

KEY PERFORMANCE OUTCOMES 2020-21 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	104	1	5412	52.04
	£10,001 - £50,000	71	0	4509	63.51
	£50,001 - £250,000	30	0	3321	110.70
	£250,001 - £1,000,000	6	0	943	157.17
	£1,000,001 and above	4	0	361	90.25
NON-DOMESTIC	0 - £10,000	17	4	2338	137.53
	£10,001 - £50,000	2	0	121	60.50
	£50,001 - £250,000	11	0	1857	168.82
	£250,001 - £1,000,000	2	0	337	168.50
	£1,000,001 and above	1	0	141	141.00

Sub total	DOMESTIC - ALL	215	1	14546	67.66
Sub total	NON-DOMESTIC - ALL	33	4	4794	145.27

ALL CATEGORIES	Total	248	5	19340	77.98
Comments	Number of warrants issued down a little on previous quarter however still improving with Av. time to issue continuing to reduce. As with maintaining all targets it has been challenging under current methods of operating which are still evolving as the pandemic continues, also staffing resources are proving to be a challenge.				

Value bands Sub total	0 - £10,000	121	5	7750	64.05
Value bands Sub total	£10,001 - £50,000	73	0	4630	63.42
Value bands Sub total	£50,001 - £250,000	41	0	5178	126.29
Value bands Sub total	£250,001 - £1,000,000	8	0	1280	160.00
Value bands Sub total	£1,000,001 and above	5	0	502	100.40

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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	120	88	20	11	1	73.33%	16.67%	9.17%	0.83%	100.00%
	£10,001 - £50,000	99	57	28	13	1	57.58%	28.28%	13.13%	1.01%	100.00%
	£50,001 - £250,000	33	13	13	7	0	39.39%	39.39%	21.21%	0.00%	99.99%
	£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	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
NON-DOMESTIC	0 - £10,000	15	10	2	3	0	66.67%	13.33%	20.00%	0.00%	100.00%
	£10,001 - £50,000	6	4	1	1	0	66.67%	16.67%	16.67%	0.00%	100.01%
	£50,001 - £250,000	6	2	1	2	1	33.33%	16.67%	33.33%	16.67%	100.00%
	£250,001 - £1,000,000	3	1	2	0	0	33.33%	66.67%	0.00%	0.00%	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	255	158	63	31	3	61.96%	24.71%	12.16%	1.18%	100.01%
Sub total	NON-DOMESTIC - ALL	32	19	6	6	1	59.38%	18.75%	18.75%	3.12%	100.00%

ALL CATEGORIES	Total	287	177	69	37	4	61.67%	24.04%	12.89%	1.39%	99.99%
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Commentary on main reasons why there are any significant changes Total within 20 working days down on previous quarter may be attributed to general rush at the Christmas period in addition to losing assistance from another LA with vetting as they had an issue with staffing due to holidays over the December 2020 / January 2021 period (this will be reinstated for Feb 2021 onwards). We also lost another member of staff from start of 2021 which subsequently reduced the number of staff available to vet applications running into December to allow the retiring member of staff to "tidy up" their existing workload, also in addition current vacancies. We have run a recent recruitment campaign but this has proven unsuccessful and are now considering other options.

Provide main reasons why first report targets not met Total within 20 working days down on previous quarter may be attributed to general rush at the Christmas period in addition to losing assistance from another LA with vetting as they had an issue with staffing due to holidays over the December 2020 / January 2021 period (this will be reinstated for Feb 2021 onwards). We also lost another member of staff from start of 2021 which subsequently reduced the number of staff available to vet applications running into December to allow the retiring member of staff to "tidy up" their existing workload, also in addition current vacancies. We have run a recent recruitment campaign but this has proven unsuccessful and are now considering other options.

Value bands Sub total	0 - £10,000	135	98	22	14	1	72.59%	16.30%	10.37%	0.74%	100.00%
Value bands Sub total	£10,001 - £50,000	105	61	29	14	1	58.10%	27.62%	13.33%	0.95%	100.00%
Value bands Sub total	£50,001 - £250,000	39	15	14	9	1	38.46%	35.90%	23.08%	2.56%	100.00%
Value bands Sub total	£250,001 - £1,000,000	6	1	4	0	1	16.67%	66.67%	0.00%	16.67%	100.01%
Value bands Sub total	£1,000,001 and above	2	2	0	0	0	100.00%	0.00%	0.00%	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	78	69	2	2	5	88.46%	2.56%	2.56%	6.41%	99.99%
	£10,001 - £50,000	66	53	6	5	2	80.30%	9.09%	7.58%	3.03%	100.00%
	£50,001 - £250,000	29	18	5	5	1	62.07%	17.24%	17.24%	3.45%	100.00%
	£250,001 - £1,000,000	6	4	0	0	2	66.67%	0.00%	0.00%	33.33%	100.00%
	£1,000,001 and above	4	4	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	13	12	0	1	0	92.31%	0.00%	7.69%	0.00%	100.00%
	£10,001 - £50,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	11	7	2	0	2	63.64%	18.18%	0.00%	18.18%	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	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	183	148	13	12	10	80.87%	7.10%	6.56%	5.46%	99.99%
Sub total	NON-DOMESTIC - ALL	28	22	3	1	2	78.57%	10.71%	3.57%	7.14%	99.99%

ALL CATEGORIES	Total	211	170	16	13	12	80.57%	7.58%	6.16%	5.69%	100.00%
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Commentary on main reasons why there are any significant changes	Improvement on previous quarter which may though be as a consequence of what was identified in KPO 1(b) The retiring member of staff concentrating on clearing exiting workload
Provide main reasons why targets not met	Improvement on previous quarter which may though be as a consequence of what was identified in KPO 1(b) The retiring member of staff concentrating on clearing exiting workload

Value bands Sub total	0 - £10,000	91	81	2	3	5	89.01%	2.20%	3.30%	5.49%	100.00%
Value bands Sub total	£10,001 - £50,000	67	54	6	5	2	80.60%	8.96%	7.46%	2.99%	100.01%
Value bands Sub total	£50,001 - £250,000	40	25	7	5	3	62.50%	17.50%	12.50%	7.50%	100.00%
Value bands Sub total	£250,001 - £1,000,000	8	5	1	0	2	62.50%	12.50%	0.00%	25.00%	100.00%
Value bands Sub total	£1,000,001 and above	5	5	0	0	0	100.00%	0.00%	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	34	3	3	32	8.82%	8.82%	94.12%
	£10,001 - £50,000	44	4	4	43	9.09%	9.09%	97.73%
	£50,001 - £250,000	15	0	0	14	0.00%	0.00%	93.33%
	£250,001 - £1,000,000	9	0	0	7	0.00%	0.00%	77.78%
	£1,000,001 and above	256	3	3	256	1.17%	1.17%	100.00%
NON-DOMESTIC	0 - £10,000	1	0	0	1	0.00%	0.00%	100.00%
	£10,001 - £50,000	1	0	0	1	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	1	0	0	1	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	358	10	10	352	2.79%	2.79%	98.32%
Sub total	NON-DOMESTIC - ALL	5	0	0	5	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	363	10	10	357	2.75%	2.75%	98.35%
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Main reasons why CCNPs were not full achieved	As identified previously simply down to Applicants not fulfilling their role in the process despite information being provided
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	As identified previously simply down to Applicants not fulfilling their role in the process despite information being provided
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/staff resource issues
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	This is too narrow a question for such a wide subject for specifics, however to try and provide reason could be simply to say failure on the Applicants behalf to ensure they have sufficient technical knowledge either themselves or by employing a suitable person to ensure compliance.
Other comments on CCNPs	None

Value bands Sub total	0 - £10,000	35	3	3	33	8.57%	8.57%	94.29%
Value bands Sub total	£10,001 - £50,000	45	4	4	44	8.89%	8.89%	97.78%
Value bands Sub total	£50,001 - £250,000	16	0	0	15	0.00%	0.00%	93.75%
Value bands Sub total	£250,001 - £1,000,000	10	0	0	8	0.00%	0.00%	80.00%
Value bands Sub total	£1,000,001 and above	257	3	3	257	1.17%	1.17%	100.00%