BW applications (as included above)	2
decisions	No. of BW approved	71
decisions	No. of BW refused	4
amendments - applications	No. of amendment to BW applications	20
amendments - applications	Amendments to "staged" BW applications (as included above)	2
BW amendments - decisions	No. of amendment to BW applications approved	26
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)	162
submissions	Total no. of CC submissions where no BW was obtained (as included above)	5
decisions	No. of CC accepted	125
decisions	No. of BW rejected	30
Comments	N/A	
Certification		
Design scheme (building structures)	No. of certificates of design provided	62
Design scheme (energy - domestic)	No. of certificates of design provided	11
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	34
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	54
Comments	N/A	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	84
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	30
Domestic - Silver	No. of copy certificates received	0
Domestic - Silver Active	No. of copy certificates received	39
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	2
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	1
Section 30 - dangerous building	No. of notices served	0
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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	SUMMARY OF KPOs																				
CATEGORY (by building type and value of work)	KPO1										KPO2		KPO3	KPO4	KPO5			KPO6	KPO7		
	Number of BWs and amendments issued (all)	Average number of days from receipt of a valid application to granting a BW or amendment	% of first reports issued within 15 days	% of first reports issued in more than 15 days and within 20 days	% of first reports issued in more than 20 days and within 35 days	% of first reports issued in more than 35 days	% of BWs and amendments issued within 6 days from receipt of all satisfactory information	% of BWs and amendments issued in more than 6 and within 10 days from receipt of all satisfactory information	% of BWs and amendments issued in more than 10 and within 15 days from receipt of all satisfactory information	% of BWs and amendments issued in more than 15 days from receipt of all satisfactory information	Number of CCNPs for "accepted" completion certificates	% of CCNPs fully achieved for "accepted" completion certificates	National customer charter is published prominently on the website with version control (reviewed at least	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	78	66.82	45.57%	21.52%	26.58%	6.33%	40.00%	31.67%	20.00%	8.33%	105	47.62%	Published prominently (with review)	7	£124,118.00	£74,756.00	166.03%	Published prominently	Published prominently (no review)	Includes all performance data
	NON-DOMESTIC	19	48.47	36.36%	40.91%	18.18%	4.55%	53.85%	30.77%	15.38%	0.00%	16	12.50%								
	Total	97	63.23	43.56%	25.74%	24.75%	5.94%	42.47%	31.51%	19.18%	6.85%	121	42.98%								
0 - £10,000	52	46.94	56.82%	25.00%	15.91%	2.27%	53.12%	25.00%	15.62%	6.25%	26	34.62%									
£10,001 - £50,000	27	72.30	33.33%	23.33%	33.33%	10.00%	28.00%	44.00%	20.00%	8.00%	17	17.65%									
£50,001 - £250,000	14	98.64	45.00%	20.00%	25.00%	10.00%	46.15%	15.38%	30.77%	7.69%	4	0.00%									
£250,001 - £1,000,000	1	18.00	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2	0.00%									
£1,000,001 and above	3	113.67	0.00%	25.00%	75.00%	0.00%	33.33%	66.67%	0.00%	0.00%	72	55.56%									

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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	69.31%	73.97%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	7.0	166.03%	Published prominently	3 of 4 done	Published prominently (no review)	Includes all performance data