

**KEY PERFORMANCE OUTCOMES 2018-19 Q1**

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<b>KPO1(A) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT TO WARRANT</b>					
	<b>CATEGORY (by building type and value of work)</b>	<b>Total number of BWs and amendments issued</b>	<b>Total number that utilised customer agreements</b>	<b>Total number of working days for total number of BWs and amendments issued</b>	<b>Average time per BW (Working Days)</b>
<b>DOMESTIC</b>	0 - £10,000	85	0	7148	84.09
	£10,001 - £50,000	95	0	10320	108.63
	£50,001 - £250,000	27	0	3333	123.44
	£250,001 - £1,000,000	5	1	848	169.60
	£1,000,001 and above	6	4	1662	277.00
<b>NON-DOMESTIC</b>	0 - £10,000	13	1	894	68.77
	£10,001 - £50,000	6	0	756	126.00
	£50,001 - £250,000	9	0	890	98.89
	£250,001 - £1,000,000	1	1	167	167.00
	£1,000,001 and above	2	1	376	188.00

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	218	5	23311	106.93
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	31	3	3083	99.45

<b>ALL CATEGORIES</b>	<b>Total</b>	249	8	26394	106.00
<b>Comments</b>	Number of submissions significantly up on previous quarter (Q4 for 17/18) increase by a third and on going staffing resource issues				

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	98	1	8042	82.06
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	101	0	11076	109.66
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	36	0	4223	117.31
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	6	2	1015	169.17
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	8	5	2038	254.75

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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%)	
<b>DOMESTIC</b>	0 - £10,000	104	48	19	23	14	46.15%	18.27%	22.12%	13.46%	100.00%
	£10,001 - £50,000	96	38	20	17	21	39.58%	20.83%	17.71%	21.88%	100.00%
	£50,001 - £250,000	38	18	5	3	12	47.37%	13.16%	7.89%	31.58%	100.00%
	£250,001 - £1,000,000	5	3	0	0	2	60.00%	0.00%	0.00%	40.00%	100.00%
	£1,000,001 and above	8	3	2	3	0	37.50%	25.00%	37.50%	0.00%	100.00%
<b>NON-DOMESTIC</b>	0 - £10,000	19	4	1	5	9	21.05%	5.26%	26.32%	47.37%	100.00%
	£10,001 - £50,000	14	9	1	3	1	64.29%	7.14%	21.43%	7.14%	100.00%
	£50,001 - £250,000	14	6	3	3	2	42.86%	21.43%	21.43%	14.29%	100.01%
	£250,001 - £1,000,000	5	0	2	1	2	0.00%	40.00%	20.00%	40.00%	100.00%
	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	251	110	46	46	49	43.82%	18.33%	18.33%	19.52%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	52	19	7	12	14	36.54%	13.46%	23.08%	26.92%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	303	129	53	58	63	42.57%	17.49%	19.14%	20.79%	99.99%
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<b>Commentary on main reasons why there are any significant changes</b>	Despite the significant increase in submissions, reports within 20 w/days doubled from previous 17/18 Q4
<b>Provide main reasons why first report targets not met</b>	Despite the significant increase in submissions, reports within 20 w/days doubled from previous 17/18 Q4. As stated in KPO 1(a) submissions increased by a third on the previous quarter.

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	123	52	20	28	23	42.28%	16.26%	22.76%	18.70%	100.00%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	110	47	21	20	22	42.73%	19.09%	18.18%	20.00%	100.00%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	52	24	8	6	14	46.15%	15.38%	11.54%	26.92%	99.99%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	10	3	2	1	4	30.00%	20.00%	10.00%	40.00%	100.00%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	8	3	2	3	0	37.50%	25.00%	37.50%	0.00%	100.00%

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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%)	
<b>DOMESTIC</b>	0 - £10,000	72	48	6	8	10	66.67%	8.33%	11.11%	13.89%	100.00%
	£10,001 - £50,000	90	47	14	8	20	52.22%	15.56%	8.89%	22.22%	98.89%
	£50,001 - £250,000	26	17	2	5	2	65.38%	7.69%	19.23%	7.69%	99.99%
	£250,001 - £1,000,000	4	2	0	0	2	50.00%	0.00%	0.00%	50.00%	100.00%
	£1,000,001 and above	6	4	1	0	1	66.67%	16.67%	0.00%	16.67%	100.01%
<b>NON-DOMESTIC</b>	0 - £10,000	9	8	1	0	0	88.89%	11.11%	0.00%	0.00%	100.00%
	£10,001 - £50,000	6	3	1	0	2	50.00%	16.67%	0.00%	33.33%	100.00%
	£50,001 - £250,000	8	4	4	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	2	1	0	1	0	50.00%	0.00%	50.00%	0.00%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	198	118	23	21	35	59.60%	11.62%	10.61%	17.68%	99.51%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	26	16	7	1	2	61.54%	26.92%	3.85%	7.69%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	224	134	30	22	37	59.82%	13.39%	9.82%	16.52%	99.55%
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<b>Commentary on main reasons why there are any significant changes</b>	Although volume of submissions and therefore the knock on effect of processing for this KPO has lead to a drop in performance we also reviewed how the data / dates were being recorded which has resulted in a change with a knock on effect and has lead to slightly longer delays these however will be addressed in Q2
<b>Provide main reasons why targets not met</b>	Although volume of submissions and therefore the knock on effect of processing for this KPO has lead to a drop in performance we also reviewed how the data / dates were being recorded which has resulted in a change with a knock on effect and has lead to slightly longer delays these however will be addressed in Q2

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	81	56	7	8	10	69.14%	8.64%	9.88%	12.35%	100.01%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	96	50	15	8	22	52.08%	15.62%	8.33%	22.92%	98.95%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	34	21	6	5	2	61.76%	17.65%	14.71%	5.88%	100.00%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	5	2	1	0	2	40.00%	20.00%	0.00%	40.00%	100.00%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	8	5	1	1	1	62.50%	12.50%	12.50%	12.50%	100.00%

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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	21	2	2	20	9.52%	9.52%	95.24%
	£10,001 - £50,000	60	13	13	50	21.67%	21.67%	83.33%
	£50,001 - £250,000	14	1	1	12	7.14%	7.14%	85.71%
	£250,001 - £1,000,000	7	0	0	4	0.00%	0.00%	57.14%
	£1,000,001 and above	160	0	0	151	0.00%	0.00%	94.38%
NON-DOMESTIC	0 - £10,000	1	0	0	1	0.00%	0.00%	100.00%
	£10,001 - £50,000	0	0	0	0	0.00%	0.00%	0.00%
	£50,001 - £250,000	1	0	0	1	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	2	0	0	2	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	262	16	16	237	6.11%	6.11%	90.46%
Sub total	NON-DOMESTIC - ALL	4	0	0	4	0.00%	0.00%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	266	16	16	241	6.02%	6.02%	90.60%
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<b>Main reasons why CCNPs were not full achieved</b>	Not being notified by sites of commencement of plots. Admin not completing computer system properly. All are basically the same reasons as before and as stated in previous Quarter dissemination workshop still to be arranged for 2018
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person</b>	Not receiving notification slips at relevant stages of work.
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by verifier</b>	Not inspecting within the 7 day deadline and also admin not completing the computer system therefore Surveyors being unaware that we had received notification slips. Procedures within Surveying team and Admin. re-emphasized to staff
<b>Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)</b>	Significant number of multi plot sites insisting on completion inspections when they are not complete - sanitary ware not installed, drive or paths being installed at time of visit etc Failed drain tests Level of incomplete work outstanding at completion inspection to great to allow acceptance. All as per Q4 17/18
<b>Other comments on CCNPs</b>	No comment

Value bands Sub total	0 - £10,000	22	2	2	21	9.09%	9.09%	95.45%
Value bands Sub total	£10,001 - £50,000	60	13	13	50	21.67%	21.67%	83.33%
Value bands Sub total	£50,001 - £250,000	15	1	1	13	6.67%	6.67%	86.67%
Value bands Sub total	£250,001 - £1,000,000	7	0	0	4	0.00%	0.00%	57.14%
Value bands Sub total	£1,000,001 and above	162	0	0	153	0.00%	0.00%	94.44%