

KEY PERFORMANCE OUTCOMES 2022-23 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	100	0	6147	61.47
	£10,001 - £50,000	72	0	7205	100.07
	£50,001 - £250,000	46	0	5873	127.67
	£250,001 - £1,000,000	6	0	1656	276.00
	£1,000,001 and above	5	0	837	167.40
NON-DOMESTIC	0 - £10,000	13	1	1657	127.46
	£10,001 - £50,000	7	0	1058	151.14
	£50,001 - £250,000	5	0	1063	212.60
	£250,001 - £1,000,000	3	1	664	221.33
	£1,000,001 and above	0	0	0	0.00

Sub total	DOMESTIC - ALL	229	0	21718	94.84
Sub total	NON-DOMESTIC - ALL	28	2	4442	158.64

ALL CATEGORIES	Total	257	2	26160	101.79
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Comments	Value of work and fee income significantly up on previous quarter, although slight reduction in the number of building warrant / amendment's received. Overall average time also increased in this quarter though processing was more consistent across the full range of bands due to efforts of the team and thus achieving targets. Starting to see benefits of stable staffing levels and developing inexperienced staff to achieving targets and improvements, still work to do !				
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Value bands Sub total	0 - £10,000	113	1	7804	69.06
Value bands Sub total	£10,001 - £50,000	79	0	8263	104.59
Value bands Sub total	£50,001 - £250,000	51	0	6936	136.00
Value bands Sub total	£250,001 - £1,000,000	9	1	2320	257.78
Value bands Sub total	£1,000,001 and above	5	0	837	167.40

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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	92	84	7	0	1	91.30%	7.61%	0.00%	1.09%	100.00%
	£10,001 - £50,000	66	49	13	4	0	74.24%	19.70%	6.06%	0.00%	100.00%
	£50,001 - £250,000	41	26	12	3	0	63.41%	29.27%	7.32%	0.00%	100.00%
	£250,001 - £1,000,000	7	6	1	0	0	85.71%	14.29%	0.00%	0.00%	100.00%
	£1,000,001 and above	8	2	5	1	0	25.00%	62.50%	12.50%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	9	8	0	0	1	88.89%	0.00%	0.00%	11.11%	100.00%
	£10,001 - £50,000	6	4	2	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£50,001 - £250,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	3	0	3	0	0	0.00%	100.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	214	167	38	8	1	78.04%	17.76%	3.74%	0.47%	100.01%
Sub total	NON-DOMESTIC - ALL	20	13	6	0	1	65.00%	30.00%	0.00%	5.00%	100.00%

ALL CATEGORIES	Total	234	180	44	8	2	76.92%	18.80%	3.42%	0.85%	99.99%
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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	101	92	7	0	2	91.09%	6.93%	0.00%	1.98%	100.00%
Value bands Sub total	£10,001 - £50,000	72	53	15	4	0	73.61%	20.83%	5.56%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	42	27	12	3	0	64.29%	28.57%	7.14%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	8	6	2	0	0	75.00%	25.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	11	2	8	1	0	18.18%	72.73%	9.09%	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	75	59	8	4	4	78.67%	10.67%	5.33%	5.33%	100.00%
	£10,001 - £50,000	67	56	7	2	2	83.58%	10.45%	2.99%	2.99%	100.01%
	£50,001 - £250,000	46	37	6	2	1	80.43%	13.04%	4.35%	2.17%	99.99%
	£250,001 - £1,000,000	6	4	2	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£1,000,001 and above	5	2	3	0	0	40.00%	60.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	8	6	0	2	0	75.00%	0.00%	25.00%	0.00%	100.00%
	£10,001 - £50,000	7	4	2	0	1	57.14%	28.57%	0.00%	14.29%	100.00%
	£50,001 - £250,000	5	2	2	1	0	40.00%	40.00%	20.00%	0.00%	100.00%
	£250,001 - £1,000,000	3	2	0	1	0	66.67%	0.00%	33.33%	0.00%	100.00%
	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	199	158	26	8	7	79.40%	13.07%	4.02%	3.52%	100.01%
Sub total	NON-DOMESTIC - ALL	23	14	4	4	1	60.87%	17.39%	17.39%	4.35%	100.00%

ALL CATEGORIES	Total	222	172	30	12	8	77.48%	13.51%	5.41%	3.60%	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 targets not met	90% target met, staff concentrating on achieving targets across KPO's

Value bands Sub total	0 - £10,000	83	65	8	6	4	78.31%	9.64%	7.23%	4.82%	100.00%
Value bands Sub total	£10,001 - £50,000	74	60	9	2	3	81.08%	12.16%	2.70%	4.05%	99.99%
Value bands Sub total	£50,001 - £250,000	51	39	8	3	1	76.47%	15.69%	5.88%	1.96%	100.00%
Value bands Sub total	£250,001 - £1,000,000	9	6	2	1	0	66.67%	22.22%	11.11%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	5	2	3	0	0	40.00%	60.00%	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	4	4	32	11.76%	11.76%	94.12%
	£10,001 - £50,000	58	9	9	55	15.52%	15.52%	94.83%
	£50,001 - £250,000	31	2	2	27	6.45%	6.45%	87.10%
	£250,001 - £1,000,000	21	0	0	21	0.00%	0.00%	100.00%
	£1,000,001 and above	258	0	0	258	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	3	0	0	3	0.00%	0.00%	100.00%
	£10,001 - £50,000	3	0	0	3	0.00%	0.00%	100.00%
	£50,001 - £250,000	2	0	0	2	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	3	1	1	2	33.33%	33.33%	66.67%

Sub total	DOMESTIC - ALL	402	15	15	393	3.73%	3.73%	97.76%
Sub total	NON-DOMESTIC - ALL	12	1	1	11	8.33%	8.33%	91.67%

ALL CATEGORIES	Total	414	16	16	404	3.86%	3.86%	97.58%
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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	37	4	4	35	10.81%	10.81%	94.59%
Value bands Sub total	£10,001 - £50,000	61	9	9	58	14.75%	14.75%	95.08%
Value bands Sub total	£50,001 - £250,000	33	2	2	29	6.06%	6.06%	87.88%
Value bands Sub total	£250,001 - £1,000,000	22	0	0	22	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	261	1	1	260	0.38%	0.38%	99.62%