

KEY PERFORMANCE OUTCOMES 2022-23 Q1

East Lothian Contact Details: Frank Fairgrieve, e-mail: ffairgrieve@eastlothian.gov.uk, tel. 01620827357

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	89	4	6412	72.04
	£10,001 - £50,000	66	0	5574	84.45
	£50,001 - £250,000	33	0	3021	91.55
	£250,001 - £1,000,000	4	0	558	139.50
	£1,000,001 and above	6	1	1045	174.17
NON-DOMESTIC	0 - £10,000	20	0	1510	75.50
	£10,001 - £50,000	3	0	467	155.67
	£50,001 - £250,000	6	0	766	127.67
	£250,001 - £1,000,000	5	0	282	56.40
	£1,000,001 and above	5	1	912	182.40

Sub total	DOMESTIC - ALL	198	5	16610	83.89
Sub total	NON-DOMESTIC - ALL	39	1	3937	100.95

ALL CATEGORIES	Total	237	6	20547	86.70
Comments	Similar total number last quarter however overall average time decreased significantly to that quarter due to efforts of the team, starting to see benefits of increased staffing levels and developing inexperienced staff to achieving targets and improvements, still work to do !				

Value bands Sub total	0 - £10,000	109	4	7922	72.68
Value bands Sub total	£10,001 - £50,000	69	0	6041	87.55
Value bands Sub total	£50,001 - £250,000	39	0	3787	97.10
Value bands Sub total	£250,001 - £1,000,000	9	0	840	93.33
Value bands Sub total	£1,000,001 and above	11	2	1957	177.91

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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	108	91	14	1	2	84.26%	12.96%	0.93%	1.85%	100.00%
	£10,001 - £50,000	72	50	19	1	2	69.44%	26.39%	1.39%	2.78%	100.00%
	£50,001 - £250,000	29	19	7	3	0	65.52%	24.14%	10.34%	0.00%	100.00%
	£250,001 - £1,000,000	5	5	0	0	0	100.00%	0.00%	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%
NON-DOMESTIC	0 - £10,000	18	12	5	0	1	66.67%	27.78%	0.00%	5.56%	100.01%
	£10,001 - £50,000	3	3	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	9	7	0	0	2	77.78%	0.00%	0.00%	22.22%	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	3	2	1	0	0	66.67%	33.33%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	215	166	40	5	4	77.21%	18.60%	2.33%	1.86%	100.00%
Sub total	NON-DOMESTIC - ALL	37	27	7	0	3	72.97%	18.92%	0.00%	8.11%	100.00%

ALL CATEGORIES	Total	252	193	47	5	7	76.59%	18.65%	1.98%	2.78%	100.00%
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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	126	103	19	1	3	81.75%	15.08%	0.79%	2.38%	100.00%
Value bands Sub total	£10,001 - £50,000	75	53	19	1	2	70.67%	25.33%	1.33%	2.67%	100.00%
Value bands Sub total	£50,001 - £250,000	38	26	7	3	2	68.42%	18.42%	7.89%	5.26%	99.99%
Value bands Sub total	£250,001 - £1,000,000	9	8	1	0	0	88.89%	11.11%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	4	3	1	0	0	75.00%	25.00%	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	70	58	7	2	3	82.86%	10.00%	2.86%	4.29%	100.01%
	£10,001 - £50,000	63	52	5	2	4	82.54%	7.94%	3.17%	6.35%	100.00%
	£50,001 - £250,000	33	27	3	2	0	81.82%	9.09%	6.06%	0.00%	96.97%
	£250,001 - £1,000,000	4	4	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	6	5	0	1	0	83.33%	0.00%	16.67%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	15	11	2	2	0	73.33%	13.33%	13.33%	0.00%	99.99%
	£10,001 - £50,000	3	2	1	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£50,001 - £250,000	5	4	0	1	0	80.00%	0.00%	20.00%	0.00%	100.00%
	£250,001 - £1,000,000	5	5	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	5	0	3	2	0	0.00%	60.00%	40.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	176	146	15	7	7	82.95%	8.52%	3.98%	3.98%	99.43%
Sub total	NON-DOMESTIC - ALL	33	22	6	5	0	66.67%	18.18%	15.15%	0.00%	100.00%

ALL CATEGORIES	Total	209	168	21	12	7	80.38%	10.05%	5.74%	3.35%	99.52%
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Commentary on main reasons why there are any significant changes	Staff concentrating on achieving targets across KPO's
Provide main reasons why targets not met	90% target met, staff concentrating on achieving targets across KPO's

Value bands Sub total	0 - £10,000	85	69	9	4	3	81.18%	10.59%	4.71%	3.53%	100.01%
Value bands Sub total	£10,001 - £50,000	66	54	6	2	4	81.82%	9.09%	3.03%	6.06%	100.00%
Value bands Sub total	£50,001 - £250,000	38	31	3	3	0	81.58%	7.89%	7.89%	0.00%	97.36%
Value bands Sub total	£250,001 - £1,000,000	9	9	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	11	5	3	3	0	45.45%	27.27%	27.27%	0.00%	99.99%

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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	41	7	7	38	17.07%	17.07%	92.68%
	£10,001 - £50,000	56	3	3	52	5.36%	5.36%	92.86%
	£50,001 - £250,000	86	2	2	86	2.33%	2.33%	100.00%
	£250,001 - £1,000,000	12	0	0	12	0.00%	0.00%	100.00%
	£1,000,001 and above	282	0	0	282	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	5	0	0	5	0.00%	0.00%	100.00%
	£50,001 - £250,000	6	0	0	6	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	0	0	0	0	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	477	12	12	470	2.52%	2.52%	98.53%
Sub total	NON-DOMESTIC - ALL	13	0	0	13	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	490	12	12	483	2.45%	2.45%	98.57%
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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 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
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	42	7	7	39	16.67%	16.67%	92.86%
Value bands Sub total	£10,001 - £50,000	61	3	3	57	4.92%	4.92%	93.44%
Value bands Sub total	£50,001 - £250,000	92	2	2	92	2.17%	2.17%	100.00%
Value bands Sub total	£250,001 - £1,000,000	13	0	0	13	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	282	0	0	282	0.00%	0.00%	100.00%

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KPO3 - COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER	
Customer Charter published on verifier website	Published prominently
Customer Charter web address on verifier website	https://www.eastlothian.gov.uk/downloads/download/13115/building_standards_customer_charter_and_performance_report
Customer Charter reviewed since last reporting period	Yes
Number of cases referred to LABSS Dispute Resolution Process	0
Number of cases referred to LA Complaints formal procedure	0
Number of cases referred to SG Verifier Performance Reporting Service for Customers	0
Number of SG Verifier Performance Reporting Service cases responded to by verifier within 5 days	0

KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE	
Satisfaction rating from the last National Customer Survey	8.1
Details of any accredited customer service awards (for example Customer Service Excellence)	ELC have IIP but Building Standards do not have their own accreditation

KPO6 - COMMIT TO BUILDING STANDARDS	
eBS published on verifier website	Published prominently
eBS published weblink	https://www.eastlothian.gov.uk/downloads/download/13115/building_standards_customer_charter_and_performance_report
Number of applications for building warrant or amendment submitted through SG eBS system	266
Number of completion certificates submitted through SG eBS system	191
Number of other forms submitted through SG eBS system	474
Building warrant or amendment process - plan checking done electronically	Yes
Building warrant or amendment process - building warrant or amendment issued electronically	Yes
Building warrant or amendment process - inspection done electronically	Yes
Building warrant or amendment process - completion certificate accepted electronically	Yes
Main reasons for significant changes in digital processing	Change to method of operating due to Pandemic

KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT	
Verifier Performance Report published on verifier website	Published prominently
Verifier Performance Report published weblink	https://www.eastlothian.gov.uk/downloads/download/13115/building_standards_customer_charter_and_performance_report
Verifier Performance Report reviewed since last reporting period	Yes
Verifier Performance Report includes performance data	Includes all performance data

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OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT		
Building Warrants		
applications	Total no. of all BW applications (including "late" applications)	182
applications	"Late" BW applications (as included above)	0
applications	"Staged" BW applications (as included above)	4
decisions	No. of BW approved	188
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	65
amendments - applications	Amendments to "staged" BW applications (as included above)	0
BW amendments - decisions	No. of amendment to BW applications approved	49
BW amendments - decisions	No. of amendment to BW applications refused	0
Comments	No further comment to add as already stated elsewhere in this data return	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	525
submissions	Total no. of CC submissions where no BW was obtained (as included above)	4
decisions	No. of CC accepted	490
decisions	No. of BW rejected	0
Comments	No further comment to add as already stated elsewhere in this data return	
Certification		
Design scheme (building structures)	No. of certificates of design provided	148
Design scheme (energy - domestic)	No. of certificates of design provided	1
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	61
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	158
Comments	No further comment to add as already stated elsewhere in this data return	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	128
Non-domestic	No. of copy certificates received	0
Comments	No further comment to add as already stated elsewhere in this data return	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	19
Domestic - Bronze Active	No. of copy certificates received	69
Domestic - Silver	No. of copy certificates received	0
Domestic - Silver Active	No. of copy certificates received	0
Domestic - Gold	No. of copy certificates received	0
Non-domestic - Bronze	No. of copy certificates received	0
Non-domestic - Bronze Active	No. of copy certificates received	0
Non-domestic - Silver	No. of copy certificates received	0
Non-domestic - Silver Active	No. of copy certificates received	0

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Non-domestic - Gold	No. of copy certificates received	0
Comments	No further comment to add as already stated elsewhere in this data return	
Fire Safety Design Summaries		
Non-domestic	No. of summaries received	15
Comments	No further comment to add as already stated elsewhere in this data return	
Enforcement		
Section 25 - compliance	No. of notices served	0
Section 26 - continuing requirement	No. of notices served	0
Section 27 - enforcement	No. of notices served	0
Section 28 - defective building	No. of notices served	0
Section 29 - dangerous building emergency action	How many instances LA has taken action	0
Section 30 - dangerous building	No. of notices served	0
Procurator fiscal	No. of enforcement cases referred	0
Local authority undertaking work (in default)	No. of cases where local authority have undertaken work	0
Comments	As previous ELC actively engage with Owners to prevent the requirement to resort to Legislation	

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TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.	Minimum overall average satisfaction rating of 7.5 out of 10	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).	Details of eBuilding Standards are published prominently on the verifier's website.	75% of each key building warrant related processes being done electronically (Plan checking; BWs and amendments (and plans) issue; Verification during construction; CC acceptance)	Annual performance report published prominently on website with version control (reviewed at least quarterly).	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).
Local Authority										
East Lothian	95.24%	90.43%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.1	105.56%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data