

ANNEX B

VERIFICATION PERFORMANCE – AT END SEPTEMBER 2015 (END Q2 2015-16)

Name of local authority verifier: **Orkney Islands Council**

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 progress and comparisons to the Scotland-wide picture. Where no information or insufficient evidence has been provided, a 'red' marking has been allocated.

KPO	Performance Outcome	RAG rating	Comments	Local Authority Comments/Actions
1	Year-on-year reduction in the average time taken to grant a building warrant	Green	<p>The average time to grant a building warrant has been decreasing quarter on quarter. The times have been consistently lower or close to the national averages.</p> <p>RAG = Green</p> <p>Local authority has not provided a breakdown of time taken by verifier.</p> <p>RAG = Amber</p>	<p>Actions introduced to improve performance against KPO1 include – Procedural Check on receipt of applications, fast-track low value applications <£5k ECW, and introduction of regular local building standards newsletters providing guidance to our customers. We will investigate ways to calculate the time taken by the verifier.</p>
2	Increased quality of assessment and compliance during the construction process	Green	<p>The % of CCNPs fully achieved has varied quarter on quarter. The last three quarters have been significantly higher than the national averages.</p> <p>RAG = Green</p> <p>Local authority has provided a breakdown of CCNPs fully achieved by relevant person or by verifier.</p> <p>RAG = Green</p>	<p>Retaining a standalone inspection team has allowed us to focus on CCNPs and the reasonable inquiry process. Customers are now familiar with the CCNP process and submit inspection requests more regularly. Future action includes a fresh risk management protocol to support reasonable inquiry.</p>

3	Increased commitment to meeting customer expectations	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>	<p>Our current staffing structure has presented little difficulty in retaining consistent performance against KPO3. As a safeguard customer agreements have been introduced for high value developments, or those which introduce unique and innovative construction techniques. Evidence shows that warrants which attract customer agreement also regularly meet the 20 day target.</p>
4, 5	Adherence to service commitments of a National Customer Charter Improvement of the customer experience	Green	<p>Customer charter published on local authority website. Last update specified October 2015.</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>RAG = Red</p> <p>Your 2015 rating (8.3) is significantly higher than the national rating (7.1).</p> <p>RAG = Green</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>RAG = Green</p>	<p>In addition to the national customer survey we undertake a local survey every 2 years. The 2014 survey targeted 194 customers and provided a 52% response, with 80% of those who responded indicating that we provide a very good level of service.</p> <p>The next local customer survey is scheduled to take place in 2016.</p>
6	Financial governance	Amber	<p>The % of fee income measured against verification staff costs has been generally consistent quarter on quarter. They have been consistently lower than the national</p>	<p>Verification staff cost is calculated quarterly using data from the time recording system and budget</p>

			averages.	monitoring reports. While staff costs are generally consistent verifiers have no control over the level of income received in each reporting period.
7	Improved partnership working underpinned by engagement with a National Customer Forum	Not applicable		[for Local Authority use]
8, 9	Development of an adherence to objectives outlined in balanced scorecard Commitment to continuous improvement	Green	Balanced scorecard published on local authority website. Last update specified October 2015. Quarterly update of continuous improvement plan summary submitted on time.	The balanced scorecard and continuous improvement plan have become embedded in our business process and encourage new initiatives and forward planning to push improvements to service delivery and the customer experience. Regular updates are important to ensure customers are aware of service performance and new service developments.

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

Red	0
Amber	1
Green	5

Decision making timescales

KPO1	Average time to grant a building warrant	Green
KPO3	% of first reports issued within 20 days	Green

Any other local authority comments

Performance in relation to the key performance outcomes has generally been consistent and our dedicated Building Standards team will strive to ensure the level of service is maintained and wherever possible improved upon in an attempt to achieve a high level of customer satisfaction.

RAG MARKING CRITERIA

	RAG	MARKING CRITERIA BASED ON LAST 6 QUARTERS (TO END SEPT 2015)
		<ul style="list-style-type: none"> • 2013-14 Q1, Q2, Q3, Q4; • 2014-15 Q1, Q2
KPO1	Green	Below the national average – < 60 Days (National average =58 days approx.) Can provide breakdown of verifier time
	Amber	Close to the national average – > or = 60 days and < 65 days Cannot provide breakdown of verifier time
	Red	Above the national average – > or = 65 days
KPO2	Green	Above the national average – > 50% (National average = 52% approx.) Can provide breakdown of relevant person and verifier performance
	Amber	Close to the national average – > 45% and < or = 50% Cannot provide breakdown of relevant person and verifier performance
	Red	Below the national average – < or = 45%
KPO3	Green	Above the national average – > 95% (National average = 90% approx.)
	Amber	Close to the national average – < or = 95 and > 90%
	Red	Below the national average – < or = 90%
KPO4, KPO5	Green	National customer charter published on-line Customer survey rating – above 2014 LA rating Customer survey rating – above 2015 national rating (7.1) Email addresses provided – above 2015 national average (2x ave = significant) Number of responses – above 2015 national average (2x ave = significant)
	Amber	Customer survey rating – within 5% or 0.5 below 2014 LA rating Customer survey rating – within 5% or 0.5 below 2015 national rating (7.1) Email addresses provided – between 2015 national average and 50% average Number of responses – between 2015 national average and 50% average
	Red	National customer charter not clearly published on-line Customer survey rating – more than 5% or 0.5 below 2014 rating Customer survey rating – more than 5% or 0.5 below 2015 national rating (7.1) Email addresses provided – below 50% of 2015 national average (7.1) Number of responses – below 50% of 2015 national average (7.1)
KPO6	Green	% fee income against staff costs – > 120% and < or = 150% ⁽¹⁾
	Amber	% fee income against staff costs – > 100% and < or = 120% % fee income against staff costs – > 150% ⁽¹⁾ and < or = 200%
	Red	% fee income against staff costs – < or = 100% % fee income against staff costs – > 200%
KPO7		Not applicable
KPO8, KPO9	Green	Balanced scorecard published on-line Submission of Summary CIP Q2 2015-16 – on time
	Amber	Submission of Summary CIP Q2 2015-16 – late
	Red	Balanced scorecard not clearly published on-line Submission of Summary CIP Q2 2015-16 – not done

⁽¹⁾ Note:

- Average 2014-15(Q1-4) – 151% (based on 4 quarters);
- Average 2014-15(Q1-4); 2015-16(Q1) – 155% (based on 5 quarters);
- 2015-16(Q4) ignored due to additional applications (and fees) submitted prior to October 2015 regulation changes.