

KEY PERFORMANCE OUTCOMES 2021-22 Q3

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TARGETS	1.1	1.2	3.2	4.1	6.1	10	11	6.2	7.1	7.2
Local Authority	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).	80% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments issued without a first report.	85% of BSD information on a BSD 'waiter' Reporting Service for Customers' cases responded to by waiter within 5 days.	Minimum overall average satisfaction rating of 7.5 out of 10	Building warrant verification fee income to cover verification service costs (self costs plus 30%).	ifm • ti	95% of each key building warrant issued processed being electronically (first checking, amendments EWS and (and plans) issue; Verification during construction; CC acceptance)	Annual performance report published prominently on website with version control (re-viewed at least quarterly).	Annual performance report to include data in line with RPDs and associated targets (annually covering previous year e.g. April 2016 – March 2017).	
East Dunbartonshire	97.41%	96.60%	No cases referred to BSD Reporting Service	5.1		Published prominently	Published prominently	Published prominently (with review)	Published prominently (with review)	Includes all performance data