

KEY PERFORMANCE OUTCOMES 2021-22 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	0	6914	54.02
	£10,001 - £50,000	136	0	9347	68.73
	£50,001 - £250,000	28	1	3360	120.00
	£250,001 - £1,000,000	3	0	352	117.33
	£1,000,001 and above	7	1	1320	188.57
NON-DOMESTIC	0 - £10,000	10	1	2046	204.60
	£10,001 - £50,000	2	0	149	74.50
	£50,001 - £250,000	3	1	190	63.33
	£250,001 - £1,000,000	4	0	472	118.00
	£1,000,001 and above	2	0	163	81.50

Sub total	DOMESTIC - ALL	302	2	21293	70.51
Sub total	NON-DOMESTIC - ALL	21	2	3020	143.81

ALL CATEGORIES	Total	323	4	24313	75.27
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Comments	Issues noted previously are still impacting service to some degree however the recent Surveyors recruited are now starting to help improve performance thus the reduction in the Av working days from the previous quarter.				
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Value bands Sub total	0 - £10,000	138	1	8960	64.93
Value bands Sub total	£10,001 - £50,000	138	0	9496	68.81
Value bands Sub total	£50,001 - £250,000	31	2	3550	114.52
Value bands Sub total	£250,001 - £1,000,000	7	0	824	117.71
Value bands Sub total	£1,000,001 and above	9	1	1483	164.78

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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	126	105	12	6	3	83.33%	9.52%	4.76%	2.38%	99.99%
	£10,001 - £50,000	96	73	15	7	1	76.04%	15.62%	7.29%	1.04%	99.99%
	£50,001 - £250,000	30	23	2	4	1	76.67%	6.67%	13.33%	3.33%	100.00%
	£250,001 - £1,000,000	5	3	2	0	0	60.00%	40.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	8	4	1	1	2	50.00%	12.50%	12.50%	25.00%	100.00%
NON-DOMESTIC	0 - £10,000	10	4	3	2	1	40.00%	30.00%	20.00%	10.00%	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	6	3	0	1	2	50.00%	0.00%	16.67%	33.33%	100.00%
	£250,001 - £1,000,000	3	0	1	0	2	0.00%	33.33%	0.00%	66.67%	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	265	208	32	18	7	78.49%	12.08%	6.79%	2.64%	100.00%
Sub total	NON-DOMESTIC - ALL	27	13	6	3	5	48.15%	22.22%	11.11%	18.52%	100.00%

ALL CATEGORIES	Total	292	221	38	21	12	75.68%	13.01%	7.19%	4.11%	99.99%
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Commentary on main reasons why there are any significant changes	Issues noted previously are still impacting service to some degree however the recent Surveyors recruited are now starting to help improve performance though this will take time to affect all KPO's and therefore some variances from previous quarters will still occur at present.
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	136	109	15	8	4	80.15%	11.03%	5.88%	2.94%	100.00%
Value bands Sub total	£10,001 - £50,000	103	78	17	7	1	75.73%	16.50%	6.80%	0.97%	100.00%
Value bands Sub total	£50,001 - £250,000	36	26	2	5	3	72.22%	5.56%	13.89%	8.33%	100.00%
Value bands Sub total	£250,001 - £1,000,000	8	3	3	0	2	37.50%	37.50%	0.00%	25.00%	100.00%
Value bands Sub total	£1,000,001 and above	9	5	1	1	2	55.56%	11.11%	11.11%	22.22%	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	90	72	7	2	9	80.00%	7.78%	2.22%	10.00%	100.00%
	£10,001 - £50,000	132	115	10	4	3	87.12%	7.58%	3.03%	2.27%	100.00%
	£50,001 - £250,000	28	23	4	1	0	82.14%	14.29%	3.57%	0.00%	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	7	4	3	0	0	57.14%	42.86%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	9	5	1	2	1	55.56%	11.11%	22.22%	11.11%	100.00%
	£10,001 - £50,000	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	3	1	2	0	0	33.33%	66.67%	0.00%	0.00%	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	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	260	217	24	7	12	83.46%	9.23%	2.69%	4.62%	100.00%
Sub total	NON-DOMESTIC - ALL	18	10	5	2	1	55.56%	27.78%	11.11%	5.56%	100.01%

ALL CATEGORIES	Total	278	227	29	9	13	81.65%	10.43%	3.24%	4.68%	100.00%
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Commentary on main reasons why there are any significant changes	Issues noted previously are still impacting service to some degree however the recent Surveyors recruited are now starting to help improve performance thus achieving target in this KPO.
Provide main reasons why targets not met	N/a

Value bands Sub total	0 - £10,000	99	77	8	4	10	77.78%	8.08%	4.04%	10.10%	100.00%
Value bands Sub total	£10,001 - £50,000	133	115	11	4	3	86.47%	8.27%	3.01%	2.26%	100.01%
Value bands Sub total	£50,001 - £250,000	31	24	6	1	0	77.42%	19.35%	3.23%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	6	5	1	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	9	6	3	0	0	66.67%	33.33%	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	5	5	32	14.71%	14.71%	94.12%
	£10,001 - £50,000	41	3	3	40	7.32%	7.32%	97.56%
	£50,001 - £250,000	17	0	0	15	0.00%	0.00%	88.24%
	£250,001 - £1,000,000	4	0	0	4	0.00%	0.00%	100.00%
	£1,000,001 and above	163	0	0	163	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	3	1	1	3	33.33%	33.33%	100.00%
	£10,001 - £50,000	4	0	0	4	0.00%	0.00%	100.00%
	£50,001 - £250,000	5	0	0	5	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	4	0	0	4	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	259	8	8	254	3.09%	3.09%	98.07%
Sub total	NON-DOMESTIC - ALL	16	1	1	16	6.25%	6.25%	100.00%

ALL CATEGORIES	Total	275	9	9	270	3.27%	3.27%	98.18%
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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	Operational issues which we are looking to address
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	37	6	6	35	16.22%	16.22%	94.59%
Value bands Sub total	£10,001 - £50,000	45	3	3	44	6.67%	6.67%	97.78%
Value bands Sub total	£50,001 - £250,000	22	0	0	20	0.00%	0.00%	90.91%
Value bands Sub total	£250,001 - £1,000,000	8	0	0	8	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	163	0	0	163	0.00%	0.00%	100.00%