

KEY PERFORMANCE OUTCOMES 2023-24 Q2

East Lothian Contact Details: Frank Fairgrieve, e-mail: ffairgrieve@eastlothian.gov.uk, tel. 01620827387

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	76	0	7484	98.47
	£10,001 - £50,000	56	0	4009	71.59
	£50,001 - £250,000	33	0	2751	83.36
	£250,001 - £1,000,000	6	0	1203	200.50
	£1,000,001 and above	2	0	626	313.00
NON-DOMESTIC	0 - £10,000	7	0	595	85.00
	£10,001 - £50,000	4	0	1265	316.25
	£50,001 - £250,000	4	0	449	112.25
	£250,001 - £1,000,000	3	0	440	146.67
	£1,000,001 and above	2	0	344	172.00

Sub total	DOMESTIC - ALL	173	0	16073	92.91
Sub total	NON-DOMESTIC - ALL	20	0	3093	154.65

ALL CATEGORIES	Total	193	0	19166	99.31
-----------------------	--------------	-----	---	-------	-------

Comments	Ultimately resource and capacity couldn't in this quarter despite an overall drop- in numbers continue the level of service provided in previous quarters. This was probably due to less resource dealing with similar workload in previous quarter which then returned back to us in this quarter to add to this quarter's new incoming workload. One Surveyor on medium term sick and then on a phased return to work. Council Support (Admin) have resource issues as two designated BS staff on long term sick In addition, other LA assistance with verification suspended for a period of this quarter due to their resource issues at the time				
-----------------	--	--	--	--	--

Value bands Sub total	0 - £10,000	83	0	8079	97.34
Value bands Sub total	£10,001 - £50,000	60	0	5274	87.90
Value bands Sub total	£50,001 - £250,000	37	0	3200	86.49
Value bands Sub total	£250,001 - £1,000,000	9	0	1643	182.56
Value bands Sub total	£1,000,001 and above	4	0	970	242.50

KEY PERFORMANCE OUTCOMES 2023-24 Q2

East Lothian Contact Details: Frank Fairgrieve, e-mail: ffairgrieve@eastlothian.gov.uk, tel. 01620827387

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	82	63	17	2	0	76.83%	20.73%	2.44%	0.00%	100.00%
	£10,001 - £50,000	65	47	12	6	0	72.31%	18.46%	9.23%	0.00%	100.00%
	£50,001 - £250,000	25	22	3	0	0	88.00%	12.00%	0.00%	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	1	0	0	1	0	0.00%	0.00%	100.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	14	6	7	1	0	42.86%	50.00%	7.14%	0.00%	100.00%
	£10,001 - £50,000	4	2	2	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	7	3	3	1	0	42.86%	42.86%	14.29%	0.00%	100.01%
	£250,001 - £1,000,000	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	3	0	1	0	2	0.00%	33.33%	0.00%	66.67%	100.00%

Sub total	DOMESTIC - ALL	176	134	32	10	0	76.14%	18.18%	5.68%	0.00%	100.00%
Sub total	NON-DOMESTIC - ALL	30	13	13	2	2	43.33%	43.33%	6.67%	6.67%	100.00%

ALL CATEGORIES	Total	206	147	45	12	2	71.36%	21.84%	5.83%	0.97%	100.00%
-----------------------	--------------	-----	-----	----	----	---	--------	--------	-------	-------	---------

Commentary on main reasons why there are any significant changes
 Ultimately resource and capacity couldn't in this quarter despite an overall drop- in numbers continue the level of service provided in previous quarters. This was probably due to less resource dealing with similar workload in previous quarter which then returned back to us in this quarter to add to this quarter's new incoming workload.
 One Surveyor on medium term sick and then on a phased return to work. Council Support (Admin) have resource issues as two designated BS staff on long term sick
 In addition, other LA assistance with verification suspended for a period of this quarter due to their resource issues at the time

Provide main reasons why first report targets not met
 As noted, current resource / capacity issues

Value bands Sub total	0 - £10,000	96	69	24	3	0	71.88%	25.00%	3.12%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	69	49	14	6	0	71.01%	20.29%	8.70%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	32	25	6	1	0	78.12%	18.75%	3.12%	0.00%	99.99%
Value bands Sub total	£250,001 - £1,000,000	5	4	0	1	0	80.00%	0.00%	20.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	4	0	1	1	2	0.00%	25.00%	25.00%	50.00%	100.00%

KEY PERFORMANCE OUTCOMES 2023-24 Q2

East Lothian Contact Details: Frank Fairgrieve, e-mail: ffairgrieve@eastlothian.gov.uk, tel. 01620827387

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	65	44	8	7	6	67.69%	12.31%	10.77%	9.23%	100.00%
	£10,001 - £50,000	54	39	6	4	5	72.22%	11.11%	7.41%	9.26%	100.00%
	£50,001 - £250,000	31	25	4	1	1	80.65%	12.90%	3.23%	3.23%	100.01%
	£250,001 - £1,000,000	6	5	0	1	0	83.33%	0.00%	16.67%	0.00%	100.00%
	£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	6	3	2	1	0	50.00%	33.33%	16.67%	0.00%	100.00%
	£10,001 - £50,000	4	1	2	1	0	25.00%	50.00%	25.00%	0.00%	100.00%
	£50,001 - £250,000	3	3	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	2	1	0	1	0	50.00%	0.00%	50.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	158	115	18	13	12	72.78%	11.39%	8.23%	7.59%	99.99%
Sub total	NON-DOMESTIC - ALL	17	10	4	3	0	58.82%	23.53%	17.65%	0.00%	100.00%

ALL CATEGORIES	Total	175	125	22	16	12	71.43%	12.57%	9.14%	6.86%	100.00%
-----------------------	--------------	-----	-----	----	----	----	--------	--------	-------	-------	---------

Commentary on main reasons why there are any significant changes
 Ultimately resource and capacity couldn't in this quarter despite an overall drop- in numbers continue the level of service provided in previous quarters. This was probably due to less resource dealing with similar workload in previous quarter which then returned back to us in this quarter to add to this quarter's new incoming workload.
 One Surveyor on medium term sick and then on a phased return to work. Council Support (Admin) have resource issues as two designated BS staff on long term sick
 In addition, other LA assistance with verification suspended for a period of this quarter due to their resource issues at the time

Provide main reasons why targets not met
 As noted, current resource / capacity issues

Value bands Sub total	0 - £10,000	71	47	10	8	6	66.20%	14.08%	11.27%	8.45%	100.00%
Value bands Sub total	£10,001 - £50,000	58	40	8	5	5	68.97%	13.79%	8.62%	8.62%	100.00%
Value bands Sub total	£50,001 - £250,000	34	28	4	1	1	82.35%	11.76%	2.94%	2.94%	99.99%
Value bands Sub total	£250,001 - £1,000,000	8	7	0	1	0	87.50%	0.00%	12.50%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	4	3	0	1	0	75.00%	0.00%	25.00%	0.00%	100.00%

KEY PERFORMANCE OUTCOMES 2023-24 Q2

East Lothian Contact Details: Frank Fairgrieve, e-mail: ffairgrieve@eastlothian.gov.uk, tel. 01620827387

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	35	8	8	35	22.86%	22.86%	100.00%
	£10,001 - £50,000	49	11	11	48	22.45%	22.45%	97.96%
	£50,001 - £250,000	20	1	1	15	5.00%	5.00%	75.00%
	£250,001 - £1,000,000	18	0	0	14	0.00%	0.00%	77.78%
	£1,000,001 and above	226	0	0	224	0.00%	0.00%	99.12%
NON-DOMESTIC	0 - £10,000	1	0	0	1	0.00%	0.00%	100.00%
	£10,001 - £50,000	3	0	0	3	0.00%	0.00%	100.00%
	£50,001 - £250,000	6	0	0	5	0.00%	0.00%	83.33%
	£250,001 - £1,000,000	3	0	0	3	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	348	20	20	336	5.75%	5.75%	96.55%
Sub total	NON-DOMESTIC - ALL	13	0	0	12	0.00%	0.00%	92.31%

ALL CATEGORIES	Total	361	20	20	348	5.54%	5.54%	96.40%
-----------------------	--------------	------------	-----------	-----------	------------	--------------	--------------	---------------

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 these 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	36	8	8	36	22.22%	22.22%	100.00%
Value bands Sub total	£10,001 - £50,000	52	11	11	51	21.15%	21.15%	98.08%
Value bands Sub total	£50,001 - £250,000	26	1	1	20	3.85%	3.85%	76.92%
Value bands Sub total	£250,001 - £1,000,000	21	0	0	17	0.00%	0.00%	80.95%
Value bands Sub total	£1,000,001 and above	226	0	0	224	0.00%	0.00%	99.12%