

KEY PERFORMANCE OUTCOMES 2019-20 Q4

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				3.2	4.1	5.1	6.1	6.2	7.1	7.2
	reports (for building warrants and amendments) days – all first reports and amendments first report).	warrants and amendments receipt of all satisfactory information – building warrants and amendments (not including BWS and amendments first report).	customer charter is published incorporates (reviewed at	requests for BSD -Verifier Reporting Service for Customers' days.	average satisfaction of 10	Building standards verification fee income to cover indicative service costs (staff costs plus 30%).	Details of rebuilding 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 data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).
East Dunbartonshire	97.73%	82.26%	Published prominently	referred to 'BSD Reporting Service'	4.8	174.16%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data