

KEY PERFORMANCE OUTCOMES 2019-20 Q2

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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	100	2	5348	53.48
	£10,001 - £50,000	92	0	9749	105.97
	£50,001 - £250,000	29	0	5836	201.24
	£250,001 - £1,000,000	7	0	855	122.14
	£1,000,001 and above	5	2	849	169.80
NON-DOMESTIC	0 - £10,000	8	0	329	41.13
	£10,001 - £50,000	6	0	1058	176.33
	£50,001 - £250,000	6	0	1099	183.17
	£250,001 - £1,000,000	2	0	294	147.00
	£1,000,001 and above	2	2	111	55.50

Sub total	DOMESTIC - ALL	233	4	22637	97.15
Sub total	NON-DOMESTIC - ALL	24	2	2891	120.46

ALL CATEGORIES	Total	257	6	25528	99.33
Comments	not dissimilar numbers, in relation to the previous two quarters with the average working day time again reducing. As per the previous quarter the effects of having a reasonably settled workforce however as indicated in the previous quarter				

Value bands Sub total	0 - £10,000	108	2	5677	52.56
Value bands Sub total	£10,001 - £50,000	98	0	10807	110.28
Value bands Sub total	£50,001 - £250,000	35	0	6935	198.14
Value bands Sub total	£250,001 - £1,000,000	9	0	1149	127.67
Value bands Sub total	£1,000,001 and above	7	4	960	137.14

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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	122	85	28	5	4	69.67%	22.95%	4.10%	3.28%	100.00%
	£10,001 - £50,000	76	49	16	10	1	64.47%	21.05%	13.16%	1.32%	100.00%
	£50,001 - £250,000	22	8	9	5	0	36.36%	40.91%	22.73%	0.00%	100.00%
	£250,001 - £1,000,000	5	2	2	1	0	40.00%	40.00%	20.00%	0.00%	100.00%
	£1,000,001 and above	3	2	0	0	1	66.67%	0.00%	0.00%	33.33%	100.00%
NON-DOMESTIC	0 - £10,000	13	10	2	0	1	76.92%	15.38%	0.00%	7.69%	99.99%
	£10,001 - £50,000	5	1	3	1	0	20.00%	60.00%	20.00%	0.00%	100.00%
	£50,001 - £250,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	3	0	2	0	1	0.00%	66.67%	0.00%	33.33%	100.00%
	£1,000,001 and above	6	3	1	2	0	50.00%	16.67%	33.33%	0.00%	100.00%

Sub total	DOMESTIC - ALL	228	146	55	21	6	64.04%	24.12%	9.21%	2.63%	100.00%
Sub total	NON-DOMESTIC - ALL	28	15	8	3	2	53.57%	28.57%	10.71%	7.14%	99.99%

ALL CATEGORIES	Total	256	161	63	24	8	62.89%	24.61%	9.38%	3.12%	100.00%
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Commentary on main reasons why there are any significant changes	Not dissimilar numbers, in relation to the previous two quarters with the 20w/day time again improving. As per the previous quarter the effects of having a reasonably settled workforce however as indicated in the previous quarter we are subject to staff leaving (1N. late Aug., 1No. end Oct. and a further 1No. mid Nov.) which will impact in service provision going forward. Recruitment campaign instigated however to date no experienced applicants to replace the experience being lost. We have also linked with another LA to assist in warrant appraisal.										
Provide main reasons why first report targets not met	As clarified in previous returns continual ebb and flow of recruitment and staff loss problems proving to be the main problem.										

Value bands Sub total	0 - £10,000	135	95	30	5	5	70.37%	22.22%	3.70%	3.70%	99.99%
Value bands Sub total	£10,001 - £50,000	81	50	19	11	1	61.73%	23.46%	13.58%	1.23%	100.00%
Value bands Sub total	£50,001 - £250,000	23	9	9	5	0	39.13%	39.13%	21.74%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	8	2	4	1	1	25.00%	50.00%	12.50%	12.50%	100.00%
Value bands Sub total	£1,000,001 and above	9	5	1	2	1	55.56%	11.11%	22.22%	11.11%	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	78	46	19	8	5	58.97%	24.36%	10.26%	6.41%	100.00%
	£10,001 - £50,000	89	53	20	8	8	59.55%	22.47%	8.99%	8.99%	100.00%
	£50,001 - £250,000	29	15	12	2	0	51.72%	41.38%	6.90%	0.00%	100.00%
	£250,001 - £1,000,000	7	4	1	1	1	57.14%	14.29%	14.29%	14.29%	100.01%
	£1,000,001 and above	5	4	1	0	0	80.00%	20.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	7	5	0	2	0	71.43%	0.00%	28.57%	0.00%	100.00%
	£10,001 - £50,000	6	4	1	0	1	66.67%	16.67%	0.00%	16.67%	100.01%
	£50,001 - £250,000	6	5	1	0	0	83.33%	16.67%	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	1	0	50.00%	0.00%	50.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	208	122	53	19	14	58.65%	25.48%	9.13%	6.73%	99.99%
Sub total	NON-DOMESTIC - ALL	23	16	3	3	1	69.57%	13.04%	13.04%	4.35%	100.00%

ALL CATEGORIES	Total	231	138	56	22	15	59.74%	24.24%	9.52%	6.49%	99.99%
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Commentary on main reasons why there are any significant changes Not dissimilar numbers, in relation to the previous two quarters with the 10w/day time similar just a minor drop. As per the previous quarter the effects of having a reasonably settled workforce however as indicated in the previous quarter we are subject to staff leaving (1N. late Aug., 1No. end Oct. and a further 1No. mid Nov.) which will impact in service provision going forward. Recruitment campaign instigated however to date no experienced applicants to replace the experience being lost. We have also linked with another LA to assist in warrant appraisal.

Provide main reasons why targets not met As clarified in previous returns continual ebb and flow of recruitment and staff loss problems proving to be the main problem.

Value bands Sub total	0 - £10,000	85	51	19	10	5	60.00%	22.35%	11.76%	5.88%	99.99%
Value bands Sub total	£10,001 - £50,000	95	57	21	8	9	60.00%	22.11%	8.42%	9.47%	100.00%
Value bands Sub total	£50,001 - £250,000	35	20	13	2	0	57.14%	37.14%	5.71%	0.00%	99.99%
Value bands Sub total	£250,001 - £1,000,000	9	5	2	1	1	55.56%	22.22%	11.11%	11.11%	100.00%
Value bands Sub total	£1,000,001 and above	7	5	1	1	0	71.43%	14.29%	14.29%	0.00%	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	37	8	8	36	21.62%	21.62%	97.30%
	£10,001 - £50,000	67	8	8	59	11.94%	11.94%	88.06%
	£50,001 - £250,000	21	2	2	18	9.52%	9.52%	85.71%
	£250,001 - £1,000,000	45	0	0	45	0.00%	0.00%	100.00%
	£1,000,001 and above	240	0	0	240	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	2	0	0	2	0.00%	0.00%	100.00%
	£50,001 - £250,000	2	0	0	2	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	3	0	0	3	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	410	18	18	398	4.39%	4.39%	97.07%
Sub total	NON-DOMESTIC - ALL	8	0	0	8	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	418	18	18	406	4.31%	4.31%	97.13%
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Main reasons why CCNPs were not full achieved	All Applicant / Agent's are advised of the CCNP requirements, multi plot sites are exceptionally bad and targeting of Site Agents continues with the 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. Building Standards will also participate with other Council's sections in meetings with Multi plot Developer's still to be arranged late 2019 / early 2020.
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 continues with the 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. Building Standards will also participate with other Council's sections in meetings with Multi plot Developer's still to be arranged late 2019 / early 2020.
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	Applicant / Agent failure to notify or Agent failure to advise at handover to Applicant of the requirement to notify
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	Same problems ongoing, one of the main ones being Site's insistence on completion and actually not being ready i.e. en suites not complete, drives and paths not being laid or partially complete, failing drain test's, etc
Other comments on CCNPs	No comment

Value bands Sub total	0 - £10,000	38	8	8	37	21.05%	21.05%	97.37%
Value bands Sub total	£10,001 - £50,000	69	8	8	61	11.59%	11.59%	88.41%
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	48	0	0	48	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	240	0	0	240	0.00%	0.00%	100.00%