

**KEY PERFORMANCE OUTCOMES 2020-21 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	82	2	5158	62.90
	£10,001 - £50,000	90	0	6554	72.82
	£50,001 - £250,000	41	0	5642	137.61
	£250,001 - £1,000,000	2	0	881	440.50
	£1,000,001 and above	4	0	1701	425.25
NON-DOMESTIC	0 - £10,000	11	0	455	41.36
	£10,001 - £50,000	7	0	646	92.29
	£50,001 - £250,000	4	0	344	86.00
	£250,001 - £1,000,000	4	0	748	187.00
	£1,000,001 and above	1	0	56	56.00

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	219	2	19936	91.03
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	27	0	2249	83.30

<b>ALL CATEGORIES</b>	<b>Total</b>	246	2	22185	90.18
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<b>Comments</b>	We have suffered from resourcing issues running into and going through this quarter, the loss of assistance from another Verifier to process warrant and the lead up and subsequent retirement of an Senior Surveyor. We ran recruitment campaigns and also tried to obtain Agency staffing short term however both these options were unsuccessful, though a recent recruitment campaign has proved successful with 2No. new Surveyor expected soon. The above occurring whilst during the pandemic has been a strain on the service which has resulted in the figures for this KPO				
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<b>Value bands Sub total</b>	<b>0 - £10,000</b>	93	2	5613	60.35
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	97	0	7200	74.23
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	45	0	5986	133.02
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	6	0	1629	271.50
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	5	0	1757	351.40

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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	90	64	21	4	1	71.11%	23.33%	4.44%	1.11%	99.99%
	£10,001 - £50,000	91	47	40	4	0	51.65%	43.96%	4.40%	0.00%	100.01%
	£50,001 - £250,000	42	16	24	2	0	38.10%	57.14%	4.76%	0.00%	100.00%
	£250,001 - £1,000,000	5	1	4	0	0	20.00%	80.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	4	1	3	0	0	25.00%	75.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	15	5	6	4	0	33.33%	40.00%	26.67%	0.00%	100.00%
	£10,001 - £50,000	10	2	7	1	0	20.00%	70.00%	10.00%	0.00%	100.00%
	£50,001 - £250,000	10	6	4	0	0	60.00%	40.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	4	2	1	1	0	50.00%	25.00%	25.00%	0.00%	100.00%
	£1,000,001 and above	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	232	129	92	10	1	55.60%	39.66%	4.31%	0.43%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	40	15	19	6	0	37.50%	47.50%	15.00%	0.00%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	272	144	111	16	1	52.94%	40.81%	5.88%	0.37%	100.00%
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<b>Commentary on main reasons why there are any significant changes</b>	Despite the issues as noted in KPO 1(a) the team have worked hard to maintain a level of service and in addition to those issues this quarter has seen an exceptional increase in workload due to the regulation changes, though actual warrants received were down a little, the overall value of works was significantly higher than normal as there was a substantial number of high value warrants being submitted to avoid the regulation changes and all of which stretched our resources and affected level of service provided.
<b>Provide main reasons why first report targets not met</b>	The above was the reason for not meeting target

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	105	69	27	8	1	65.71%	25.71%	7.62%	0.95%	99.99%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	101	49	47	5	0	48.51%	46.53%	4.95%	0.00%	99.99%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	52	22	28	2	0	42.31%	53.85%	3.85%	0.00%	100.01%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	9	3	5	1	0	33.33%	55.56%	11.11%	0.00%	100.00%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	5	1	4	0	0	20.00%	80.00%	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	65	48	9	6	2	73.85%	13.85%	9.23%	3.08%	100.01%
	£10,001 - £50,000	88	69	7	9	3	78.41%	7.95%	10.23%	3.41%	100.00%
	£50,001 - £250,000	41	35	4	2	0	85.37%	9.76%	4.88%	0.00%	100.01%
	£250,001 - £1,000,000	2	1	0	0	1	50.00%	0.00%	0.00%	50.00%	100.00%
	£1,000,001 and above	4	2	2	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	8	3	1	2	2	37.50%	12.50%	25.00%	25.00%	100.00%
	£10,001 - £50,000	7	5	2	0	0	71.43%	28.57%	0.00%	0.00%	100.00%
	£50,001 - £250,000	3	1	0	2	0	33.33%	0.00%	66.67%	0.00%	100.00%
	£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	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	200	155	22	17	6	77.50%	11.00%	8.50%	3.00%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	23	13	4	4	2	56.52%	17.39%	17.39%	8.70%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	223	168	26	21	8	75.34%	11.66%	9.42%	3.59%	100.01%
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<b>Commentary on main reasons why there are any significant changes</b>	Despite the issues as noted in KPO 1(a) the team have worked hard to maintain a level of service and in addition to those issues this quarter has seen an exceptional increase in workload due to the regulation changes, though actual warrants received were down a little, the overall value of works was significantly higher than normal as there was a substantial number of high value warrants being submitted to avoid the regulation changes and all of which stretched our resources and affected level of service provided.
<b>Provide main reasons why targets not met</b>	The above was the reason for not meeting target

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	73	51	10	8	4	69.86%	13.70%	10.96%	5.48%	100.00%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	95	74	9	9	3	77.89%	9.47%	9.47%	3.16%	99.99%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	44	36	4	4	0	81.82%	9.09%	9.09%	0.00%	100.00%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	6	4	1	0	1	66.67%	16.67%	0.00%	16.67%	100.01%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	5	3	2	0	0	60.00%	40.00%	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	17	2	2	16	11.76%	11.76%	94.12%
	£10,001 - £50,000	72	8	8	67	11.11%	11.11%	93.06%
	£50,001 - £250,000	31	2	2	31	6.45%	6.45%	100.00%
	£250,001 - £1,000,000	71	0	0	71	0.00%	0.00%	100.00%
	£1,000,001 and above	195	1	1	189	0.51%	0.51%	96.92%
NON-DOMESTIC	0 - £10,000	3	1	1	3	33.33%	33.33%	100.00%
	£10,001 - £50,000	1	0	0	1	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	0	0	0	0	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	386	13	13	374	3.37%	3.37%	96.89%
Sub total	NON-DOMESTIC - ALL	7	1	1	7	14.29%	14.29%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	<b>393</b>	<b>14</b>	<b>14</b>	<b>381</b>	<b>3.56%</b>	<b>3.56%</b>	<b>96.95%</b>
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<b>Main reasons why CCNPs were not full achieved</b>	Simply down to the Applicants not fulfilling their role in the process despite being informed of their obligations
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person</b>	Simply down to the Applicants not fulfilling their role in the process despite being informed of their obligations
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by verifier</b>	Reasons are as outlined in KPO 1 (a, b & c)
<b>Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)</b>	This is too narrow a question for such a wide subject for specifics, however to try and provide a 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
<b>Other comments on CCNPs</b>	None

Value bands Sub total	0 - £10,000	20	3	3	19	15.00%	15.00%	95.00%
Value bands Sub total	£10,001 - £50,000	73	8	8	68	10.96%	10.96%	93.15%
Value bands Sub total	£50,001 - £250,000	34	2	2	34	5.88%	5.88%	100.00%
Value bands Sub total	£250,001 - £1,000,000	71	0	0	71	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	195	1	1	189	0.51%	0.51%	96.92%