

KEY PERFORMANCE OUTCOMES 2018-19 Q2

East Lothian Contact Details: Frank Fairgrieve, e-mail: ffairgrieve@eastlothian.gov.uk, tel. 01620927357

KPO1(A) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT TO WARRANT					
	CATEGORY (by building type and value of work)	Total number of BWs and amendments issued	Total number that utilised customer agreements	Total number of working days for total number of BWs and amendments issued	Average time per BW (Working Days)
DOMESTIC	0 - £10,000	80	9	6782	84.78
	£10,001 - £50,000	77	0	7099	92.19
	£50,001 - £250,000	25	0	3869	154.76
	£250,001 - £1,000,000	3	0	521	173.67
	£1,000,001 and above	4	1	673	168.25
NON-DOMESTIC	0 - £10,000	11	2	1113	101.18
	£10,001 - £50,000	6	0	601	100.17
	£50,001 - £250,000	5	0	596	119.20
	£250,001 - £1,000,000	3	0	328	109.33
	£1,000,001 and above	1	0	220	220.00

Sub total	DOMESTIC - ALL	189	10	18944	100.23
Sub total	NON-DOMESTIC - ALL	26	2	2858	109.92

ALL CATEGORIES	Total	215	12	21802	101.40
Comments	Down slightly on previous Q1, however as in that quarter, we are significantly up in relation to the last quarter of 17/18 and therefore the combined Q1 & 2 increases are still impacting on service, as the on going processing of the increase Q1 activity affects our ability to deal with Q2.				

Value bands Sub total	0 - £10,000	91	11	7895	86.76
Value bands Sub total	£10,001 - £50,000	83	0	7700	92.77
Value bands Sub total	£50,001 - £250,000	30	0	4465	148.83
Value bands Sub total	£250,001 - £1,000,000	6	0	849	141.50
Value bands Sub total	£1,000,001 and above	5	1	893	178.60

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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%)	
DOMESTIC	0 - £10,000	81	28	22	22	9	34.57%	27.16%	27.16%	11.11%	100.00%
	£10,001 - £50,000	79	22	15	26	16	27.85%	18.99%	32.91%	20.25%	100.00%
	£50,001 - £250,000	27	9	3	11	4	33.33%	11.11%	40.74%	14.81%	99.99%
	£250,001 - £1,000,000	7	1	1	2	3	14.29%	14.29%	28.57%	42.86%	100.01%
	£1,000,001 and above	8	4	1	2	1	50.00%	12.50%	25.00%	12.50%	100.00%
NON-DOMESTIC	0 - £10,000	12	0	5	6	1	0.00%	41.67%	50.00%	8.33%	100.00%
	£10,001 - £50,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	8	4	2	2	0	50.00%	25.00%	25.00%	0.00%	100.00%
	£250,001 - £1,000,000	4	0	2	2	0	0.00%	50.00%	50.00%	0.00%	100.00%
	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	202	64	42	63	33	31.68%	20.79%	31.19%	16.34%	100.00%
Sub total	NON-DOMESTIC - ALL	25	5	9	10	1	20.00%	36.00%	40.00%	4.00%	100.00%

ALL CATEGORIES	Total	227	69	51	73	34	30.40%	22.47%	32.16%	14.98%	100.01%
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Commentary on main reasons why there are any significant changes	As stated previously, down slightly on previous Q1, however as in that quarter, we are significantly up in relation to the last quarter of 17/18 and therefore the combined Q1 & 2 increases are still impacting on service, as the on going processing of the increase Q1 activity affects our ability to deal with Q2. Service review on going and increased staffing level agreed, with advert soon to be sent out.
Provide main reasons why first report targets not met	As above

Value bands Sub total	0 - £10,000	93	28	27	28	10	30.11%	29.03%	30.11%	10.75%	100.00%
Value bands Sub total	£10,001 - £50,000	80	23	15	26	16	28.75%	18.75%	32.50%	20.00%	100.00%
Value bands Sub total	£50,001 - £250,000	35	13	5	13	4	37.14%	14.29%	37.14%	11.43%	100.00%
Value bands Sub total	£250,001 - £1,000,000	11	1	3	4	3	9.09%	27.27%	36.36%	27.27%	99.99%
Value bands Sub total	£1,000,001 and above	8	4	1	2	1	50.00%	12.50%	25.00%	12.50%	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%)	
DOMESTIC	0 - £10,000	66	42	3	6	15	63.64%	4.55%	9.09%	22.73%	100.01%
	£10,001 - £50,000	75	52	6	6	11	69.33%	8.00%	8.00%	14.67%	100.00%
	£50,001 - £250,000	25	18	4	2	1	72.00%	16.00%	8.00%	4.00%	100.00%
	£250,001 - £1,000,000	3	2	0	1	0	66.67%	0.00%	33.33%	0.00%	100.00%
	£1,000,001 and above	4	3	0	0	1	75.00%	0.00%	0.00%	25.00%	100.00%
NON-DOMESTIC	0 - £10,000	11	5	1	2	3	45.45%	9.09%	18.18%	27.27%	99.99%
	£10,001 - £50,000	5	4	0	0	1	80.00%	0.00%	0.00%	20.00%	100.00%
	£50,001 - £250,000	5	3	1	0	1	60.00%	20.00%	0.00%	20.00%	100.00%
	£250,001 - £1,000,000	3	1	0	0	2	33.33%	0.00%	0.00%	66.67%	100.00%
	£1,000,001 and above	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	173	117	13	15	28	67.63%	7.51%	8.67%	16.18%	99.99%
Sub total	NON-DOMESTIC - ALL	25	14	2	2	7	56.00%	8.00%	8.00%	28.00%	100.00%

ALL CATEGORIES	Total	198	131	15	17	35	66.16%	7.58%	8.59%	17.68%	100.01%
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Commentary on main reasons why there are any significant changes	Comment same as KPO1 (A & B) however despite the increase and although this target isn't being achieve generally the level of service is being maintained at the previous level.
Provide main reasons why targets not met	Comment same as KPO1 (A & B) however despite the increase and although this target isn't being achieve generally the level of service is being maintained at the previous level.

Value bands Sub total	0 - £10,000	77	47	4	8	18	61.04%	5.19%	10.39%	23.38%	100.00%
Value bands Sub total	£10,001 - £50,000	80	56	6	6	12	70.00%	7.50%	7.50%	15.00%	100.00%
Value bands Sub total	£50,001 - £250,000	30	21	5	2	2	70.00%	16.67%	6.67%	6.67%	100.01%
Value bands Sub total	£250,001 - £1,000,000	6	3	0	1	2	50.00%	0.00%	16.67%	33.33%	100.00%
Value bands Sub total	£1,000,001 and above	5	4	0	0	1	80.00%	0.00%	0.00%	20.00%	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	26	6	6	25	23.08%	23.08%	96.15%
	£10,001 - £50,000	34	7	7	29	20.59%	20.59%	85.29%
	£50,001 - £250,000	22	2	2	19	9.09%	9.09%	86.36%
	£250,001 - £1,000,000	1	0	0	1	0.00%	0.00%	100.00%
	£1,000,001 and above	103	0	0	100	0.00%	0.00%	97.09%
NON-DOMESTIC	0 - £10,000	4	0	0	4	0.00%	0.00%	100.00%
	£10,001 - £50,000	4	0	0	4	0.00%	0.00%	100.00%
	£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	1	0	0	1	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	186	15	15	174	8.06%	8.06%	93.55%
Sub total	NON-DOMESTIC - ALL	10	0	0	10	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	196	15	15	184	7.65%	7.65%	93.88%
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Main reasons why CCNPs were not full achieved	Generally ELC maintaining above 90% achievement, though accept not 100%, however this is in light of the volume of workload recorded in Q1 & now soon repeated in Q2. This an on going issue with failure to record notification in the Uniform system and therefore the failing to deal with on time. This is still currently being monitored, as in Q1 and actions being taken to address it.
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	All Applicant/Agents are advised of the CCNP requirements, multi plot sites are exceptionally bad and targeting of Site Agents will be undertaken. Surveyors will also reiterate to Applicant/Agents at every opportunity the need to comply.
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	See Relevant Person comments
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	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 previous quarter returns
Other comments on CCNPs	No comment

Value bands Sub total	0 - £10,000	30	6	6	29	20.00%	20.00%	96.67%
Value bands Sub total	£10,001 - £50,000	38	7	7	33	18.42%	18.42%	86.84%
Value bands Sub total	£50,001 - £250,000	23	2	2	20	8.70%	8.70%	86.96%
Value bands Sub total	£250,001 - £1,000,000	1	0	0	1	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	104	0	0	101	0.00%	0.00%	97.12%