

KEY PERFORMANCE OUTCOMES 2018-19 Q4

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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	104	6	8914	85.71
	£10,001 - £50,000	80	0	9151	114.39
	£50,001 - £250,000	30	0	3536	117.87
	£250,001 - £1,000,000	10	0	1954	195.40
	£1,000,001 and above	7	3	1336	190.86
NON-DOMESTIC	0 - £10,000	12	0	2244	187.00
	£10,001 - £50,000	8	0	1145	143.13
	£50,001 - £250,000	10	0	1242	124.20
	£250,001 - £1,000,000	5	0	1214	242.80
	£1,000,001 and above	1	0	27	27.00
Sub total	DOMESTIC - ALL	231	9	24891	107.75
Sub total	NON-DOMESTIC - ALL	36	0	5872	163.11
ALL CATEGORIES	Total	267	9	30763	115.22
Comments	Generally as previous quarter's and noted ongoing issues however the new staff have started (additional Surveyor, Inspector and Technician) mid March beginning April so impact on service delivery will only start to be realised in Q1 2019/20. We have also had help from another Local Authority for half of this quarter in relation to warrant vetting which has helped stabilise our stats for this quarter				
Value bands Sub total	0 - £10,000	116	6	11158	96.19
Value bands Sub total	£10,001 - £50,000	88	0	10296	117.00
Value bands Sub total	£50,001 - £250,000	40	0	4778	119.45
Value bands Sub total	£250,001 - £1,000,000	15	0	3168	211.20
Value bands Sub total	£1,000,001 and above	8	3	1363	170.38

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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	61	29	20	6	6	47.54%	32.79%	9.84%	9.84%	100.01%
	£10,001 - £50,000	87	19	25	21	22	21.84%	28.74%	24.14%	25.29%	100.01%
	£50,001 - £250,000	24	5	2	8	9	20.83%	8.33%	33.33%	37.50%	99.99%
	£250,001 - £1,000,000	8	2	2	2	2	25.00%	25.00%	25.00%	25.00%	100.00%
	£1,000,001 and above	3	0	0	0	3	0.00%	0.00%	0.00%	100.00%	100.00%
NON-DOMESTIC	0 - £10,000	6	2	1	3	0	33.33%	16.67%	50.00%	0.00%	100.00%
	£10,001 - £50,000	10	3	2	0	5	30.00%	20.00%	0.00%	50.00%	100.00%
	£50,001 - £250,000	6	1	2	1	2	16.67%	33.33%	16.67%	33.33%	100.00%
	£250,001 - £1,000,000	4	2	1	1	0	50.00%	25.00%	25.00%	0.00%	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	183	55	49	37	42	30.05%	26.78%	20.22%	22.95%	100.00%
Sub total	NON-DOMESTIC - ALL	27	9	6	5	7	33.33%	22.22%	18.52%	25.93%	100.00%

ALL CATEGORIES	Total	210	64	55	42	49	30.48%	26.19%	20.00%	23.33%	100.00%
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Commentary on main reasons why there are any significant changes Generally as previous quarter's and noted ongoing issues however the new staff have started (additional Surveyor, Inspector and Technician) mid March beginning April so impact on service delivery will only start to be realised in Q1 2019/20. We have also had help from another Local Authority for half of this quarter in relation to warrant vetting which has helped stabilise our stats for this quarter. We are also showing a 10% improvement on this from the previous quarter

Provide main reasons why first report targets not met As above

Value bands Sub total	0 - £10,000	67	31	21	9	6	46.27%	31.34%	13.43%	8.96%	100.00%
Value bands Sub total	£10,001 - £50,000	97	22	27	21	27	22.68%	27.84%	21.65%	27.84%	100.01%
Value bands Sub total	£50,001 - £250,000	30	6	4	9	11	20.00%	13.33%	30.00%	36.67%	100.00%
Value bands Sub total	£250,001 - £1,000,000	12	4	3	3	2	33.33%	25.00%	25.00%	16.67%	100.00%
Value bands Sub total	£1,000,001 and above	4	1	0	0	3	25.00%	0.00%	0.00%	75.00%	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%)	
DOMESTIC	0 - £10,000	82	52	10	5	15	63.41%	12.20%	6.10%	18.29%	100.00%
	£10,001 - £50,000	80	43	16	7	14	53.75%	20.00%	8.75%	17.50%	100.00%
	£50,001 - £250,000	29	16	7	4	2	55.17%	24.14%	13.79%	6.90%	100.00%
	£250,001 - £1,000,000	10	7	0	2	1	70.00%	0.00%	20.00%	10.00%	100.00%
	£1,000,001 and above	7	3	0	2	2	42.86%	0.00%	28.57%	28.57%	100.00%
NON-DOMESTIC	0 - £10,000	11	5	0	1	5	45.45%	0.00%	9.09%	45.45%	99.99%
	£10,001 - £50,000	8	4	2	0	2	50.00%	25.00%	0.00%	25.00%	100.00%
	£50,001 - £250,000	10	4	2	3	1	40.00%	20.00%	30.00%	10.00%	100.00%
	£250,001 - £1,000,000	5	3	0	1	1	60.00%	0.00%	20.00%	20.00%	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	208	121	33	20	34	58.17%	15.87%	9.62%	16.35%	100.01%
Sub total	NON-DOMESTIC - ALL	35	17	4	5	9	48.57%	11.43%	14.29%	25.71%	100.00%

ALL CATEGORIES	Total	243	138	37	25	43	56.79%	15.23%	10.29%	17.70%	100.01%
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Commentary on main reasons why there are any significant changes	Generally as previous quarter's and noted ongoing issues however the new staff have started (additional Surveyor, Inspector and Technician) mid March beginning April so impact on service delivery will only start to be realised in Q1 2019/20. We have also had help from another Local Authority for half of this quarter in relation to warrant vetting which has helped stabilise our stats for this quarter
Provide main reasons why targets not met	As above

Value bands Sub total	0 - £10,000	93	57	10	6	20	61.29%	10.75%	6.45%	21.51%	100.00%
Value bands Sub total	£10,001 - £50,000	88	47	18	7	16	53.41%	20.45%	7.95%	18.18%	99.99%
Value bands Sub total	£50,001 - £250,000	39	20	9	7	3	51.28%	23.08%	17.95%	7.69%	100.00%
Value bands Sub total	£250,001 - £1,000,000	15	10	0	3	2	66.67%	0.00%	20.00%	13.33%	100.00%
Value bands Sub total	£1,000,001 and above	8	4	0	2	2	50.00%	0.00%	25.00%	25.00%	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	36	7	7	34	19.44%	19.44%	94.44%
	£10,001 - £50,000	63	13	13	54	20.63%	20.63%	85.71%
	£50,001 - £250,000	12	1	1	12	8.33%	8.33%	100.00%
	£250,001 - £1,000,000	8	0	0	8	0.00%	0.00%	100.00%
	£1,000,001 and above	171	0	0	171	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	3	0	0	3	0.00%	0.00%	100.00%
	£50,001 - £250,000	8	0	0	7	0.00%	0.00%	87.50%
	£250,001 - £1,000,000	2	0	0	2	0.00%	0.00%	100.00%
	£1,000,001 and above	3	0	0	2	0.00%	0.00%	66.67%

Sub total	DOMESTIC - ALL	290	21	21	279	7.24%	7.24%	96.21%
Sub total	NON-DOMESTIC - ALL	17	0	0	15	0.00%	0.00%	88.24%

ALL CATEGORIES	Total	307	21	21	294	6.84%	6.84%	95.77%
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Main reasons why CCNPs were not fully achieved	Generally as previous quarter's and noted ongoing issues however the new staff have started (additional Surveyor, Inspector and Technician) mid March beginning April so impact on service delivery will only start to be realised in Q1 2019/20. We have also had help from another Local Authority for half of this quarter in relation to warrant vetting which has helped stabilise our stats for this quarter
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	All Applicant / Agent's are advised of the CCNP requirements, multi plot sites are exceptionally bad and targeting of Site Agents will continue with an aim to reinforce the need to follow the CCNP process. Surveyors will also reiterate to Applicant / Agent's at every opportunity the need to comply.
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	All Applicant / Agent's are advised of the CCNP requirements, multi plot sites are exceptionally bad and targeting of Site Agents will continue with an aim to reinforce the need to follow the CCNP process. Surveyors will also reiterate to Applicant / Agent's at every opportunity the need to comply.
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	Same problems as previous quarter's, one of the main ones being Site's insisting on completion and actually not being ready ie en suites not completed, drive access paths being laid at time of inspection, failing drain tests, etc
Other comments on CCNPs	No comment

Value bands Sub total	0 - £10,000	37	7	7	35	18.92%	18.92%	94.59%
Value bands Sub total	£10,001 - £50,000	66	13	13	57	19.70%	19.70%	86.36%
Value bands Sub total	£50,001 - £250,000	20	1	1	19	5.00%	5.00%	95.00%
Value bands Sub total	£250,001 - £1,000,000	10	0	0	10	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	174	0	0	173	0.00%	0.00%	99.43%