

KEY PERFORMANCE OUTCOMES 2021-22 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	109	2	5277	48.41
	£10,001 - £50,000	84	0	8059	95.94
	£50,001 - £250,000	38	0	2774	73.00
	£250,001 - £1,000,000	2	0	508	254.00
	£1,000,001 and above	7	0	713	101.86
NON-DOMESTIC	0 - £10,000	6	1	527	87.83
	£10,001 - £50,000	10	0	2917	291.70
	£50,001 - £250,000	12	0	3672	306.00
	£250,001 - £1,000,000	1	0	7	7.00
	£1,000,001 and above	2	0	677	338.50

Sub total	DOMESTIC - ALL	240	2	17331	72.21
Sub total	NON-DOMESTIC - ALL	31	1	7800	251.61

ALL CATEGORIES	Total	271	3	25131	92.73
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Comments	Warrant numbers slightly down on last quarter however value of work greater therefore larger warrants which are more work intensive				
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Value bands Sub total	0 - £10,000	115	3	5804	50.47
Value bands Sub total	£10,001 - £50,000	94	0	10976	116.77
Value bands Sub total	£50,001 - £250,000	50	0	6446	128.92
Value bands Sub total	£250,001 - £1,000,000	3	0	515	171.67
Value bands Sub total	£1,000,001 and above	9	0	1390	154.44

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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	115	91	17	7	0	79.13%	14.78%	6.09%	0.00%	100.00%
	£10,001 - £50,000	74	55	10	9	0	74.32%	13.51%	12.16%	0.00%	99.99%
	£50,001 - £250,000	38	24	7	6	1	63.16%	18.42%	15.79%	2.63%	100.00%
	£250,001 - £1,000,000	9	8	1	0	0	88.89%	11.11%	0.00%	0.00%	100.00%
	£1,000,001 and above	8	7	1	0	0	87.50%	12.50%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	12	5	3	2	2	41.67%	25.00%	16.67%	16.67%	100.01%
	£10,001 - £50,000	4	3	1	0	0	75.00%	25.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	6	3	3	0	0	50.00%	50.00%	0.00%	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%

Sub total	DOMESTIC - ALL	244	185	36	22	1	75.82%	14.75%	9.02%	0.41%	100.00%
Sub total	NON-DOMESTIC - ALL	27	15	8	2	2	55.56%	29.63%	7.41%	7.41%	100.01%

ALL CATEGORIES	Total	271	200	44	24	3	73.80%	16.24%	8.86%	1.11%	100.01%
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Commentary on main reasons why there are any significant changes	The team is now progressing towards consistently meeting targets however progress is slow due to on going operating issues in the current Pandemic
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	127	96	20	9	2	75.59%	15.75%	7.09%	1.57%	100.00%
Value bands Sub total	£10,001 - £50,000	78	58	11	9	0	74.36%	14.10%	11.54%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	44	27	10	6	1	61.36%	22.73%	13.64%	2.27%	100.00%
Value bands Sub total	£250,001 - £1,000,000	13	11	2	0	0	84.62%	15.38%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	9	8	1	0	0	88.89%	11.11%	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	79	66	8	2	3	83.54%	10.13%	2.53%	3.80%	100.00%
	£10,001 - £50,000	84	72	5	3	4	85.71%	5.95%	3.57%	4.76%	99.99%
	£50,001 - £250,000	38	28	6	1	3	73.68%	15.79%	2.63%	7.89%	99.99%
	£250,001 - £1,000,000	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	7	4	2	1	0	57.14%	28.57%	14.29%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	6	4	1	1	0	66.67%	16.67%	16.67%	0.00%	100.01%
	£10,001 - £50,000	10	9	1	0	0	90.00%	10.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	12	8	1	1	2	66.67%	8.33%	8.33%	16.67%	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	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	210	172	21	7	10	81.90%	10.00%	3.33%	4.76%	99.99%
Sub total	NON-DOMESTIC - ALL	30	23	3	2	2	76.67%	10.00%	6.67%	6.67%	100.01%

ALL CATEGORIES	Total	240	195	24	9	12	81.25%	10.00%	3.75%	5.00%	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
Provide main reasons why targets not met	N/a

Value bands Sub total	0 - £10,000	85	70	9	3	3	82.35%	10.59%	3.53%	3.53%	100.00%
Value bands Sub total	£10,001 - £50,000	94	81	6	3	4	86.17%	6.38%	3.19%	4.26%	100.00%
Value bands Sub total	£50,001 - £250,000	50	36	7	2	5	72.00%	14.00%	4.00%	10.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	9	6	2	1	0	66.67%	22.22%	11.11%	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	38	5	5	35	13.16%	13.16%	92.11%
	£10,001 - £50,000	52	5	5	47	9.62%	9.62%	90.38%
	£50,001 - £250,000	16	2	2	15	12.50%	12.50%	93.75%
	£250,001 - £1,000,000	20	0	0	20	0.00%	0.00%	100.00%
	£1,000,001 and above	229	0	0	229	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	2	0	0	2	0.00%	0.00%	100.00%
	£10,001 - £50,000	0	0	0	0	0.00%	0.00%	0.00%
	£50,001 - £250,000	3	0	0	3	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	0	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	355	12	12	346	3.38%	3.38%	97.46%
Sub total	NON-DOMESTIC - ALL	7	0	0	6	0.00%	0.00%	85.71%

ALL CATEGORIES	Total	362	12	12	352	3.31%	3.31%	97.24%
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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	40	5	5	37	12.50%	12.50%	92.50%
Value bands Sub total	£10,001 - £50,000	52	5	5	47	9.62%	9.62%	90.38%
Value bands Sub total	£50,001 - £250,000	19	2	2	18	10.53%	10.53%	94.74%
Value bands Sub total	£250,001 - £1,000,000	21	0	0	21	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	230	0	0	229	0.00%	0.00%	99.57%