

**KEY PERFORMANCE OUTCOMES 2019-20 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	86	0	7257	84.38
	£10,001 - £50,000	67	0	5058	75.49
	£50,001 - £250,000	17	1	3091	181.82
	£250,001 - £1,000,000	4	0	593	148.25
	£1,000,001 and above	0	0	0	0.00
NON-DOMESTIC	0 - £10,000	9	0	477	53.00
	£10,001 - £50,000	11	0	1211	110.09
	£50,001 - £250,000	3	0	256	85.33
	£250,001 - £1,000,000	4	0	832	208.00
	£1,000,001 and above	3	2	260	86.67

Sub total	DOMESTIC - ALL	174	1	15999	91.95
Sub total	NON-DOMESTIC - ALL	30	2	3036	101.20

ALL CATEGORIES	Total	204	3	19035	93.31
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Comments	Although over all numbers reduced, the overall time to issue is continuing to fall. We are however continuing to have recruitment difficulties which will have an ongoing affect				
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Value bands Sub total	0 - £10,000	95	0	7734	81.41
Value bands Sub total	£10,001 - £50,000	78	0	6269	80.37
Value bands Sub total	£50,001 - £250,000	20	1	3347	167.35
Value bands Sub total	£250,001 - £1,000,000	8	0	1425	178.13
Value bands Sub total	£1,000,001 and above	3	2	260	86.67

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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	79	62	9	6	2	78.48%	11.39%	7.59%	2.53%	99.99%
	£10,001 - £50,000	71	49	17	3	2	69.01%	23.94%	4.23%	2.82%	100.00%
	£50,001 - £250,000	27	16	9	2	0	59.26%	33.33%	7.41%	0.00%	100.00%
	£250,001 - £1,000,000	5	1	3	0	1	20.00%	60.00%	0.00%	20.00%	100.00%
	£1,000,001 and above	4	0	0	3	1	0.00%	0.00%	75.00%	25.00%	100.00%
<b>NON-DOMESTIC</b>	0 - £10,000	10	7	2	1	0	70.00%	20.00%	10.00%	0.00%	100.00%
	£10,001 - £50,000	9	8	1	0	0	88.89%	11.11%	0.00%	0.00%	100.00%
	£50,001 - £250,000	6	2	2	2	0	33.33%	33.33%	33.33%	0.00%	99.99%
	£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	1	0	0	0	1	0.00%	0.00%	0.00%	100.00%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	186	128	38	14	6	68.82%	20.43%	7.53%	3.23%	100.01%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	27	17	6	3	1	62.96%	22.22%	11.11%	3.70%	99.99%

<b>ALL CATEGORIES</b>	<b>Total</b>	213	145	44	17	7	68.08%	20.66%	7.98%	3.29%	100.01%
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<b>Commentary on main reasons why there are any significant changes</b>	Slight improvement again, we are currently using another LA verifier to assist us and continuing to advertise for staff.
<b>Provide main reasons why first report targets not met</b>	Our current staff are trying to maintain a level of service however fluctuations due to some leaving and a couple of long term sickness issues have made things difficult.

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	89	69	11	7	2	77.53%	12.36%	7.87%	2.25%	100.01%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	80	57	18	3	2	71.25%	22.50%	3.75%	2.50%	100.00%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	33	18	11	4	0	54.55%	33.33%	12.12%	0.00%	100.00%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	6	1	4	0	1	16.67%	66.67%	0.00%	16.67%	100.01%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	5	0	0	3	2	0.00%	0.00%	60.00%	40.00%	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	70	40	11	6	13	57.14%	15.71%	8.57%	18.57%	99.99%
	£10,001 - £50,000	64	42	6	6	10	65.62%	9.38%	9.38%	15.62%	100.00%
	£50,001 - £250,000	17	10	1	2	4	58.82%	5.88%	11.76%	23.53%	99.99%
	£250,001 - £1,000,000	4	3	1	0	0	75.00%	25.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
NON-DOMESTIC	0 - £10,000	7	5	1	0	1	71.43%	14.29%	0.00%	14.29%	100.01%
	£10,001 - £50,000	11	5	0	1	5	45.45%	0.00%	9.09%	45.45%	99.99%
	£50,001 - £250,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	4	3	0	0	1	75.00%	0.00%	0.00%	25.00%	100.00%
	£1,000,001 and above	3	2	0	0	1	66.67%	0.00%	0.00%	33.33%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	155	95	19	14	27	61.29%	12.26%	9.03%	17.42%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	26	16	1	1	8	61.54%	3.85%	3.85%	30.77%	100.01%

<b>ALL CATEGORIES</b>	<b>Total</b>	181	111	20	15	35	61.33%	11.05%	8.29%	19.34%	100.01%
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<b>Commentary on main reasons why there are any significant changes</b>	An increase in the percentage for the over 15 days, just basically down to staff resource and targeting issuing 1st responses, there has been a little slippage in dealing with amended information.
<b>Provide main reasons why targets not met</b>	As above

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	77	45	12	6	14	58.44%	15.58%	7.79%	18.18%	99.99%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	75	47	6	7	15	62.67%	8.00%	9.33%	20.00%	100.00%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	18	11	1	2	4	61.11%	5.56%	11.11%	22.22%	100.00%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	8	6	1	0	1	75.00%	12.50%	0.00%	12.50%	100.00%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	3	2	0	0	1	66.67%	0.00%	0.00%	33.33%	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	18	4	4	17	22.22%	22.22%	94.44%
	£10,001 - £50,000	40	9	9	36	22.50%	22.50%	90.00%
	£50,001 - £250,000	17	7	7	17	41.18%	41.18%	100.00%
	£250,001 - £1,000,000	9	1	1	9	11.11%	11.11%	100.00%
	£1,000,001 and above	327	0	0	327	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	2	0	0	1	0.00%	0.00%	50.00%
	£10,001 - £50,000	3	1	1	3	33.33%	33.33%	100.00%
	£50,001 - £250,000	3	1	1	3	33.33%	33.33%	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	411	21	21	406	5.11%	5.11%	98.78%
Sub total	NON-DOMESTIC - ALL	10	2	2	9	20.00%	20.00%	90.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	421	23	23	415	5.46%	5.46%	98.57%
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<b>Main reasons why CCNPs were not full achieved</b>	Generally same as Q2 reasons and aspects are all the same as quoted in Q2
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person</b>	See above
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by verifier</b>	See above
<b>Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)</b>	See above
<b>Other comments on CCNPs</b>	No comment

Value bands Sub total	0 - £10,000	20	4	4	18	20.00%	20.00%	90.00%
Value bands Sub total	£10,001 - £50,000	43	10	10	39	23.26%	23.26%	90.70%
Value bands Sub total	£50,001 - £250,000	20	8	8	20	40.00%	40.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	9	1	1	9	11.11%	11.11%	100.00%
Value bands Sub total	£1,000,001 and above	329	0	0	329	0.00%	0.00%	100.00%