

KEY PERFORMANCE OUTCOMES 2022-23 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	108	4	7038	65.17
	£10,001 - £50,000	60	0	4753	79.22
	£50,001 - £250,000	26	0	3305	127.12
	£250,001 - £1,000,000	6	0	1082	180.33
	£1,000,001 and above	5	1	737	147.40
NON-DOMESTIC	0 - £10,000	22	4	4476	203.45
	£10,001 - £50,000	5	0	119	23.80
	£50,001 - £250,000	10	0	903	90.30
	£250,001 - £1,000,000	4	0	1040	260.00
	£1,000,001 and above	1	0	45	45.00

Sub total	DOMESTIC - ALL	205	5	16915	82.51
Sub total	NON-DOMESTIC - ALL	42	4	6583	156.74

ALL CATEGORIES	Total	247	9	23498	95.13
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Comments	<p>Value of work and fee income significantly up on previous quarter and although number of building warrant / amendment's also up slightly, taking into account external economic factor this would indicate an overall increase in the number of larger value and therefore more complex projects which are more resource intensive.</p> <p>We are delivering a better service in terms of KPO's than previous years due to increased staffing levels and internal improvements, the downside of continuous improvement to achieve targets in recently returned Quarterly KPO's however does bring its challenges in maintain those higher standards therefore further work to be done</p>
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Value bands Sub total	0 - £10,000	130	8	11514	88.57
Value bands Sub total	£10,001 - £50,000	65	0	4872	74.95
Value bands Sub total	£50,001 - £250,000	36	0	4208	116.89
Value bands Sub total	£250,001 - £1,000,000	10	0	2122	212.20
Value bands Sub total	£1,000,001 and above	6	1	782	130.33

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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	109	85	17	6	1	77.98%	15.60%	5.50%	0.92%	100.00%
	£10,001 - £50,000	60	37	17	4	2	61.67%	28.33%	6.67%	3.33%	100.00%
	£50,001 - £250,000	37	18	15	4	0	48.65%	40.54%	10.81%	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	5	3	2	0	0	60.00%	40.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	17	14	2	0	1	82.35%	11.76%	0.00%	5.88%	99.99%
	£10,001 - £50,000	10	8	1	0	1	80.00%	10.00%	0.00%	10.00%	100.00%
	£50,001 - £250,000	6	5	1	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	1	0	0	1	0	0.00%	0.00%	100.00%	0.00%	100.00%
	£1,000,001 and above	3	1	2	0	0	33.33%	66.67%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	214	145	52	14	3	67.76%	24.30%	6.54%	1.40%	100.00%
Sub total	NON-DOMESTIC - ALL	37	28	6	1	2	75.68%	16.22%	2.70%	5.41%	100.01%

ALL CATEGORIES	Total	251	173	58	15	5	68.92%	23.11%	5.98%	1.99%	100.00%
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Commentary on main reasons why there are any significant changes	<p>Value of work and fee income significantly up on previous quarter and although number of building warrant / amendment's also up slightly, taking into account external economic factor this would indicate an overall increase in the number of larger value and therefore more complex projects which are more resource intensive.</p> <p>We are delivering a better service in terms of KPO's than previous years due to increased staffing levels and internal improvements, the downside of continuous improvement to achieve targets in recently returned Quarterly KPO's however does bring its challenges in maintain those higher standards therefore further work to be done</p>
Provide main reasons why first report targets not met	As above

Value bands Sub total	0 - £10,000	126	99	19	6	2	78.57%	15.08%	4.76%	1.59%	100.00%
Value bands Sub total	£10,001 - £50,000	70	45	18	4	3	64.29%	25.71%	5.71%	4.29%	100.00%
Value bands Sub total	£50,001 - £250,000	43	23	16	4	0	53.49%	37.21%	9.30%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	4	2	1	1	0	50.00%	25.00%	25.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	8	4	4	0	0	50.00%	50.00%	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	87	63	12	8	4	72.41%	13.79%	9.20%	4.60%	100.00%
	£10,001 - £50,000	60	53	4	1	2	88.33%	6.67%	1.67%	3.33%	100.00%
	£50,001 - £250,000	23	21	0	0	2	91.30%	0.00%	0.00%	8.70%	100.00%
	£250,001 - £1,000,000	6	4	1	0	1	66.67%	16.67%	0.00%	16.67%	100.01%
	£1,000,001 and above	5	4	0	1	0	80.00%	0.00%	20.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	19	10	6	2	1	52.63%	31.58%	10.53%	5.26%	100.00%
	£10,001 - £50,000	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	10	7	2	0	1	70.00%	20.00%	0.00%	10.00%	100.00%
	£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	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	181	145	17	10	9	80.11%	9.39%	5.52%	4.97%	99.99%
Sub total	NON-DOMESTIC - ALL	36	23	9	2	2	63.89%	25.00%	5.56%	5.56%	100.01%

ALL CATEGORIES	Total	217	168	26	12	11	77.42%	11.98%	5.53%	5.07%	100.00%
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Commentary on main reasons why there are any significant changes	<p>Value of work and fee income significantly up on previous quarter and although number of building warrant / amendment's also up slightly, taking into account external economic factor this would indicate an overall increase in the number of larger value and therefore more complex projects which are more resource intensive.</p> <p>We are delivering a better service in terms of KPO's than previous years due to increased staffing levels and internal improvements, the downside of continuous improvement to achieve targets in recently returned Quarterly KPO's however does bring its challenges in maintain those higher standards therefore further work to be done</p>
Provide main reasons why targets not met	As above

Value bands Sub total	0 - £10,000	106	73	18	10	5	68.87%	16.98%	9.43%	4.72%	100.00%
Value bands Sub total	£10,001 - £50,000	62	54	5	1	2	87.10%	8.06%	1.61%	3.23%	100.00%
Value bands Sub total	£50,001 - £250,000	33	28	2	0	3	84.85%	6.06%	0.00%	9.09%	100.00%
Value bands Sub total	£250,001 - £1,000,000	10	8	1	0	1	80.00%	10.00%	0.00%	10.00%	100.00%
Value bands Sub total	£1,000,001 and above	6	5	0	1	0	83.33%	0.00%	16.67%	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	26	4	4	25	15.38%	15.38%	96.15%
	£10,001 - £50,000	49	8	8	46	16.33%	16.33%	93.88%
	£50,001 - £250,000	18	3	3	17	16.67%	16.67%	94.44%
	£250,001 - £1,000,000	27	0	0	22	0.00%	0.00%	81.48%
	£1,000,001 and above	174	0	0	174	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	0	0	0	0	0.00%	0.00%	0.00%
	£10,001 - £50,000	2	0	0	1	0.00%	0.00%	50.00%
	£50,001 - £250,000	6	1	1	6	16.67%	16.67%	100.00%
	£250,001 - £1,000,000	4	0	0	4	0.00%	0.00%	100.00%
	£1,000,001 and above	5	1	1	5	20.00%	20.00%	100.00%

Sub total	DOMESTIC - ALL	294	15	15	284	5.10%	5.10%	96.60%
Sub total	NON-DOMESTIC - ALL	17	2	2	16	11.76%	11.76%	94.12%

ALL CATEGORIES	Total	311	17	17	300	5.47%	5.47%	96.46%
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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	No

Value bands Sub total	0 - £10,000	26	4	4	25	15.38%	15.38%	96.15%
Value bands Sub total	£10,001 - £50,000	51	8	8	47	15.69%	15.69%	92.16%
Value bands Sub total	£50,001 - £250,000	24	4	4	23	16.67%	16.67%	95.83%
Value bands Sub total	£250,001 - £1,000,000	31	0	0	26	0.00%	0.00%	83.87%
Value bands Sub total	£1,000,001 and above	179	1	1	179	0.56%	0.56%	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	248
Number of completion certificates submitted through SG eBS system	101
Number of other forms submitted through SG eBS system	446
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	Initially change to method of operating due to Pandemic however now being driven by need for Service improvements / Delivery and expectation of Stakeholders

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)	180
applications	"Late" BW applications (as included above)	6
applications	"Staged" BW applications (as included above)	6
decisions	No. of BW approved	176
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	64
amendments - applications	Amendments to "staged" BW applications (as included above)	0
BW amendments - decisions	No. of amendment to BW applications approved	71
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)	331
submissions	Total no. of CC submissions where no BW was obtained (as included above)	1
decisions	No. of CC accepted	311
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	140
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	39
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	113
Comments	No further comment to add as already stated elsewhere in this data return	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	95
Non-domestic	No. of copy certificates received	1
Comments	No further comment to add as already stated elsewhere in this data return	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	22
Domestic - Bronze Active	No. of copy certificates received	40
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	1
Non-domestic - Bronze Active	No. of copy certificates received	1
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	16
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	92.03%	89.40%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.1	116.47%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data