

KEY PERFORMANCE OUTCOMES 2023-24 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	79	0	6177	78.19
	£10,001 - £50,000	63	0	6974	110.70
	£50,001 - £250,000	23	0	2038	88.61
	£250,001 - £1,000,000	3	0	473	157.67
	£1,000,001 and above	2	0	716	358.00
NON-DOMESTIC	0 - £10,000	8	0	1082	135.25
	£10,001 - £50,000	4	0	397	99.25
	£50,001 - £250,000	2	0	550	275.00
	£250,001 - £1,000,000	0	0	0	0.00
	£1,000,001 and above	2	0	146	73.00

Sub total	DOMESTIC - ALL	170	0	16378	96.34
Sub total	NON-DOMESTIC - ALL	16	0	2175	135.94

ALL CATEGORIES	Total	186	0	18553	99.75
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Comments	<p>Ultimately, the impact of incoming regulatory changes this year resulted in a significant increase of larger applications which had the usual impact on service capacity.</p> <p>Our resources were also impacted due to a Surveyor, retiring (April 2024) with their existing workload redistribution and reduction in capacity of available Surveyors to take new workload.</p> <p>Council Support (Admin) also continue to have resource issues.</p>
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Value bands Sub total	0 - £10,000	87	0	7259	83.44
Value bands Sub total	£10,001 - £50,000	67	0	7371	110.01
Value bands Sub total	£50,001 - £250,000	25	0	2588	103.52
Value bands Sub total	£250,001 - £1,000,000	3	0	473	157.67
Value bands Sub total	£1,000,001 and above	4	0	862	215.50

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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	84	66	14	3	1	78.57%	16.67%	3.57%	1.19%	100.00%
	£10,001 - £50,000	73	45	24	4	0	61.64%	32.88%	5.48%	0.00%	100.00%
	£50,001 - £250,000	23	10	11	2	0	43.48%	47.83%	8.70%	0.00%	100.01%
	£250,001 - £1,000,000	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
	£1,000,001 and above	6	5	1	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	10	7	2	0	1	70.00%	20.00%	0.00%	10.00%	100.00%
	£10,001 - £50,000	3	2	1	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£50,001 - £250,000	5	4	1	0	0	80.00%	20.00%	0.00%	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	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	186	126	50	9	1	67.74%	26.88%	4.84%	0.54%	100.00%
Sub total	NON-DOMESTIC - ALL	21	15	5	0	1	71.43%	23.81%	0.00%	4.76%	100.00%

ALL CATEGORIES	Total	207	141	55	9	2	68.12%	26.57%	4.35%	0.97%	100.01%
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Commentary on main reasons why there are any significant changes	Ultimately, the impact of incoming regulatory changes this year resulted in a significant increase of larger applications which had the usual impact on service capacity.
	Our resources were also impacted due to a Surveyor, retiring (April 2024) with their existing workload redistribution and reduction in capacity of available Surveyors to take new workload.
	Council Support (Admin) also continue to have resource issues.
Provide main reasons why first report targets not met	Main reasons as noted above, failure in this quarter less than 1%

Value bands Sub total	0 - £10,000	94	73	16	3	2	77.66%	17.02%	3.19%	2.13%	100.00%
Value bands Sub total	£10,001 - £50,000	76	47	25	4	0	61.84%	32.89%	5.26%	0.00%	99.99%
Value bands Sub total	£50,001 - £250,000	28	14	12	2	0	50.00%	42.86%	7.14%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	3	2	1	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	6	5	1	0	0	83.33%	16.67%	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	62	50	6	3	3	80.65%	9.68%	4.84%	4.84%	100.01%
	£10,001 - £50,000	61	51	8	1	1	83.61%	13.11%	1.64%	1.64%	100.00%
	£50,001 - £250,000	23	18	2	1	2	78.26%	8.70%	4.35%	8.70%	100.01%
	£250,001 - £1,000,000	3	3	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%
NON-DOMESTIC	0 - £10,000	7	6	0	1	0	85.71%	0.00%	14.29%	0.00%	100.00%
	£10,001 - £50,000	4	2	1	1	0	50.00%	25.00%	25.00%	0.00%	100.00%
	£50,001 - £250,000	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
	£1,000,001 and above	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	151	124	16	5	6	82.12%	10.60%	3.31%	3.97%	100.00%
Sub total	NON-DOMESTIC - ALL	15	11	2	2	0	73.33%	13.33%	13.33%	0.00%	99.99%

ALL CATEGORIES	Total	166	135	18	7	6	81.33%	10.84%	4.22%	3.61%	100.00%
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Commentary on main reasons why there are any significant changes	Ultimately, the impact of incoming regulatory changes this year resulted in a significant increase of larger applications which had the usual impact on service capacity.
	Our resources were also impacted due to a Surveyor, retiring (April 2024) with their existing workload redistribution and reduction in capacity of available Surveyors to take new workload.
	Council Support (Admin) also continue to have resource issues.
Provide main reasons why targets not met	N/a

Value bands Sub total	0 - £10,000	69	56	6	4	3	81.16%	8.70%	5.80%	4.35%	100.01%
Value bands Sub total	£10,001 - £50,000	65	53	9	2	1	81.54%	13.85%	3.08%	1.54%	100.01%
Value bands Sub total	£50,001 - £250,000	25	20	2	1	2	80.00%	8.00%	4.00%	8.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	3	3	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	4	3	1	0	0	75.00%	25.00%	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	32	4	5	31	12.50%	15.62%	96.88%
	£10,001 - £50,000	46	3	5	44	6.52%	10.87%	95.65%
	£50,001 - £250,000	17	4	5	16	23.53%	29.41%	94.12%
	£250,001 - £1,000,000	6	0	0	6	0.00%	0.00%	100.00%
	£1,000,001 and above	243	0	42	201	0.00%	17.28%	82.72%
NON-DOMESTIC	0 - £10,000	1	0	0	1	0.00%	0.00%	100.00%
	£10,001 - £50,000	2	0	0	2	0.00%	0.00%	100.00%
	£50,001 - £250,000	6	0	0	6	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	2	0	0	2	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	344	11	57	298	3.20%	16.57%	86.63%
Sub total	NON-DOMESTIC - ALL	11	0	0	11	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	355	11	57	309	3.10%	16.06%	87.04%
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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 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	33	4	5	32	12.12%	15.15%	96.97%
Value bands Sub total	£10,001 - £50,000	48	3	5	46	6.25%	10.42%	95.83%
Value bands Sub total	£50,001 - £250,000	23	4	5	22	17.39%	21.74%	95.65%
Value bands Sub total	£250,001 - £1,000,000	6	0	0	6	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	245	0	42	203	0.00%	17.14%	82.86%