

KEY PERFORMANCE OUTCOMES 2019-20 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	90	1	5536	61.51
	£10,001 - £50,000	84	1	7565	90.06
	£50,001 - £250,000	36	0	3782	105.06
	£250,001 - £1,000,000	10	3	2381	238.10
	£1,000,001 and above	4	2	754	188.50
NON-DOMESTIC	0 - £10,000	8	0	156	19.50
	£10,001 - £50,000	7	0	1006	143.71
	£50,001 - £250,000	6	0	949	158.17
	£250,001 - £1,000,000	2	0	273	136.50
	£1,000,001 and above	2	0	279	139.50

Sub total	DOMESTIC - ALL	224	7	20018	89.37
Sub total	NON-DOMESTIC - ALL	25	0	2663	106.52

ALL CATEGORIES	Total	249	7	22681	91.09
Comments	Over all numbers increased again this quarter however av. time per bw still reduced though we have had an increase in the number of customer agreements this is simply due to the number of multi plot warrant applications we are experiencing. We are still also suffering from recruitment issues.				

Value bands Sub total	0 - £10,000	98	1	5692	58.08
Value bands Sub total	£10,001 - £50,000	91	1	8571	94.19
Value bands Sub total	£50,001 - £250,000	42	0	4731	112.64
Value bands Sub total	£250,001 - £1,000,000	12	3	2654	221.17
Value bands Sub total	£1,000,001 and above	6	2	1033	172.17

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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	88	74	9	2	3	84.09%	10.23%	2.27%	3.41%	100.00%
	£10,001 - £50,000	66	54	11	1	0	81.82%	16.67%	1.52%	0.00%	100.01%
	£50,001 - £250,000	28	16	10	2	0	57.14%	35.71%	7.14%	0.00%	99.99%
	£250,001 - £1,000,000	6	1	4	0	1	16.67%	66.67%	0.00%	16.67%	100.01%
	£1,000,001 and above	4	2	0	0	2	50.00%	0.00%	0.00%	50.00%	100.00%
NON-DOMESTIC	0 - £10,000	17	11	3	0	3	64.71%	17.65%	0.00%	17.65%	100.01%
	£10,001 - £50,000	9	7	1	1	0	77.78%	11.11%	11.11%	0.00%	100.00%
	£50,001 - £250,000	11	6	1	0	4	54.55%	9.09%	0.00%	36.36%	100.00%
	£250,001 - £1,000,000	5	1	1	0	3	20.00%	20.00%	0.00%	60.00%	100.00%
	£1,000,001 and above	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	192	147	34	5	6	76.56%	17.71%	2.60%	3.12%	99.99%
Sub total	NON-DOMESTIC - ALL	44	27	6	1	10	61.36%	13.64%	2.27%	22.73%	100.00%

ALL CATEGORIES	Total	236	174	40	6	16	73.73%	16.95%	2.54%	6.78%	100.00%
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Commentary on main reasons why there are any significant changes	No significant change but we have experienced a slight improvement from Q3										
Provide main reasons why first report targets not met	Reasons are due to the knock on effects of previous issues: recruitment, staff changing etc and although this quarter has seen a consistent workforce we are still on catch up. We continued to utilise the services of another LA to help with vetting.										

Value bands Sub total	0 - £10,000	105	85	12	2	6	80.95%	11.43%	1.90%	5.71%	99.99%
Value bands Sub total	£10,001 - £50,000	75	61	12	2	0	81.33%	16.00%	2.67%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	39	22	11	2	4	56.41%	28.21%	5.13%	10.26%	100.01%
Value bands Sub total	£250,001 - £1,000,000	11	2	5	0	4	18.18%	45.45%	0.00%	36.36%	99.99%
Value bands Sub total	£1,000,001 and above	6	4	0	0	2	66.67%	0.00%	0.00%	33.33%	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	69	54	6	4	5	78.26%	8.70%	5.80%	7.25%	100.01%
	£10,001 - £50,000	82	57	10	6	9	69.51%	12.20%	7.32%	10.98%	100.01%
	£50,001 - £250,000	36	23	6	3	4	63.89%	16.67%	8.33%	11.11%	100.00%
	£250,001 - £1,000,000	10	8	0	0	2	80.00%	0.00%	0.00%	20.00%	100.00%
	£1,000,001 and above	4	3	1	0	0	75.00%	25.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	6	5	1	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
	£10,001 - £50,000	7	2	1	1	3	28.57%	14.29%	14.29%	42.86%	100.01%
	£50,001 - £250,000	5	5	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	201	145	23	13	20	72.14%	11.44%	6.47%	9.95%	100.00%
Sub total	NON-DOMESTIC - ALL	22	15	3	1	3	68.18%	13.64%	4.55%	13.64%	100.01%

ALL CATEGORIES	Total	223	160	26	14	23	71.75%	11.66%	6.28%	10.31%	100.00%
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Commentary on main reasons why there are any significant changes	Improved from last quarter. As a team we discussed improvement on this aspect of service and Surveyors have targeted this aspect however we still have work to do										
Provide main reasons why targets not met	Reasons are due to the knock on effects of previous issues: recruitment, staff changing etc and although this quarter has seen a consistent workforce we are still on catch up.										

Value bands Sub total	0 - £10,000	75	59	7	4	5	78.67%	9.33%	5.33%	6.67%	100.00%
Value bands Sub total	£10,001 - £50,000	89	59	11	7	12	66.29%	12.36%	7.87%	13.48%	100.00%
Value bands Sub total	£50,001 - £250,000	41	28	6	3	4	68.29%	14.63%	7.32%	9.76%	100.00%
Value bands Sub total	£250,001 - £1,000,000	12	10	0	0	2	83.33%	0.00%	0.00%	16.67%	100.00%
Value bands Sub total	£1,000,001 and above	6	4	2	0	0	66.67%	33.33%	0.00%	0.00%	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	31	5	5	30	16.13%	16.13%	96.77%
	£10,001 - £50,000	48	10	10	48	20.83%	20.83%	100.00%
	£50,001 - £250,000	10	2	2	10	20.00%	20.00%	100.00%
	£250,001 - £1,000,000	15	2	2	15	13.33%	13.33%	100.00%
	£1,000,001 and above	186	0	0	186	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	0	0	0	0	0.00%	0.00%	0.00%
	£10,001 - £50,000	4	1	1	4	25.00%	25.00%	100.00%
	£50,001 - £250,000	0	0	0	0	0.00%	0.00%	0.00%
	£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	290	19	19	289	6.55%	6.55%	99.66%
Sub total	NON-DOMESTIC - ALL	5	1	1	5	20.00%	20.00%	100.00%

ALL CATEGORIES	Total	295	20	20	294	6.78%	6.78%	99.66%
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Main reasons why CCNPs were not full achieved	On going reasons as previous quarters, however we now have two dedicated multiplot site inspectors which will hopefully help improve issues and going forward we will develop a strategy to focus on the domestic warrants
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	As above
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	As above
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	As above
Other comments on CCNPs	No Comment

Value bands Sub total	0 - £10,000	31	5	5	30	16.13%	16.13%	96.77%
Value bands Sub total	£10,001 - £50,000	52	11	11	52	21.15%	21.15%	100.00%
Value bands Sub total	£50,001 - £250,000	10	2	2	10	20.00%	20.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	16	2	2	16	12.50%	12.50%	100.00%
Value bands Sub total	£1,000,001 and above	186	0	0	186	0.00%	0.00%	100.00%