

KEY PERFORMANCE OUTCOMES 2024-25 Q1

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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	81	0	7123	87.94
	£10,001 - £50,000	63	0	4640	73.65
	£50,001 - £250,000	31	0	3412	110.06
	£250,001 - £1,000,000	5	0	785	157.00
	£1,000,001 and above	3	0	770	256.67
NON-DOMESTIC	0 - £10,000	11	1	1134	103.09
	£10,001 - £50,000	1	0	33	33.00
	£50,001 - £250,000	8	1	1299	162.38
	£250,001 - £1,000,000	4	0	148	37.00
	£1,000,001 and above	2	1	403	201.50

Sub total	DOMESTIC - ALL	183	0	16730	91.42
Sub total	NON-DOMESTIC - ALL	26	3	3017	116.04

ALL CATEGORIES	Total	209	3	19747	94.48
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Comments	Our resources are still being 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.				
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Value bands Sub total	0 - £10,000	92	1	8257	89.75
Value bands Sub total	£10,001 - £50,000	64	0	4673	73.02
Value bands Sub total	£50,001 - £250,000	39	1	4711	120.79
Value bands Sub total	£250,001 - £1,000,000	9	0	933	103.67
Value bands Sub total	£1,000,001 and above	5	1	1173	234.60

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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	93	67	19	3	4	72.04%	20.43%	3.23%	4.30%	100.00%
	£10,001 - £50,000	63	40	16	6	1	63.49%	25.40%	9.52%	1.59%	100.00%
	£50,001 - £250,000	43	26	12	5	0	60.47%	27.91%	11.63%	0.00%	100.01%
	£250,001 - £1,000,000	4	2	0	1	1	50.00%	0.00%	25.00%	25.00%	100.00%
	£1,000,001 and above	10	2	2	4	2	20.00%	20.00%	40.00%	20.00%	100.00%
NON-DOMESTIC	0 - £10,000	9	6	2	1	0	66.67%	22.22%	11.11%	0.00%	100.00%
	£10,001 - £50,000	6	3	3	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	11	9	2	0	0	81.82%	18.18%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	6	3	1	2	0	50.00%	16.67%	33.33%	0.00%	100.00%
	£1,000,001 and above	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	213	137	49	19	8	64.32%	23.00%	8.92%	3.76%	100.00%
Sub total	NON-DOMESTIC - ALL	33	22	8	3	0	66.67%	24.24%	9.09%	0.00%	100.00%

ALL CATEGORIES	Total	246	159	57	22	8	64.63%	23.17%	8.94%	3.25%	99.99%
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Commentary on main reasons why there are any significant changes	Our resources are still being 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	As above

Value bands Sub total	0 - £10,000	102	73	21	4	4	71.57%	20.59%	3.92%	3.92%	100.00%
Value bands Sub total	£10,001 - £50,000	69	43	19	6	1	62.32%	27.54%	8.70%	1.45%	100.01%
Value bands Sub total	£50,001 - £250,000	54	35	14	5	0	64.81%	25.93%	9.26%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	10	5	1	3	1	50.00%	10.00%	30.00%	10.00%	100.00%
Value bands Sub total	£1,000,001 and above	11	3	2	4	2	27.27%	18.18%	36.36%	18.18%	99.99%

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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	59	41	11	4	3	69.49%	18.64%	6.78%	5.08%	99.99%
	£10,001 - £50,000	63	45	14	3	1	71.43%	22.22%	4.76%	1.59%	100.00%
	£50,001 - £250,000	31	24	5	1	1	77.42%	16.13%	3.23%	3.23%	100.01%
	£250,001 - £1,000,000	5	4	0	1	0	80.00%	0.00%	20.00%	0.00%	100.00%
	£1,000,001 and above	3	1	2	0	0	33.33%	66.67%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	6	4	2	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£10,001 - £50,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	6	6	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	4	4	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	2	0	1	1	0	0.00%	50.00%	50.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	161	115	32	9	5	71.43%	19.88%	5.59%	3.11%	100.01%
Sub total	NON-DOMESTIC - ALL	19	15	3	1	0	78.95%	15.79%	5.26%	0.00%	100.00%

ALL CATEGORIES	Total	180	130	35	10	5	72.22%	19.44%	5.56%	2.78%	100.00%
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Commentary on main reasons why there are any significant changes	N/a
Provide main reasons why targets not met	N/a

Value bands Sub total	0 - £10,000	65	45	13	4	3	69.23%	20.00%	6.15%	4.62%	100.00%
Value bands Sub total	£10,001 - £50,000	64	46	14	3	1	71.88%	21.88%	4.69%	1.56%	100.01%
Value bands Sub total	£50,001 - £250,000	37	30	5	1	1	81.08%	13.51%	2.70%	2.70%	99.99%
Value bands Sub total	£250,001 - £1,000,000	9	8	0	1	0	88.89%	0.00%	11.11%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	5	1	3	1	0	20.00%	60.00%	20.00%	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	28	4	7	25	14.29%	25.00%	89.29%
	£10,001 - £50,000	50	3	4	49	6.00%	8.00%	98.00%
	£50,001 - £250,000	25	2	5	22	8.00%	20.00%	88.00%
	£250,001 - £1,000,000	5	0	0	5	0.00%	0.00%	100.00%
	£1,000,001 and above	206	1	8	199	0.49%	3.88%	96.60%
NON-DOMESTIC	0 - £10,000	1	0	0	1	0.00%	0.00%	100.00%
	£10,001 - £50,000	1	0	0	1	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	0	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	1	1	1	1	100.00%	100.00%	100.00%

Sub total	DOMESTIC - ALL	314	10	24	300	3.18%	7.64%	95.54%
Sub total	NON-DOMESTIC - ALL	5	1	1	5	20.00%	20.00%	100.00%

ALL CATEGORIES	Total	319	11	25	305	3.45%	7.84%	95.61%
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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 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	29	4	7	26	13.79%	24.14%	89.66%
Value bands Sub total	£10,001 - £50,000	51	3	4	50	5.88%	7.84%	98.04%
Value bands Sub total	£50,001 - £250,000	27	2	5	24	7.41%	18.52%	88.89%
Value bands Sub total	£250,001 - £1,000,000	5	0	0	5	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	207	2	9	200	0.97%	4.35%	96.62%