

KEY PERFORMANCE OUTCOMES 2021-22 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	134	0	10322	77.03
	£10,001 - £50,000	95	0	7645	80.47
	£50,001 - £250,000	50	0	6269	125.38
	£250,001 - £1,000,000	5	0	577	115.40
	£1,000,001 and above	2	1	460	230.00
NON-DOMESTIC	0 - £10,000	14	1	1018	72.71
	£10,001 - £50,000	17	0	970	57.06
	£50,001 - £250,000	9	0	657	73.00
	£250,001 - £1,000,000	3	1	378	126.00
	£1,000,001 and above	2	0	185	92.50

Sub total	DOMESTIC - ALL	286	1	25273	88.37
Sub total	NON-DOMESTIC - ALL	45	2	3208	71.29

ALL CATEGORIES	Total	331	3	28481	86.05
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Comments	Issues noted in Q4 from 20/21 have run into this quarter however the two new Surveyors recruited through a successful recruitment campaign in the previous quarter are now starting to help improve performance thus a small reduction in the Av working days from the previous quarter.				
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Value bands Sub total	0 - £10,000	148	1	11340	76.62
Value bands Sub total	£10,001 - £50,000	112	0	8615	76.92
Value bands Sub total	£50,001 - £250,000	59	0	6926	117.39
Value bands Sub total	£250,001 - £1,000,000	8	1	955	119.38
Value bands Sub total	£1,000,001 and above	4	1	645	161.25

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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	42	23	17	1	1	54.76%	40.48%	2.38%	2.38%	100.00%
	£10,001 - £50,000	29	17	9	3	0	58.62%	31.03%	10.34%	0.00%	99.99%
	£50,001 - £250,000	9	3	6	0	0	33.33%	66.67%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
	£1,000,001 and above	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	3	2	1	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£10,001 - £50,000	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
	£50,001 - £250,000	3	1	1	1	0	33.33%	33.33%	33.33%	0.00%	99.99%
	£250,001 - £1,000,000	1	0	0	0	1	0.00%	0.00%	0.00%	100.00%	100.00%
	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	81	44	32	4	1	54.32%	39.51%	4.94%	1.23%	100.00%
Sub total	NON-DOMESTIC - ALL	7	3	2	1	1	42.86%	28.57%	14.29%	14.29%	100.01%

ALL CATEGORIES	Total	88	47	34	5	2	53.41%	38.64%	5.68%	2.27%	100.00%
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Commentary on main reasons why there are any significant changes	Again issues noted in Q4 from 20/21 have run into this quarter however the two new Surveyors recruited through a successful recruitment campaign in the previous quarter are now starting to help improve performance thus we have manage to near enough maintain the percentage from last quarter into this with just a small reduction and as the new Surveyors start to develop we will look to make improvements
Provide main reasons why first report targets not met	The above was the reason for not meeting targets

Value bands Sub total	0 - £10,000	45	25	18	1	1	55.56%	40.00%	2.22%	2.22%	100.00%
Value bands Sub total	£10,001 - £50,000	29	17	9	3	0	58.62%	31.03%	10.34%	0.00%	99.99%
Value bands Sub total	£50,001 - £250,000	12	4	7	1	0	33.33%	58.33%	8.33%	0.00%	99.99%
Value bands Sub total	£250,001 - £1,000,000	1	0	0	0	1	0.00%	0.00%	0.00%	100.00%	100.00%
Value bands Sub total	£1,000,001 and above	1	1	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	99	71	12	9	7	71.72%	12.12%	9.09%	7.07%	100.00%
	£10,001 - £50,000	90	59	11	12	8	65.56%	12.22%	13.33%	8.89%	100.00%
	£50,001 - £250,000	49	32	7	8	2	65.31%	14.29%	16.33%	4.08%	100.01%
	£250,001 - £1,000,000	5	3	1	0	1	60.00%	20.00%	0.00%	20.00%	100.00%
	£1,000,001 and above	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	11	7	3	1	0	63.64%	27.27%	9.09%	0.00%	100.00%
	£10,001 - £50,000	7	6	1	0	0	85.71%	14.29%	0.00%	0.00%	100.00%
	£50,001 - £250,000	6	3	2	0	1	50.00%	33.33%	0.00%	16.67%	100.00%
	£250,001 - £1,000,000	3	2	1	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£1,000,001 and above	2	1	0	1	0	50.00%	0.00%	50.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	245	167	31	29	18	68.16%	12.65%	11.84%	7.35%	100.00%
Sub total	NON-DOMESTIC - ALL	29	19	7	2	1	65.52%	24.14%	6.90%	3.45%	100.01%

ALL CATEGORIES	Total	274	186	38	31	19	67.88%	13.87%	11.31%	6.93%	99.99%
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Commentary on main reasons why there are any significant changes	Again issues noted in Q4 from 20/21 have run into this quarter however the two new Surveyors recruited through a successful recruitment campaign in the previous quarter are now starting to help improve performance thus we have manage to near enough maintain the percentage from last quarter and as the new Surveyors start to develop we will look to make improvements
Provide main reasons why targets not met	The above was the reason for not meeting target

Value bands Sub total	0 - £10,000	110	78	15	10	7	70.91%	13.64%	9.09%	6.36%	100.00%
Value bands Sub total	£10,001 - £50,000	97	65	12	12	8	67.01%	12.37%	12.37%	8.25%	100.00%
Value bands Sub total	£50,001 - £250,000	55	35	9	8	3	63.64%	16.36%	14.55%	5.45%	100.00%
Value bands Sub total	£250,001 - £1,000,000	8	5	2	0	1	62.50%	25.00%	0.00%	12.50%	100.00%
Value bands Sub total	£1,000,001 and above	4	3	0	1	0	75.00%	0.00%	25.00%	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	32	3	3	32	9.38%	9.38%	100.00%
	£10,001 - £50,000	52	10	10	48	19.23%	19.23%	92.31%
	£50,001 - £250,000	15	2	2	10	13.33%	13.33%	66.67%
	£250,001 - £1,000,000	9	0	0	9	0.00%	0.00%	100.00%
	£1,000,001 and above	190	0	0	190	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	8	1	1	8	12.50%	12.50%	100.00%
	£50,001 - £250,000	4	0	0	4	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	6	0	0	5	0.00%	0.00%	83.33%

Sub total	DOMESTIC - ALL	298	15	15	289	5.03%	5.03%	96.98%
Sub total	NON-DOMESTIC - ALL	20	1	1	19	5.00%	5.00%	95.00%

ALL CATEGORIES	Total	318	16	16	308	5.03%	5.03%	96.86%
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Main reasons why CCNPs were not full achieved	Simply down to the Applicants not fulfilling their role in the process despite being informed of their obligations
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	Simply down to the Applicants not fulfilling their role in the process despite being informed of their obligations
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	Reasons are as outlined in KPO 1 (a, b & c)
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 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
Other comments on CCNPs	None

Value bands Sub total	0 - £10,000	33	3	3	33	9.09%	9.09%	100.00%
Value bands Sub total	£10,001 - £50,000	60	11	11	56	18.33%	18.33%	93.33%
Value bands Sub total	£50,001 - £250,000	19	2	2	14	10.53%	10.53%	73.68%
Value bands Sub total	£250,001 - £1,000,000	10	0	0	10	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	196	0	0	195	0.00%	0.00%	99.49%