

KEY PERFORMANCE OUTCOMES 2023-24 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	95	0	3598	37.87
	£10,001 - £50,000	68	0	7878	115.85
	£50,001 - £250,000	28	0	2502	89.36
	£250,001 - £1,000,000	8	0	1488	186.00
	£1,000,001 and above	4	0	554	138.50
NON-DOMESTIC	0 - £10,000	11	3	1469	133.55
	£10,001 - £50,000	3	0	211	70.33
	£50,001 - £250,000	6	0	2003	333.83
	£250,001 - £1,000,000	1	0	857	857.00
	£1,000,001 and above	4	1	787	196.75

Sub total	DOMESTIC - ALL	203	0	16020	78.92
Sub total	NON-DOMESTIC - ALL	25	4	5327	213.08

ALL CATEGORIES	Total	228	4	21347	93.63
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Comments	Though average time increased in this quarter from last, the increase overall was marginal. Assistance from another LA with processing warrants was also reduced at points in this quarter which would have affected timescales. However as with previous quarters, stable staffing levels and inexperienced staff continue to gain that experience generally means we are now regularly achieving targets and improvements but again still work to do !				
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Value bands Sub total	0 - £10,000	106	3	5067	47.80
Value bands Sub total	£10,001 - £50,000	71	0	8089	113.93
Value bands Sub total	£50,001 - £250,000	34	0	4505	132.50
Value bands Sub total	£250,001 - £1,000,000	9	0	2345	260.56
Value bands Sub total	£1,000,001 and above	8	1	1341	167.63

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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	100	78	14	5	3	78.00%	14.00%	5.00%	3.00%	100.00%
	£10,001 - £50,000	50	40	10	0	0	80.00%	20.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	28	17	9	2	0	60.71%	32.14%	7.14%	0.00%	99.99%
	£250,001 - £1,000,000	3	1	1	0	1	33.33%	33.33%	0.00%	33.33%	99.99%
	£1,000,001 and above	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	12	8	3	0	1	66.67%	25.00%	0.00%	8.33%	100.00%
	£10,001 - £50,000	4	2	1	0	1	50.00%	25.00%	0.00%	25.00%	100.00%
	£50,001 - £250,000	3	1	2	0	0	33.33%	66.67%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	1	1	0	0	0	100.00%	0.00%	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%

Sub total	DOMESTIC - ALL	183	138	34	7	4	75.41%	18.58%	3.83%	2.19%	100.01%
Sub total	NON-DOMESTIC - ALL	22	14	6	0	2	63.64%	27.27%	0.00%	9.09%	100.00%

ALL CATEGORIES	Total	205	152	40	7	6	74.15%	19.51%	3.41%	2.93%	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	As noted in previous 1 (a) KPO, reduction in capacity from assisting LA resulted in a marginal increase however KPO still close to being achieved.

Value bands Sub total	0 - £10,000	112	86	17	5	4	76.79%	15.18%	4.46%	3.57%	100.00%
Value bands Sub total	£10,001 - £50,000	54	42	11	0	1	77.78%	20.37%	0.00%	1.85%	100.00%
Value bands Sub total	£50,001 - £250,000	31	18	11	2	0	58.06%	35.48%	6.45%	0.00%	99.99%
Value bands Sub total	£250,001 - £1,000,000	4	2	1	0	1	50.00%	25.00%	0.00%	25.00%	100.00%
Value bands Sub total	£1,000,001 and above	4	4	0	0	0	100.00%	0.00%	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	72	58	5	7	2	80.56%	6.94%	9.72%	2.78%	100.00%
	£10,001 - £50,000	67	57	6	2	2	85.07%	8.96%	2.99%	2.99%	100.01%
	£50,001 - £250,000	26	24	2	0	0	92.31%	7.69%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	8	6	0	1	1	75.00%	0.00%	12.50%	12.50%	100.00%
	£1,000,001 and above	4	3	0	0	1	75.00%	0.00%	0.00%	25.00%	100.00%
NON-DOMESTIC	0 - £10,000	8	6	1	1	0	75.00%	12.50%	12.50%	0.00%	100.00%
	£10,001 - £50,000	3	2	0	1	0	66.67%	0.00%	33.33%	0.00%	100.00%
	£50,001 - £250,000	5	3	1	1	0	60.00%	20.00%	20.00%	0.00%	100.00%
	£250,001 - £1,000,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	4	4	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	177	148	13	10	6	83.62%	7.34%	5.65%	3.39%	100.00%
Sub total	NON-DOMESTIC - ALL	21	16	2	3	0	76.19%	9.52%	14.29%	0.00%	100.00%

ALL CATEGORIES	Total	198	164	15	13	6	82.83%	7.58%	6.57%	3.03%	100.01%
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Commentary on main reasons why there are any significant changes	No significant change therefore no comment										
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	80	64	6	8	2	80.00%	7.50%	10.00%	2.50%	100.00%
Value bands Sub total	£10,001 - £50,000	70	59	6	3	2	84.29%	8.57%	4.29%	2.86%	100.01%
Value bands Sub total	£50,001 - £250,000	31	27	3	1	0	87.10%	9.68%	3.23%	0.00%	100.01%
Value bands Sub total	£250,001 - £1,000,000	9	7	0	1	1	77.78%	0.00%	11.11%	11.11%	100.00%
Value bands Sub total	£1,000,001 and above	8	7	0	0	1	87.50%	0.00%	0.00%	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	26	4	4	23	15.38%	15.38%	88.46%
	£10,001 - £50,000	45	8	8	39	17.78%	17.78%	86.67%
	£50,001 - £250,000	26	3	3	22	11.54%	11.54%	84.62%
	£250,001 - £1,000,000	13	0	0	13	0.00%	0.00%	100.00%
	£1,000,001 and above	234	0	0	214	0.00%	0.00%	91.45%
NON-DOMESTIC	0 - £10,000	1	0	0	1	0.00%	0.00%	100.00%
	£10,001 - £50,000	2	1	1	2	50.00%	50.00%	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	1	0	0	1	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	344	15	15	311	4.36%	4.36%	90.41%
Sub total	NON-DOMESTIC - ALL	7	1	1	7	14.29%	14.29%	100.00%

ALL CATEGORIES	Total	351	16	16	318	4.56%	4.56%	90.60%
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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	27	4	4	24	14.81%	14.81%	88.89%
Value bands Sub total	£10,001 - £50,000	47	9	9	41	19.15%	19.15%	87.23%
Value bands Sub total	£50,001 - £250,000	28	3	3	24	10.71%	10.71%	85.71%
Value bands Sub total	£250,001 - £1,000,000	14	0	0	14	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	235	0	0	215	0.00%	0.00%	91.49%