

KEY PERFORMANCE OUTCOMES 2022-23 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	107	1	6379	59.62
	£10,001 - £50,000	60	0	5327	88.78
	£50,001 - £250,000	31	0	3955	127.58
	£250,001 - £1,000,000	6	0	546	91.00
	£1,000,001 and above	4	0	950	237.50
NON-DOMESTIC	0 - £10,000	10	1	1567	156.70
	£10,001 - £50,000	9	0	632	70.22
	£50,001 - £250,000	2	0	954	477.00
	£250,001 - £1,000,000	2	0	714	357.00
	£1,000,001 and above	4	0	613	153.25

Sub total	DOMESTIC - ALL	208	1	17157	82.49
Sub total	NON-DOMESTIC - ALL	27	1	4480	165.93

ALL CATEGORIES	Total	235	2	21637	92.07
Comments	Value of work, fee income and warrant numbers down on previous quarter however still significant. Overall though average time decreased in this quarter and processing was more consistent across the full range of bands due to efforts of the team. Starting to see benefits of stable staffing levels and developing inexperienced staff to achieving targets and improvements, still work to do !				

Value bands Sub total	0 - £10,000	117	2	7946	67.91
Value bands Sub total	£10,001 - £50,000	69	0	5959	86.36
Value bands Sub total	£50,001 - £250,000	33	0	4909	148.76
Value bands Sub total	£250,001 - £1,000,000	8	0	1260	157.50
Value bands Sub total	£1,000,001 and above	8	0	1563	195.38

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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	110	87	17	6	0	79.09%	15.45%	5.45%	0.00%	99.99%
	£10,001 - £50,000	60	41	14	4	1	68.33%	23.33%	6.67%	1.67%	100.00%
	£50,001 - £250,000	36	12	15	7	2	33.33%	41.67%	19.44%	5.56%	100.00%
	£250,001 - £1,000,000	8	5	3	0	0	62.50%	37.50%	0.00%	0.00%	100.00%
	£1,000,001 and above	9	4	1	1	3	44.44%	11.11%	11.11%	33.33%	99.99%
NON-DOMESTIC	0 - £10,000	7	3	1	3	0	42.86%	14.29%	42.86%	0.00%	100.01%
	£10,001 - £50,000	10	5	4	1	0	50.00%	40.00%	10.00%	0.00%	100.00%
	£50,001 - £250,000	6	2	4	0	0	33.33%	66.67%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	1	0	0	1	0	0.00%	0.00%	100.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	223	149	50	18	6	66.82%	22.42%	8.07%	2.69%	100.00%
Sub total	NON-DOMESTIC - ALL	26	11	10	5	0	42.31%	38.46%	19.23%	0.00%	100.00%

ALL CATEGORIES	Total	249	160	60	23	6	64.26%	24.10%	9.24%	2.41%	100.01%
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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	The dip below target was probably due to the knock on effects of the previous quarter, i.e. sizeable workload in the previous quarter and responded to within targets ultimately results in a higher level of returned information in a shorter time frame thus impacting into the new workload within the next quarter, which although less than previous quarter was still sizeable. Same staff volume, similar new quarter workload but impinged by higher / quicker return time for previous quarters case load.

Value bands Sub total	0 - £10,000	117	90	18	9	0	76.92%	15.38%	7.69%	0.00%	99.99%
Value bands Sub total	£10,001 - £50,000	70	46	18	5	1	65.71%	25.71%	7.14%	1.43%	99.99%
Value bands Sub total	£50,001 - £250,000	42	14	19	7	2	33.33%	45.24%	16.67%	4.76%	100.00%
Value bands Sub total	£250,001 - £1,000,000	10	6	4	0	0	60.00%	40.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	10	4	1	2	3	40.00%	10.00%	20.00%	30.00%	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	82	69	7	4	2	84.15%	8.54%	4.88%	2.44%	100.01%
	£10,001 - £50,000	58	47	5	1	5	81.03%	8.62%	1.72%	8.62%	99.99%
	£50,001 - £250,000	31	25	5	1	0	80.65%	16.13%	3.23%	0.00%	100.01%
	£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	4	2	0	1	1	50.00%	0.00%	25.00%	25.00%	100.00%
NON-DOMESTIC	0 - £10,000	6	6	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£10,001 - £50,000	8	6	0	1	1	75.00%	0.00%	12.50%	12.50%	100.00%
	£50,001 - £250,000	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	0	0	1	1	0.00%	0.00%	50.00%	50.00%	100.00%
	£1,000,001 and above	4	3	0	1	0	75.00%	0.00%	25.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	181	147	19	7	8	81.22%	10.50%	3.87%	4.42%	100.01%
Sub total	NON-DOMESTIC - ALL	22	16	1	3	2	72.73%	4.55%	13.64%	9.09%	100.01%

ALL CATEGORIES	Total	203	163	20	10	10	80.30%	9.85%	4.93%	4.93%	100.01%
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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	88	75	7	4	2	85.23%	7.95%	4.55%	2.27%	100.00%
Value bands Sub total	£10,001 - £50,000	66	53	5	2	6	80.30%	7.58%	3.03%	9.09%	100.00%
Value bands Sub total	£50,001 - £250,000	33	26	6	1	0	78.79%	18.18%	3.03%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	8	4	2	1	1	50.00%	25.00%	12.50%	12.50%	100.00%
Value bands Sub total	£1,000,001 and above	8	5	0	2	1	62.50%	0.00%	25.00%	12.50%	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	46	6	6	42	13.04%	13.04%	91.30%
	£10,001 - £50,000	72	6	6	63	8.33%	8.33%	87.50%
	£50,001 - £250,000	31	4	4	28	12.90%	12.90%	90.32%
	£250,001 - £1,000,000	13	0	0	10	0.00%	0.00%	76.92%
	£1,000,001 and above	195	0	0	194	0.00%	0.00%	99.49%
NON-DOMESTIC	0 - £10,000	3	0	0	3	0.00%	0.00%	100.00%
	£10,001 - £50,000	0	0	0	0	0.00%	0.00%	0.00%
	£50,001 - £250,000	8	0	0	8	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	2	0	0	2	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	357	16	16	337	4.48%	4.48%	94.40%
Sub total	NON-DOMESTIC - ALL	14	0	0	14	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	371	16	16	351	4.31%	4.31%	94.61%
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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	49	6	6	45	12.24%	12.24%	91.84%
Value bands Sub total	£10,001 - £50,000	72	6	6	63	8.33%	8.33%	87.50%
Value bands Sub total	£50,001 - £250,000	39	4	4	36	10.26%	10.26%	92.31%
Value bands Sub total	£250,001 - £1,000,000	14	0	0	11	0.00%	0.00%	78.57%
Value bands Sub total	£1,000,001 and above	197	0	0	196	0.00%	0.00%	99.49%