

KEY PERFORMANCE OUTCOMES 2025-26 Q2

West Dunbartonshire

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](#)

KEY PERFORMANCE OUTCOMES 2025-26 Q2

West Dunbartonshire

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	37	1	1925	52.03
	£10,001 - £50,000	27	0	3128	115.85
	£50,001 - £250,000	13	0	1502	115.54
	£250,001 - £1,000,000	2	1	661	330.50
	£1,000,001 and above	1	0	70	70.00
NON-DOMESTIC	0 - £10,000	9	0	250	27.78
	£10,001 - £50,000	5	0	547	109.40
	£50,001 - £250,000	6	0	554	92.33
	£250,001 - £1,000,000	1	0	42	42.00
	£1,000,001 and above	0	0	0	0.00

Sub total	DOMESTIC - ALL	80	2	7286	91.08
Sub total	NON-DOMESTIC - ALL	21	0	1393	66.33

ALL CATEGORIES	Total	101	2	8679	85.93
Comments	Staff vacancies, special leave and annual leave, increased complexity and number of applications have all led to extended response times. We have recruited a new surveyor and leave has settled to more normal levels, so we would expect an improvement in performance in Q3.				

Value bands Sub total	0 - £10,000	46	1	2175	47.28
Value bands Sub total	£10,001 - £50,000	32	0	3675	114.84
Value bands Sub total	£50,001 - £250,000	19	0	2056	108.21
Value bands Sub total	£250,001 - £1,000,000	3	1	703	234.33
Value bands Sub total	£1,000,001 and above	1	0	70	70.00

KEY PERFORMANCE OUTCOMES 2025-26 Q2

West Dunbartonshire

	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	32	8	7	11	6	25.00%	21.88%	34.38%	18.75%	100.01%
	£10,001 - £50,000	19	1	2	12	4	5.26%	10.53%	63.16%	21.05%	100.00%
	£50,001 - £250,000	10	1	1	6	2	10.00%	10.00%	60.00%	20.00%	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	3	1	1	1	0	33.33%	33.33%	33.33%	0.00%	99.99%
NON-DOMESTIC	0 - £10,000	6	1	2	2	1	16.67%	33.33%	33.33%	16.67%	100.00%
	£10,001 - £50,000	6	2	1	2	1	33.33%	16.67%	33.33%	16.67%	100.00%
	£50,001 - £250,000	5	2	0	3	0	40.00%	0.00%	60.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	0	1	1	0	0.00%	50.00%	50.00%	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	64	11	11	30	12	17.19%	17.19%	46.88%	18.75%	100.01%
Sub total	NON-DOMESTIC - ALL	20	5	5	8	2	25.00%	25.00%	40.00%	10.00%	100.00%
ALL CATEGORIES	Total	84	16	16	38	14	19.05%	19.05%	45.24%	16.67%	100.01%
Commentary on main reasons why there are any significant changes	Staff vacancies, special leave and annual leave, increased complexity and number of applications have all led to extended response times. We have recruited a new surveyor and leave has settled to more normal levels, so we would expect an improvement in performance in Q3.										
Provide main reasons why first report targets not met	As a small team, any absence or vacancy has a greater impact, with less staff able to share the workload.										
Value bands Sub total	0 - £10,000	38	9	9	13	7	23.68%	23.68%	34.21%	18.42%	99.99%
Value bands Sub total	£10,001 - £50,000	25	3	3	14	5	12.00%	12.00%	56.00%	20.00%	100.00%
Value bands Sub total	£50,001 - £250,000	15	3	1	9	2	20.00%	6.67%	60.00%	13.33%	100.00%
Value bands Sub total	£250,001 - £1,000,000	2	0	1	1	0	0.00%	50.00%	50.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	4	1	2	1	0	25.00%	50.00%	25.00%	0.00%	100.00%

KEY PERFORMANCE OUTCOMES 2025-26 Q2
West Dunbartonshire

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	20	9	0	3	8	45.00%	0.00%	15.00%	40.00%	100.00%
	£10,001 - £50,000	27	9	4	6	8	33.33%	14.81%	22.22%	29.63%	99.99%
	£50,001 - £250,000	13	4	3	2	4	30.77%	23.08%	15.38%	30.77%	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	0	0	1	0.00%	0.00%	100.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	6	5	1	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
	£10,001 - £50,000	4	1	1	0	2	25.00%	25.00%	0.00%	50.00%	100.00%
	£50,001 - £250,000	5	1	2	2	0	20.00%	40.00%	40.00%	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	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
Sub total	DOMESTIC - ALL	63	22	9	12	20	34.92%	14.29%	19.05%	31.75%	100.01%
Sub total	NON-DOMESTIC - ALL	15	7	4	2	2	46.67%	26.67%	13.33%	13.33%	100.00%
ALL CATEGORIES	Total	78	29	13	14	22	37.18%	16.67%	17.95%	28.21%	100.01%
Commentary on main reasons why there are any significant changes	Staff vacancies, special leave and annual leave, increased complexity and number of applications have all led to extended response times. We have recruited a new surveyor and leave has settled to more normal levels, so we would expect an improvement in performance in Q3.										
Provide main reasons why targets not met	As a small team, any absence or vacancy has a greater impact, with less staff able to share the workload.										
Value bands Sub total	0 - £10,000	26	14	1	3	8	53.85%	3.85%	11.54%	30.77%	100.01%
Value bands Sub total	£10,001 - £50,000	31	10	5	6	10	32.26%	16.13%	19.35%	32.26%	100.00%
Value bands Sub total	£50,001 - £250,000	18	5	5	4	4	27.78%	27.78%	22.22%	22.22%	100.00%
Value bands Sub total	£250,001 - £1,000,000	2	0	2	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	1	0	0	1	0	0.00%	0.00%	100.00%	0.00%	100.00%

KEY PERFORMANCE OUTCOMES 2025-26 Q2

West Dunbartonshire

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	8	2	2	8	25.00%	25.00%	100.00%
	£10,001 - £50,000	14	7	7	14	50.00%	50.00%	100.00%
	£50,001 - £250,000	4	2	2	4	50.00%	50.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	30	30	30	30	100.00%	100.00%	100.00%
NON-DOMESTIC	0 - £10,000	2	1	1	2	50.00%	50.00%	100.00%
	£10,001 - £50,000	0	0	0	0	0.00%	0.00%	0.00%
	£50,001 - £250,000	3	1	1	3	33.33%	33.33%	100.00%
	£250,001 - £1,000,000	1	1	1	1	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	56	41	41	56	73.21%	73.21%	100.00%
Sub total	NON-DOMESTIC - ALL	6	3	3	6	50.00%	50.00%	100.00%

ALL CATEGORIES	Total	62	44	44	62	70.97%	70.97%	100.00%
Main reasons why CCNPs were not full achieved	Verifier not informed of key stage.							
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	RP doesn't understand the importance of notifying the verifier, doesn't appreciate the correct time to call us, the works progress too fast to hold back for a verifier inspection.							
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	Our site inspector has been less impacted by the staff shortages and able to maintain required inspections.							
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	Not following approved plans, unable to produce evidence that construction is to the approved plans, missing / incorrect certification, asking for completion inspection before sworks are fully complete.							
Other comments on CCNPs	N/A							

Value bands Sub total	0 - £10,000	10	3	3	10	30.00%	30.00%	100.00%
Value bands Sub total	£10,001 - £50,000	14	7	7	14	50.00%	50.00%	100.00%
Value bands Sub total	£50,001 - £250,000	7	3	3	7	42.86%	42.86%	100.00%
Value bands Sub total	£250,001 - £1,000,000	1	1	1	1	100.00%	100.00%	100.00%
Value bands Sub total	£1,000,001 and above	30	30	30	30	100.00%	100.00%	100.00%

KEY PERFORMANCE OUTCOMES 2025-26 Q2

West Dunbartonshire

KPO5 - MAINTAIN FINANCIAL GOVERNANCE	
% FEE INCOME / VERIFICATION (STAFF) COSTS	129.76%
% FEE INCOME / VERIFICATION (ALL) COSTS	93.91%
Other comments (e.g. significant variations between verification fee income and verification costs)	N/A

KEY PERFORMANCE OUTCOMES 2025-26 Q2

West Dunbartonshire

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	No
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	94
Number of completion certificates submitted through SG eBS system	100
Number of other forms submitted through SG eBS system	279
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	https://www.west-dunbarton.gov.uk/planning-building-standards/building-standards/building-standards-service-performance/
Verifier Performance Report reviewed since last reporting period	No
Verifier Performance Report includes performance data	Includes all performance data

KEY PERFORMANCE OUTCOMES 2025-26 Q2

West Dunbartonshire

OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT		
Building Warrants		
applications	Total no. of all BW applications (including "late" applications)	63
applications	"Late" BW applications (as included above)	0
applications	"Staged" BW applications (as included above)	4
decisions	No. of BW approved	83
decisions	No. of BW refused	2
amendments - applications	No. of amendment to BW applications	21
amendments - applications	Amendments to "staged" BW applications (as included above)	2
BW amendments - decisions	No. of amendment to BW applications approved	18
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)	103
submissions	Total no. of CC submissions where no BW was obtained (as included above)	4
decisions	No. of CC accepted	66
decisions	No. of BW rejected	35
Comments	N/A	
Certification		
Design scheme (building structures)	No. of certificates of design provided	17
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	18
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	20
Domestic - Silver	No. of copy certificates received	0
Domestic - Silver Active	No. of copy certificates received	1
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	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
Comments	N/A	

KEY PERFORMANCE OUTCOMES 2025-26 Q2

West Dunbartonshire

	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	80	91.08	17.19%	17.19%	46.88%	18.75%	34.92%	14.29%	19.05%	31.75%	56	73.21%	Published prominently (no review)	7	£106,295.00	£81,914.00	129.76%	Published prominently	Published prominently (no review)	Includes all performance data
	NON-DOMESTIC	21	66.33	25.00%	25.00%	40.00%	10.00%	46.67%	26.67%	13.33%	13.33%	6	50.00%								
Total	101	85.93	19.05%	19.05%	45.24%	16.67%	37.18%	16.67%	17.95%	28.21%	62	70.97%									
0 - £10,000	46	47.28	23.68%	23.68%	34.21%	18.42%	53.85%	3.85%	11.54%	30.77%	10	30.00%									
£10,001 - £50,000	32	114.84	12.00%	12.00%	56.00%	20.00%	32.26%	16.13%	19.35%	32.26%	14	50.00%									
£50,001 - £250,000	19	108.21	20.00%	6.67%	60.00%	13.33%	27.78%	27.78%	22.22%	22.22%	7	42.86%									
£250,001 - £1,000,000	3	234.33	0.00%	50.00%	50.00%	0.00%	0.00%	100.00%	0.00%	0.00%	1	100.00%									
£1,000,001 and above	1	70.00	25.00%	50.00%	25.00%	0.00%	0.00%	0.00%	100.00%	0.00%	30	100.00%									

KEY PERFORMANCE OUTCOMES 2025-26 Q2

West Dunbartonshire

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	38.10%	53.85%	Published prominently (no review)	No cases referred to BSD 'Reporting Service'	7.0	129.76%	Published prominently	3 of 4 done	Published prominently (no review)	Includes all performance data