

KEY PERFORMANCE OUTCOMES 2020-21 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	128	1	6545	51.13
	£10,001 - £50,000	79	0	7046	89.19
	£50,001 - £250,000	26	0	3587	137.96
	£250,001 - £1,000,000	3	1	569	189.67
	£1,000,001 and above	5	4	1211	242.20
NON-DOMESTIC	0 - £10,000	7	1	975	139.29
	£10,001 - £50,000	4	0	429	107.25
	£50,001 - £250,000	4	1	788	197.00
	£250,001 - £1,000,000	3	0	540	180.00
	£1,000,001 and above	2	0	284	142.00

Sub total	DOMESTIC - ALL	241	6	18958	78.66
Sub total	NON-DOMESTIC - ALL	20	2	3016	150.80

ALL CATEGORIES	Total	261	8	21974	84.19
Comments	For this outcome, despite the ongoing pandemic, number of issued warrant is up on pre covid quarter and the time to issue has reduced. As with maintaining all targets it has been challenging under current methods of operating which are still evolving as the pandemic continues.				

Value bands Sub total	0 - £10,000	135	2	7520	55.70
Value bands Sub total	£10,001 - £50,000	83	0	7475	90.06
Value bands Sub total	£50,001 - £250,000	30	1	4375	145.83
Value bands Sub total	£250,001 - £1,000,000	6	1	1109	184.83
Value bands Sub total	£1,000,001 and above	7	4	1495	213.57

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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	137	117	18	1	85.40%	13.14%	0.73%	0.73%	100.00%
	£10,001 - £50,000	77	45	23	8	58.44%	29.87%	10.39%	1.30%	100.00%
	£50,001 - £250,000	27	17	7	2	62.96%	25.93%	7.41%	3.70%	100.00%
	£250,001 - £1,000,000	2	2	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	5	3	1	0	60.00%	20.00%	0.00%	20.00%	100.00%
NON-DOMESTIC	0 - £10,000	8	3	2	2	37.50%	25.00%	25.00%	12.50%	100.00%
	£10,001 - £50,000	3	1	2	0	33.33%	66.67%	0.00%	0.00%	100.00%
	£50,001 - £250,000	6	2	3	1	33.33%	50.00%	16.67%	0.00%	100.00%
	£250,001 - £1,000,000	3	2	0	0	66.67%	0.00%	0.00%	33.33%	100.00%
	£1,000,001 and above	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	248	184	49	11	4	74.19%	19.76%	4.44%	1.61%	100.00%
Sub total	NON-DOMESTIC - ALL	20	8	7	3	2	40.00%	35.00%	15.00%	10.00%	100.00%

ALL CATEGORIES	Total	268	192	56	14	6	71.64%	20.90%	5.22%	2.24%	100.00%
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Commentary on main reasons why there are any significant changes	For this outcome, despite the ongoing pandemic, % of 1st reports issued within 20 w/days is up on pre covid quarter. As with maintaining all targets it has been challenging under current methods of operating which are still evolving as the pandemic continues.
Provide main reasons why first report targets not met	Resource issues and challenges under the current pandemic are causing difficulties

Value bands Sub total	0 - £10,000	145	120	20	3	2	82.76%	13.79%	2.07%	1.38%	100.00%
Value bands Sub total	£10,001 - £50,000	80	46	25	8	1	57.50%	31.25%	10.00%	1.25%	100.00%
Value bands Sub total	£50,001 - £250,000	33	19	10	3	1	57.58%	30.30%	9.09%	3.03%	100.00%
Value bands Sub total	£250,001 - £1,000,000	5	4	0	0	1	80.00%	0.00%	0.00%	20.00%	100.00%
Value bands Sub total	£1,000,001 and above	5	3	1	0	1	60.00%	20.00%	0.00%	20.00%	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	79	64	8	5	2	81.01%	10.13%	6.33%	2.53%	100.00%
	£10,001 - £50,000	76	60	8	6	2	78.95%	10.53%	7.89%	2.63%	100.00%
	£50,001 - £250,000	26	21	0	3	2	80.77%	0.00%	11.54%	7.69%	100.00%
	£250,001 - £1,000,000	3	3	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	5	2	0	1	2	40.00%	0.00%	20.00%	40.00%	100.00%
NON-DOMESTIC	0 - £10,000	6	5	0	0	1	83.33%	0.00%	0.00%	16.67%	100.00%
	£10,001 - £50,000	4	2	1	0	1	50.00%	25.00%	0.00%	25.00%	100.00%
	£50,001 - £250,000	4	2	0	2	0	50.00%	0.00%	50.00%	0.00%	100.00%
	£250,001 - £1,000,000	3	2	0	1	0	66.67%	0.00%	33.33%	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	189	150	16	15	8	79.37%	8.47%	7.94%	4.23%	100.01%
Sub total	NON-DOMESTIC - ALL	19	12	2	3	2	63.16%	10.53%	15.79%	10.53%	100.01%

ALL CATEGORIES	Total	208	162	18	18	10	77.88%	8.65%	8.65%	4.81%	99.99%
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Commentary on main reasons why there are any significant changes	For this outcome, despite the ongoing pandemic, % issued within 10 w/days is up on pre covid quarter though down slightly on previous quarter. As with maintaining all targets it has been challenging under current methods of operating which are still evolving as the pandemic continues.
Provide main reasons why targets not met	Resource issues and challenges under the current pandemic are causing difficulties

Value bands Sub total	0 - £10,000	85	69	8	5	3	81.18%	9.41%	5.88%	3.53%	100.00%
Value bands Sub total	£10,001 - £50,000	80	62	9	6	3	77.50%	11.25%	7.50%	3.75%	100.00%
Value bands Sub total	£50,001 - £250,000	30	23	0	5	2	76.67%	0.00%	16.67%	6.67%	100.01%
Value bands Sub total	£250,001 - £1,000,000	6	5	0	1	0	83.33%	0.00%	16.67%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	7	3	1	1	2	42.86%	14.29%	14.29%	28.57%	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	23	3	3	22	13.04%	13.04%	95.65%
	£10,001 - £50,000	31	1	1	30	3.23%	3.23%	96.77%
	£50,001 - £250,000	97	3	3	97	3.09%	3.09%	100.00%
	£250,001 - £1,000,000	7	0	0	7	0.00%	0.00%	100.00%
	£1,000,001 and above	203	0	0	203	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	2	1	1	2	50.00%	50.00%	100.00%
	£10,001 - £50,000	3	0	0	3	0.00%	0.00%	100.00%
	£50,001 - £250,000	3	0	0	3	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	1	0	0	1	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	361	7	7	359	1.94%	1.94%	99.45%
Sub total	NON-DOMESTIC - ALL	9	1	1	9	11.11%	11.11%	100.00%

ALL CATEGORIES	Total	370	8	8	368	2.16%	2.16%	99.46%
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Main reasons why CCNPs were not full achieved	The current pandemic has had an impact on service. We are still also still 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. We are still also still 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. We are still also still suffering from recruitment issues.
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	The current pandemic has had an impact on service. We are still also still suffering from recruitment issues.
Other comments on CCNPs	None

Value bands Sub total	0 - £10,000	25	4	4	24	16.00%	16.00%	96.00%
Value bands Sub total	£10,001 - £50,000	34	1	1	33	2.94%	2.94%	97.06%
Value bands Sub total	£50,001 - £250,000	100	3	3	100	3.00%	3.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	7	0	0	7	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	204	0	0	204	0.00%	0.00%	100.00%