

KEY PERFORMANCE OUTCOMES 2020-21 Q1

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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	56	2	3076	54.93
	£10,001 - £50,000	59	0	5209	88.29
	£50,001 - £250,000	23	0	2203	95.78
	£250,001 - £1,000,000	3	0	1743	581.00
	£1,000,001 and above	2	2	248	124.00
NON-DOMESTIC	0 - £10,000	12	0	493	41.08
	£10,001 - £50,000	7	0	439	62.71
	£50,001 - £250,000	7	0	1574	224.86
	£250,001 - £1,000,000	5	0	317	63.40
	£1,000,001 and above	3	0	341	113.67

Sub total	DOMESTIC - ALL	143	4	12479	87.27
Sub total	NON-DOMESTIC - ALL	34	0	3164	93.06

ALL CATEGORIES	Total	177	4	15643	88.38
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Comments	Warrant number down a bit however we have still had a dip in % achieving target, unfortunately the current pandemic has had an impact on service provision due to logistics of moving staff to homeworking etc. We are still also suffering from recruitment issues.				
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Value bands Sub total	0 - £10,000	68	2	3569	52.49
Value bands Sub total	£10,001 - £50,000	66	0	5648	85.58
Value bands Sub total	£50,001 - £250,000	30	0	3777	125.90
Value bands Sub total	£250,001 - £1,000,000	8	0	2060	257.50
Value bands Sub total	£1,000,001 and above	5	2	589	117.80

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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	53	44	5	2	83.02%	9.43%	3.77%	3.77%	99.99%
	£10,001 - £50,000	76	57	15	3	75.00%	19.74%	3.95%	1.32%	100.01%
	£50,001 - £250,000	35	24	7	4	68.57%	20.00%	11.43%	0.00%	100.00%
	£250,001 - £1,000,000	4	3	0	1	75.00%	0.00%	25.00%	0.00%	100.00%
	£1,000,001 and above	2	2	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	11	8	0	3	72.73%	0.00%	27.27%	0.00%	100.00%
	£10,001 - £50,000	9	9	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	5	2	1	2	40.00%	20.00%	40.00%	0.00%	100.00%
	£250,001 - £1,000,000	8	5	1	1	62.50%	12.50%	12.50%	12.50%	100.00%
	£1,000,001 and above	7	3	1	3	42.86%	14.29%	42.86%	0.00%	100.01%

Sub total	DOMESTIC - ALL	170	130	27	10	3	76.47%	15.88%	5.88%	1.76%	99.99%
Sub total	NON-DOMESTIC - ALL	40	27	3	9	1	67.50%	7.50%	22.50%	2.50%	100.00%

ALL CATEGORIES	Total	210	157	30	19	4	74.76%	14.29%	9.05%	1.90%	100.00%
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Commentary on main reasons why there are any significant changes	No significant change however the current pandemic has had an impact on service provision due to logistics of moving staff to homeworking etc. We are still also suffering from recruitment issues.
Provide main reasons why first report targets not met	No significant change however the current pandemic has had an impact on service provision due to logistics of moving staff to homeworking etc. We are still also suffering from recruitment issues.

Value bands Sub total	0 - £10,000	64	52	5	5	2	81.25%	7.81%	7.81%	3.12%	99.99%
Value bands Sub total	£10,001 - £50,000	85	66	15	3	1	77.65%	17.65%	3.53%	1.18%	100.01%
Value bands Sub total	£50,001 - £250,000	40	26	8	6	0	65.00%	20.00%	15.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	12	8	1	2	1	66.67%	8.33%	16.67%	8.33%	100.00%
Value bands Sub total	£1,000,001 and above	9	5	1	3	0	55.56%	11.11%	33.33%	0.00%	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	44	38	2	1	3	86.36%	4.55%	2.27%	6.82%	100.00%
	£10,001 - £50,000	56	45	5	4	2	80.36%	8.93%	7.14%	3.57%	100.00%
	£50,001 - £250,000	22	19	1	0	2	86.36%	4.55%	0.00%	9.09%	100.00%
	£250,001 - £1,000,000	3	2	0	0	1	66.67%	0.00%	0.00%	33.33%	100.00%
	£1,000,001 and above	2	1	0	0	1	50.00%	0.00%	0.00%	50.00%	100.00%
NON-DOMESTIC	0 - £10,000	9	8	0	0	1	88.89%	0.00%	0.00%	11.11%	100.00%
	£10,001 - £50,000	6	5	1	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
	£50,001 - £250,000	7	5	0	0	2	71.43%	0.00%	0.00%	28.57%	100.00%
	£250,001 - £1,000,000	5	5	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	3	3	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	127	105	8	5	9	82.68%	6.30%	3.94%	7.09%	100.01%
Sub total	NON-DOMESTIC - ALL	30	26	1	0	3	86.67%	3.33%	0.00%	10.00%	100.00%

ALL CATEGORIES	Total	157	131	9	5	12	83.44%	5.73%	3.18%	7.64%	99.99%
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Commentary on main reasons why there are any significant changes	The current pandemic has had an impact on service provision due to logistics of moving staff to homeworking etc. We are still also suffering from recruitment issues.
Provide main reasons why targets not met	The current pandemic has had an impact on service provision due to logistics of moving staff to homeworking etc. We are still also suffering from recruitment issues.

Value bands Sub total	0 - £10,000	53	46	2	1	4	86.79%	3.77%	1.89%	7.55%	100.00%
Value bands Sub total	£10,001 - £50,000	62	50	6	4	2	80.65%	9.68%	6.45%	3.23%	100.01%
Value bands Sub total	£50,001 - £250,000	29	24	1	0	4	82.76%	3.45%	0.00%	13.79%	100.00%
Value bands Sub total	£250,001 - £1,000,000	8	7	0	0	1	87.50%	0.00%	0.00%	12.50%	100.00%
Value bands Sub total	£1,000,001 and above	5	4	0	0	1	80.00%	0.00%	0.00%	20.00%	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	12	1	1	10	8.33%	8.33%	83.33%
	£10,001 - £50,000	15	5	5	15	33.33%	33.33%	100.00%
	£50,001 - £250,000	6	0	0	4	0.00%	0.00%	66.67%
	£250,001 - £1,000,000	4	0	0	4	0.00%	0.00%	100.00%
	£1,000,001 and above	29	0	0	29	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	1	0	0	1	0.00%	0.00%	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	66	6	6	62	9.09%	9.09%	93.94%
Sub total	NON-DOMESTIC - ALL	5	0	0	5	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	71	6	6	67	8.45%	8.45%	94.37%
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Main reasons why CCNPs were not full achieved	The current pandemic has had an impact on service provision due to logistics of moving staff to homeworking etc. We are still also suffering from recruitment issues.
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	The current pandemic has had an impact on service provision due to logistics of moving staff to homeworking etc. We are still also suffering from recruitment issues.
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	The current pandemic has had an impact on service provision due to logistics of moving staff to homeworking etc. We are still also suffering from recruitment issues.
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	13	1	1	11	7.69%	7.69%	84.62%
Value bands Sub total	£10,001 - £50,000	17	5	5	17	29.41%	29.41%	100.00%
Value bands Sub total	£50,001 - £250,000	7	0	0	5	0.00%	0.00%	71.43%
Value bands Sub total	£250,001 - £1,000,000	5	0	0	5	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	29	0	0	29	0.00%	0.00%	100.00%