

**KEY PERFORMANCE OUTCOMES 2018-19 Q3**

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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	68	1	6581	96.78
	£10,001 - £50,000	82	0	7155	87.26
	£50,001 - £250,000	35	0	4248	121.37
	£250,001 - £1,000,000	3	0	360	120.00
	£1,000,001 and above	10	4	1864	186.40
NON-DOMESTIC	0 - £10,000	14	3	2475	176.79
	£10,001 - £50,000	2	0	270	135.00
	£50,001 - £250,000	4	0	447	111.75
	£250,001 - £1,000,000	2	0	225	112.50
	£1,000,001 and above	2	0	474	237.00

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	198	5	20208	102.06
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	24	3	3891	162.13

<b>ALL CATEGORIES</b>	<b>Total</b>	222	8	24099	108.55
<b>Comments</b>	Volume of workload from previous Quarters still impacting on service, additional staff have been recruited though still to take up posts (expected end Feb) and should start to improve service delivery going forward. Additional measure such as outsourcing some warrant vetting to other LA's being adopted which help to improve stats as well.				

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	82	4	9056	110.44
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	84	0	7425	88.39
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	39	0	4695	120.38
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	5	0	585	117.00
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	12	4	2338	194.83

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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	82	27	15	29	11	32.93%	18.29%	35.37%	13.41%	100.00%
	£10,001 - £50,000	77	14	23	27	13	18.18%	29.87%	35.06%	16.88%	99.99%
	£50,001 - £250,000	27	3	9	11	4	11.11%	33.33%	40.74%	14.81%	99.99%
	£250,001 - £1,000,000	5	1	1	3	0	20.00%	20.00%	60.00%	0.00%	100.00%
	£1,000,001 and above	7	2	1	3	1	28.57%	14.29%	42.86%	14.29%	100.01%
NON-DOMESTIC	0 - £10,000	7	3	0	3	1	42.86%	0.00%	42.86%	14.29%	100.01%
	£10,001 - £50,000	9	1	1	4	3	11.11%	11.11%	44.44%	33.33%	99.99%
	£50,001 - £250,000	8	2	2	3	1	25.00%	25.00%	37.50%	12.50%	100.00%
	£250,001 - £1,000,000	2	0	0	2	0	0.00%	0.00%	100.00%	0.00%	100.00%
	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	198	47	49	73	29	23.74%	24.75%	36.87%	14.65%	100.01%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	26	6	3	12	5	23.08%	11.54%	46.15%	19.23%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	224	53	52	85	34	23.66%	23.21%	37.95%	15.18%	100.00%
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<b>Commentary on main reasons why there are any significant changes</b>	Volume of workload from previous Quarters still impacting on service, additional staff have been recruited though still to take up posts (expected end Feb) and should start to improve service delivery going forward. Additional measure such as outsourcing some warrant vetting to other LA's being adopted which help to improve stats as well.
<b>Provide main reasons why first report targets not met</b>	Volume of workload from previous Quarters still impacting on service, additional staff have been recruited though still to take up posts (expected end Feb) and should start to improve service delivery going forward. Additional measure such as outsourcing some warrant vetting to other LA's being adopted which help to improve stats as well.

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	89	30	15	32	12	33.71%	16.85%	35.96%	13.48%	100.00%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	86	15	24	31	16	17.44%	27.91%	36.05%	18.60%	100.00%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	35	5	11	14	5	14.29%	31.43%	40.00%	14.29%	100.01%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	7	1	1	5	0	14.29%	14.29%	71.43%	0.00%	100.01%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	7	2	1	3	1	28.57%	14.29%	42.86%	14.29%	100.01%

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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	57	33	9	5	10	57.89%	15.79%	8.77%	17.54%	99.99%
	£10,001 - £50,000	75	49	8	8	10	65.33%	10.67%	10.67%	13.33%	100.00%
	£50,001 - £250,000	35	23	6	3	3	65.71%	17.14%	8.57%	8.57%	99.99%
	£250,001 - £1,000,000	3	0	0	1	2	0.00%	0.00%	33.33%	66.67%	100.00%
	£1,000,001 and above	10	5	2	2	1	50.00%	20.00%	20.00%	10.00%	100.00%
NON-DOMESTIC	0 - £10,000	13	6	3	2	2	46.15%	23.08%	15.38%	15.38%	99.99%
	£10,001 - £50,000	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	4	2	2	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	2	1	0	0	1	50.00%	0.00%	0.00%	50.00%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	180	110	25	19	26	61.11%	13.89%	10.56%	14.44%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	23	12	6	2	3	52.17%	26.09%	8.70%	13.04%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	203	122	31	21	29	60.10%	15.27%	10.34%	14.29%	100.00%
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<b>Commentary on main reasons why there are any significant changes</b>	Volume of workload from previous Quarters still impacting on service, additional staff have been recruited though still to take up posts (expected end Feb) and should start to improve service delivery going forward. Additional measure such as outsourcing some warrant vetting to other LA's being adopted which help to improve stats as well.
<b>Provide main reasons why targets not met</b>	Volume of workload from previous Quarters still impacting on service, additional staff have been recruited though still to take up posts (expected end Feb) and should start to improve service delivery going forward. Additional measure such as outsourcing some warrant vetting to other LA's being adopted which help to improve stats as well.

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	70	39	12	7	12	55.71%	17.14%	10.00%	17.14%	99.99%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	77	51	8	8	10	66.23%	10.39%	10.39%	12.99%	100.00%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	39	25	8	3	3	64.10%	20.51%	7.69%	7.69%	99.99%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	5	1	1	1	2	20.00%	20.00%	20.00%	40.00%	100.00%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	12	6	2	2	2	50.00%	16.67%	16.67%	16.67%	100.01%

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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	20	0	0	19	0.00%	0.00%	95.00%
	£10,001 - £50,000	49	10	10	46	20.41%	20.41%	93.88%
	£50,001 - £250,000	11	2	2	10	18.18%	18.18%	90.91%
	£250,001 - £1,000,000	1	1	1	1	100.00%	100.00%	100.00%
	£1,000,001 and above	190	0	0	190	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	1	0	0	1	0.00%	0.00%	100.00%
	£10,001 - £50,000	1	1	1	1	100.00%	100.00%	100.00%
	£50,001 - £250,000	7	2	2	7	28.57%	28.57%	100.00%
	£250,001 - £1,000,000	1	0	0	1	0.00%	0.00%	100.00%
	£1,000,001 and above	0	0	0	0	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	271	13	13	266	4.80%	4.80%	98.15%
Sub total	NON-DOMESTIC - ALL	10	3	3	10	30.00%	30.00%	100.00%

ALL CATEGORIES	Total	281	16	16	276	5.69%	5.69%	98.22%
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<b>Main reasons why CCNPs were not full achieved</b>	Improvement on previous Quarter. Volume of workload from previous Quarters still impacting on service, additional staff have been recruited though still to take up posts (expected end Feb) and should start to improve service delivery going forward. Additional measure such as outsourcing some warrant vetting to other LA's being adopted which help to improve stats as well.
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person</b>	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.
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by verifier</b>	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.
<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 previous quarter returns
<b>Other comments on CCNPs</b>	No comment

Value bands Sub total	0 - £10,000	21	0	0	20	0.00%	0.00%	95.24%
Value bands Sub total	£10,001 - £50,000	50	11	11	47	22.00%	22.00%	94.00%
Value bands Sub total	£50,001 - £250,000	18	4	4	17	22.22%	22.22%	94.44%
Value bands Sub total	£250,001 - £1,000,000	2	1	1	2	50.00%	50.00%	100.00%
Value bands Sub total	£1,000,001 and above	190	0	0	190	0.00%	0.00%	100.00%