

## VERIFICATION PERFORMANCE – AT END MARCH 2016 (2015-16)

|                                   |                               |
|-----------------------------------|-------------------------------|
| Name of local authority verifier: | <b>Orkney Islands Council</b> |
|-----------------------------------|-------------------------------|

The feedback below on your performance covers the range of performance outcomes set out in the Building Standards Verification: Key Performance Outcomes Handbook. This framework was introduced as part of the re-appointment of verifiers from May 2011.

The Red, Amber, Green ratings are based on the evidence provided within the quarterly returns and looks at quarter on quarter performance and comparisons to the Scotland-wide picture. Where no information or insufficient evidence has been provided, a 'red' marking has been allocated.

2015-16 covers the year to end March 2016. 2014-15 covers the analysis to end September 2015.

| KPO  | Performance Outcome   | RAG rating 2014-15 | RAG rating 2015-16 | SG Comments  |
|------|---|--------------------|--------------------|--|
|      |   |                    |                    | <ul style="list-style-type: none"> <li>2014-15 – up to end September 2015</li> <li>2015-16 – up to end March 2016</li> </ul>   |
| 1    | Year-on-year reduction in the average time taken to grant a building warrant          | Green              | Green              | <p>The average time to grant a building warrant has varied quarter on quarter. The times have been consistently lower than the national averages.</p> <p><b>RAG = Green</b></p> <p>Local authority has not provided a breakdown of time taken by verifier.</p> <p><b>RAG = Amber</b></p>           |
| 2    | Increased quality of assessment and compliance during the construction process        | Green              | Green              | <p>The % of CCNPs fully achieved has varied quarter on quarter. They have been significantly higher than the national averages.</p> <p><b>RAG = Green</b></p> <p>Local authority has provided a breakdown of CCNPs fully achieved by relevant person or by verifier.</p> <p><b>RAG = Green</b></p> |
| 3    | Increased commitment to meeting customer expectations                                 | Green              | Green              | <p>The % of first reports issued within 20 days has been consistent quarter on quarter (up to 100%). They have been significantly higher than the national averages.</p> <p>Local authority has provided customer agreements.</p>  |
| 4, 5 | Adherence to service commitments of a National Customer Charter<br><br>Improvement of | Green              | Green              | <p>Customer charter published on local authority website. Last update specified April 2016.</p> <p>The 2015 customer survey indicates a lower overall satisfaction rating for your service (8.3) than your 2014 rating (9.1).</p> <p><b>RAG = Red</b></p>  |

|      |  |                |                |  |
|------|--|----------------|----------------|--|
|      | <b>the customer experience</b>   |                |                | <p>Your 2015 rating (8.3) is significantly higher than the national rating (7.1).</p> <p><b>RAG = Green</b></p> <p>Your customer response rate (13.5%) was similar to the national average (15.6%).</p> <p>The number of email addresses supplied by you was higher than the national average.</p> <p>The number of responses was higher than the national average (21 responses).</p> <p><b>RAG = Green</b></p> |
| 6    | <b>Financial governance</b>  | Amber (-)      | Amber (-)      | <p>The % of fee income measured against verification staff costs has varied quarter on quarter. They have been consistently lower than the national averages.</p> <p>Fee income for quarter three decreased.</p>   |
| 7    | <b>Improved partnership working underpinned by engagement with a National Customer Forum</b>                                       | Not applicable | Not applicable |  |
| 8, 9 | <b>Development of an adherence to objectives outlined in balanced scorecard</b><br><br><b>Commitment to continuous improvement</b> | Green          | Green          | <p>Balanced scorecard published on local authority website. Last update specified July 2016.</p> <p>Quarterly update of continuous improvement plan summary submitted on time.</p>   |

### Overall markings (total numbers for red, amber, green)

|       | 2014-15 | 2015-16 |
|-------|---------|---------|
| Red   | 0       | 0       |
| Amber | 1       | 1       |
| Green | 5       | 5       |

### Decision making timescales

|      |  | 2014-15 | 2015-16 |
|------|--|---------|---------|
| KPO1 | Average time to grant a building warrant | Green   | Green   |
| KPO3 | % of first reports issued within 20 days | Green   | Green   |