

**KEY PERFORMANCE OUTCOMES 2021-22 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                                   | 99  | 7  | 8575   | 86.62                              |
|  | £10,001 - £50,000                             | 60  | 0  | 5818   | 96.97                              |
|  | £50,001 - £250,000                            | 39  | 0  | 3751   | 96.18                              |
|  | £250,001 - £1,000,000                         | 10  | 0  | 1546   | 154.60                             |
|  | £1,000,001 and above                          | 5   | 0  | 877  | 175.40                             |
| NON-DOMESTIC   | 0 - £10,000                                   | 8   | 0  | 534  | 66.75                              |
|  | £10,001 - £50,000                             | 6   | 0  | 704  | 117.33                             |
|  | £50,001 - £250,000                            | 5   | 0  | 519  | 103.80                             |
|  | £250,001 - £1,000,000                         | 5   | 1  | 874  | 174.80                             |
|  | £1,000,001 and above                          | 2   | 0  | 813  | 406.50                             |

|           |                    |     |   |       |        |
|-----------|--------------------|-----|---|-------|--------|
| Sub total | DOMESTIC - ALL     | 213 | 7 | 20567 | 96.56  |
| Sub total | NON-DOMESTIC - ALL | 26  | 1 | 3444  | 132.46 |

|                |       |     |   |       |        |
|----------------|-------|-----|---|-------|--------|
| ALL CATEGORIES | Total | 239 | 8 | 24011 | 100.46 |
|----------------|-------|-----|---|-------|--------|

|          |  |  |  |  |  |
|----------|--|--|--|--|--|
| Comments | Drop in warrant numbers from Q3 and although overall average time increased from that quarter target met through staff concentrating on achieving targets across KPO's |  |  |  |  |
|----------|--|--|--|--|--|

|                       |                       |     |   |      |        |
|-----------------------|-----------------------|-----|---|------|--------|
| Value bands Sub total | 0 - £10,000           | 107 | 7 | 9109 | 85.13  |
| Value bands Sub total | £10,001 - £50,000     | 66  | 0 | 6522 | 98.82  |
| Value bands Sub total | £50,001 - £250,000    | 44  | 0 | 4270 | 97.05  |
| Value bands Sub total | £250,001 - £1,000,000 | 15  | 1 | 2420 | 161.33 |
| Value bands Sub total | £1,000,001 and above  | 7   | 0 | 1690 | 241.43 |

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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                                   | 101                            | 82   | 17  | 2   | 0  | 81.19%           | 16.83%                                 | 1.98%                                  | 0.00%               | 100.00%                         |
|  | £10,001 - £50,000                             | 74                             | 52   | 20  | 2   | 0  | 70.27%           | 27.03%                                 | 2.70%                                  | 0.00%               | 100.00%                         |
|  | £50,001 - £250,000                            | 30                             | 22   | 4   | 4   | 0  | 73.33%           | 13.33%                                 | 13.33%                                 | 0.00%               | 99.99%                          |
|  | £250,001 - £1,000,000                         | 6                              | 6  | 0   | 0   | 0  | 100.00%          | 0.00%                                  | 0.00%                                  | 0.00%               | 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                                   | 12                             | 8  | 3   | 1   | 0  | 66.67%           | 25.00%                                 | 8.33%                                  | 0.00%               | 100.00%                         |
|  | £10,001 - £50,000                             | 3                              | 3  | 0   | 0   | 0  | 100.00%          | 0.00%                                  | 0.00%                                  | 0.00%               | 100.00%                         |
|  | £50,001 - £250,000                            | 8                              | 4  | 4   | 0   | 0  | 50.00%           | 50.00%                                 | 0.00%                                  | 0.00%               | 100.00%                         |
|  | £250,001 - £1,000,000                         | 4                              | 3  | 0   | 1   | 0  | 75.00%           | 0.00%                                  | 25.00%                                 | 0.00%               | 100.00%                         |
|  | £1,000,001 and above                          | 4                              | 0  | 2   | 1   | 1  | 0.00%            | 50.00%                                 | 25.00%                                 | 25.00%              | 100.00%                         |

|           |                    |     |     |    |   |   |        |        |       |       |         |
|-----------|--------------------|-----|-----|----|---|---|--------|--------|-------|-------|---------|
| Sub total | DOMESTIC - ALL     | 215 | 164 | 43 | 8 | 0 | 76.28% | 20.00% | 3.72% | 0.00% | 100.00% |
| Sub total | NON-DOMESTIC - ALL | 31  | 18  | 9  | 3 | 1 | 58.06% | 29.03% | 9.68% | 3.23% | 100.00% |

|                |       |     |     |    |    |   |        |        |       |       |         |
|----------------|-------|-----|-----|----|----|---|--------|--------|-------|-------|---------|
| ALL CATEGORIES | Total | 246 | 182 | 52 | 11 | 1 | 73.98% | 21.14% | 4.47% | 0.41% | 100.00% |
|----------------|-------|-----|-----|----|----|---|--------|--------|-------|-------|---------|

|  |   |  |  |  |  |  |  |  |  |  |  |
|--|---|--|--|--|--|--|--|--|--|--|--|
| Commentary on main reasons why there are any significant changes | Staff concentrating on achieving targets across KPO's                 |  |  |  |  |  |  |  |  |  |  |
| Provide main reasons why first report targets not met            | 95% target met, staff concentrating on achieving targets across KPO's |  |  |  |  |  |  |  |  |  |  |

|                       |                       |     |    |    |   |   |        |        |        |        |         |
|-----------------------|-----------------------|-----|----|----|---|---|--------|--------|--------|--------|---------|
| Value bands Sub total | 0 - £10,000           | 113 | 90 | 20 | 3 | 0 | 79.65% | 17.70% | 2.65%  | 0.00%  | 100.00% |
| Value bands Sub total | £10,001 - £50,000     | 77  | 55 | 20 | 2 | 0 | 71.43% | 25.97% | 2.60%  | 0.00%  | 100.00% |
| Value bands Sub total | £50,001 - £250,000    | 38  | 26 | 8  | 4 | 0 | 68.42% | 21.05% | 10.53% | 0.00%  | 100.00% |
| Value bands Sub total | £250,001 - £1,000,000 | 10  | 9  | 0  | 1 | 0 | 90.00% | 0.00%  | 10.00% | 0.00%  | 100.00% |
| Value bands Sub total | £1,000,001 and above  | 8   | 2  | 4  | 1 | 1 | 25.00% | 50.00% | 12.50% | 12.50% | 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                               | 75  | 61   | 7   | 5  | 2               | 81.33%                                | 9.33%                                  | 6.67%               | 2.67%                           | 100.00% |
|   | £10,001 - £50,000                         | 55  | 51   | 1   | 2  | 1               | 92.73%                                | 1.82%                                  | 3.64%               | 1.82%                           | 100.01% |
|   | £50,001 - £250,000                        | 38  | 27   | 7   | 3  | 1               | 71.05%                                | 18.42%                                 | 7.89%               | 2.63%                           | 99.99%  |
|   | £250,001 - £1,000,000                     | 10  | 8  | 2   | 0  | 0               | 80.00%                                | 20.00%                                 | 0.00%               | 0.00%                           | 100.00% |
|   | £1,000,001 and above                      | 5   | 4  | 0   | 0  | 1               | 80.00%                                | 0.00%                                  | 0.00%               | 20.00%                          | 100.00% |
| NON-DOMESTIC  | 0 - £10,000                               | 8   | 7  | 0   | 0  | 1               | 87.50%                                | 0.00%                                  | 0.00%               | 12.50%                          | 100.00% |
|   | £10,001 - £50,000                         | 5   | 2  | 3   | 0  | 0               | 40.00%                                | 60.00%                                 | 0.00%               | 0.00%                           | 100.00% |
|   | £50,001 - £250,000                        | 4   | 3  | 1   | 0  | 0               | 75.00%                                | 25.00%                                 | 0.00%               | 0.00%                           | 100.00% |
|   | £250,001 - £1,000,000                     | 5   | 4  | 1   | 0  | 0               | 80.00%                                | 20.00%                                 | 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% |

|                  |                           |     |     |    |    |   |        |        |       |       |         |
|------------------|---------------------------|-----|-----|----|----|---|--------|--------|-------|-------|---------|
| <b>Sub total</b> | <b>DOMESTIC - ALL</b>     | 183 | 151 | 17 | 10 | 5 | 82.51% | 9.29%  | 5.46% | 2.73% | 99.99%  |
| <b>Sub total</b> | <b>NON-DOMESTIC - ALL</b> | 24  | 18  | 5  | 0  | 1 | 75.00% | 20.83% | 0.00% | 4.17% | 100.00% |

|                       |              |     |     |    |    |   |        |        |       |       |         |
|-----------------------|--------------|-----|-----|----|----|---|--------|--------|-------|-------|---------|
| <b>ALL CATEGORIES</b> | <b>Total</b> | 207 | 169 | 22 | 10 | 6 | 81.64% | 10.63% | 4.83% | 2.90% | 100.00% |
|-----------------------|--------------|-----|-----|----|----|---|--------|--------|-------|-------|---------|

|   |   |
|---|---|
| <b>Commentary on main reasons why there are any significant changes</b> | Staff concentrating on achieving targets across KPO's                 |
| <b>Provide main reasons why targets not met</b>                         | 90% target met, staff concentrating on achieving targets across KPO's |

|                              |                              |    |    |   |   |   |        |        |       |        |         |
|------------------------------|------------------------------|----|----|---|---|---|--------|--------|-------|--------|---------|
| <b>Value bands Sub total</b> | <b>0 - £10,000</b>           | 83 | 68 | 7 | 5 | 3 | 81.93% | 8.43%  | 6.02% | 3.61%  | 99.99%  |
| <b>Value bands Sub total</b> | <b>£10,001 - £50,000</b>     | 60 | 53 | 4 | 2 | 1 | 88.33% | 6.67%  | 3.33% | 1.67%  | 100.00% |
| <b>Value bands Sub total</b> | <b>£50,001 - £250,000</b>    | 42 | 30 | 8 | 3 | 1 | 71.43% | 19.05% | 7.14% | 2.38%  | 100.00% |
| <b>Value bands Sub total</b> | <b>£250,001 - £1,000,000</b> | 15 | 12 | 3 | 0 | 0 | 80.00% | 20.00% | 0.00% | 0.00%  | 100.00% |
| <b>Value bands Sub total</b> | <b>£1,000,001 and above</b>  | 7  | 6  | 0 | 0 | 1 | 85.71% | 0.00%  | 0.00% | 14.29% | 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                                   | 43   | 5  | 5   | 42   | 11.63%   | 11.63%   | 97.67%                                  |
|                                       | £10,001 - £50,000                             | 61   | 4  | 4   | 54   | 6.56%  | 6.56%  | 88.52%                                  |
|                                       | £50,001 - £250,000                            | 52   | 4  | 4   | 47   | 7.69%  | 7.69%  | 90.38%                                  |
|                                       | £250,001 - £1,000,000                         | 11   | 0  | 0   | 9  | 0.00%  | 0.00%  | 81.82%                                  |
|                                       | £1,000,001 and above                          | 148  | 0  | 0   | 148  | 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                             | 3  | 0  | 0   | 3  | 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                         | 5  | 0  | 0   | 5  | 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     | 315 | 13 | 13 | 300 | 4.13% | 4.13% | 95.24%  |
| Sub total | NON-DOMESTIC - ALL | 12  | 1  | 1  | 12  | 8.33% | 8.33% | 100.00% |

|                       |              |            |           |           |            |              |              |               |
|-----------------------|--------------|------------|-----------|-----------|------------|--------------|--------------|---------------|
| <b>ALL CATEGORIES</b> | <b>Total</b> | <b>327</b> | <b>14</b> | <b>14</b> | <b>312</b> | <b>4.28%</b> | <b>4.28%</b> | <b>95.41%</b> |
|-----------------------|--------------|------------|-----------|-----------|------------|--------------|--------------|---------------|

|  |  |
|--|--|
| <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>                                   | Operational issues and we are continuing to look to try and address this issue with additional team support though this requires to go through the Council's HR processes  |
| <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           | 46  | 6 | 6 | 45  | 13.04% | 13.04% | 97.83%  |
| Value bands Sub total | £10,001 - £50,000     | 64  | 4 | 4 | 57  | 6.25%  | 6.25%  | 89.06%  |
| Value bands Sub total | £50,001 - £250,000    | 53  | 4 | 4 | 48  | 7.55%  | 7.55%  | 90.57%  |
| Value bands Sub total | £250,001 - £1,000,000 | 16  | 0 | 0 | 14  | 0.00%  | 0.00%  | 87.50%  |
| Value bands Sub total | £1,000,001 and above  | 148 | 0 | 0 | 148 | 0.00%  | 0.00%  | 100.00% |