

KEY PERFORMANCE OUTCOMES Q3 2017-18

**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)
<b>DOMESTIC</b>	0 - £10,000	91	0	4981	54.74
	£10,001 - £50,000	60	0	7320	122.00
	£50,001 - £250,000	30	0	3323	110.77
	£250,001 - £1,000,000	3	0	283	94.33
	£1,000,001 and above	1	1	531	531.00
<b>NON-DOMESTIC</b>	0 - £10,000	22	2	2891	131.41
	£10,001 - £50,000	12	0	1367	113.92
	£50,001 - £250,000	11	0	1111	101.00
	£250,001 - £1,000,000	0	0	0	0.00
	£1,000,001 and above	0	0	0	0.00
<b>Sub total</b>	<b>DOMESTIC - ALL</b>	185	1	16438	88.85
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	45	2	5369	119.31
<b>ALL CATEGORIES</b>	<b>Total</b>	230	3	21807	94.81

**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%)
<b>DOMESTIC</b>	0 - £10,000	68	54	12	2	0	79.41%	17.65%	2.94%	0.00%	100.00%
	£10,001 - £50,000	38	18	17	2	1	47.37%	44.74%	5.26%	2.63%	100.00%
	£50,001 - £250,000	27	9	12	6	0	33.33%	44.44%	22.22%	0.00%	99.99%
	£250,001 - £1,000,000	3	1	2	0	0	33.33%	66.67%	0.00%	0.00%	100.00%
	£1,000,001 and above	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
<b>NON-DOMESTIC</b>	0 - £10,000	10	4	5	1	0	40.00%	50.00%	10.00%	0.00%	100.00%
	£10,001 - £50,000	7	2	3	2	0	28.57%	42.86%	28.57%	0.00%	100.00%
	£50,001 - £250,000	5	2	1	1	1	40.00%	20.00%	20.00%	20.00%	100.00%
	£250,001 - £1,000,000	2	1	0	1	0	50.00%	0.00%	50.00%	0.00%	100.00%
	£1,000,001 and above	2	0	1	1	0	0.00%	50.00%	50.00%	0.00%	100.00%
<b>Sub total</b>	<b>DOMESTIC - ALL</b>	137	82	44	10	1	59.85%	32.12%	7.30%	0.73%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	26	9	10	6	1	34.62%	38.46%	23.08%	3.85%	100.01%
<b>ALL CATEGORIES</b>	<b>Total</b>	163	91	54	16	2	55.83%	33.13%	9.82%	1.23%	100.01%

**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	58	32	11	7	8	55.17%	18.97%	12.07%	13.79%	100.00%
	£10,001 - £50,000	50	35	10	1	4	70.00%	20.00%	2.00%	8.00%	100.00%
	£50,001 - £250,000	26	11	6	6	3	42.31%	23.08%	23.08%	11.54%	100.01%
	£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	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	20	6	3	1	10	30.00%	15.00%	5.00%	50.00%	100.00%
	£10,001 - £50,000	7	2	1	2	2	28.57%	14.29%	28.57%	28.57%	100.00%
	£50,001 - £250,000	9	3	3	2	1	33.33%	33.33%	22.22%	11.11%	99.99%
	£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	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
Sub total	DOMESTIC - ALL	138	81	27	15	15	58.70%	19.57%	10.87%	10.87%	100.01%
Sub total	NON-DOMESTIC - ALL	36	11	7	5	13	30.56%	19.44%	13.89%	36.11%	100.00%
ALL CATEGORIES	Total	174	92	34	20	28	52.87%	19.54%	11.49%	16.09%	99.99%

**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	27	5	5	5	18.52%	18.52%	18.52%
	£10,001 - £50,000	113	12	12	12	10.62%	10.62%	10.62%
	£50,001 - £250,000	15	3	3	3	20.00%	20.00%	20.00%
	£250,001 - £1,000,000	24	13	13	13	54.17%	54.17%	54.17%
	£1,000,001 and above	81	52	52	52	64.20%	64.20%	64.20%
NON-DOMESTIC	0 - £10,000	10	2	2	2	20.00%	20.00%	20.00%
	£10,001 - £50,000	3	1	1	1	33.33%	33.33%	33.33%
	£50,001 - £250,000	7	4	4	4	57.14%	57.14%	57.14%
	£250,001 - £1,000,000	3	3	3	3	100.00%	100.00%	100.00%
	£1,000,001 and above	4	3	3	3	75.00%	75.00%	75.00%
Sub total	DOMESTIC - ALL	260	85	85	85	32.69%	32.69%	32.69%
Sub total	NON-DOMESTIC - ALL	27	13	13	13	48.15%	48.15%	48.15%
ALL CATEGORIES	Total	287	98	98	98	34.15%	34.15%	34.15%

<b>KPO5 - MAINTAIN FINANCIAL GOVERNANCE</b>		
<b>Verification COSTS</b>	Total Staff Costs (£)	£161,427.00
	Staff costs on verification (£)	£159,813.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£92,014.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£27,443.00
	Non-staff costs on verification (£)	£2,343.00
	Other verification investment (£)	£0.00
<b>Verification FEES</b>	Total building warrant fee income (including 'late' BW)	£145,348.00
	Total amendment to warrant fee income	£8,944.00
	Total CC where no warrant was obtained fee income	£2,535.00
<b>Verification VALUE OF WORK</b>	Total value of works for BW applications (including "late" applications)	£28,727,345.00
	Total value of works for amendment to warrant applications	£277,684.00
	Total value of works for CC submissions where no warrant was obtained	£19,492.00
<b>Total</b>	<b>VERIFICATION (STAFF) COSTS (£)</b>	<b>£159,813.00</b>
<b>Total</b>	<b>VERIFICATION (ALL) COSTS (£)</b>	<b>£162,156.00</b>
<b>Total</b>	<b>FEE INCOME (£)</b>	<b>£156,827.00</b>
<b>Total</b>	<b>VALUE OF WORK (£)</b>	<b>£29,024,521.00</b>
	<b>% FEE INCOME / VERIFICATION (STAFF) COSTS</b>	<b>98.13%</b>
	<b>% FEE INCOME / VERIFICATION (ALL) COSTS</b>	<b>96.71%</b>

<b>KPO3 - COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</b>	
Customer Charter published on verifier website	Published prominently
Customer Charter web address on verifier website	<a href="http://www.moray.gov.uk/moray_standard/page_79280.html">http://www.moray.gov.uk/moray_standard/page_79280.html</a>
Customer Charter reviewed since last reporting period	Yes
Number of cases referred to LABSS Dispute Resolution Process	0
Number of cases referred to LA Complaints formal procedure	0
Number of cases referred to SG Verifier Performance Reporting Service for Customers	0
Number of SG Verifier Performance Reporting Service cases responded to by verifier within 5 days	0

<b>KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE</b>	
Satisfaction rating from the last National Customer Survey	7.2
<b>Details of any accredited customer service awards (for example Customer Service Excellence)</b>	None

<b>KPO6 - COMMIT TO BUILDING STANDARDS</b>	
eBS published on verifier website	Published prominently
eBS published weblink	<a href="http://www.moray.gov.uk/moray_standard/page_79069.html">http://www.moray.gov.uk/moray_standard/page_79069.html</a>
Number of applications for building warrant or amendment submitted through SG eBS system	183
Number of completion certificates submitted through SG eBS system	74
Number of other forms submitted through SG eBS system	352
Building warrant or amendment process - plan checking done electronically	Yes
Building warrant or amendment process - building warrant or amendment issued electronically	Yes
Building warrant or amendment process - inspection done electronically	Yes
Building warrant or amendment process - completion certificate accepted electronically	Yes

<b>KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT</b>	
Verifier Performance Report published on verifier website	Published prominently
Verifier Performance Report published weblink	<a href="http://www.moray.gov.uk/moray_standard/page_79283.html">http://www.moray.gov.uk/moray_standard/page_79283.html</a>
Verifier Performance Report reviewed since last reporting period	Yes
Verifier Performance Report includes performance data	Includes all performance data

<b>OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT</b>		
<b>Building Warrants</b>		
applications	Total no. of all BW applications (including "late" applications)	124
applications	"Late" BW applications (as included above)	2
applications	"Staged" BW applications (as included above)	0
decisions	No. of BW approved	144
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	68
amendments - applications	Amendments to "staged" BW applications (as included above)	0
BW amendments - decisions	No. of amendment to BW applications approved	78
BW amendments - decisions	No. of amendment to BW applications refused	2
<b>Comments</b>		
<b>Completion Certificates</b>		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	262
submissions	Total no. of CC submissions where no BW was obtained (as included above)	5
decisions	No. of CC accepted	232
decisions	No. of BW rejected	37
<b>Comments</b>		
<b>Certification</b>		
Design scheme (building structures)	No. of certificates of design provided	91
Design scheme (energy - domestic)	No. of certificates of design provided	3
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	9
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	1
<b>Comments</b>		

<b>Energy Performance Certificates (EPCs)</b>		
Domestic	No. of copy certificates received	47
Non-domestic	No. of copy certificates received	0
<b>Comments</b>	.	
<b>Statements of Sustainability</b>		
Domestic - Bronze	No. of copy certificates received	23
Domestic - Bronze Active	No. of copy certificates received	10
Domestic - Silver	No. of copy certificates received	8
Domestic - Silver Active	No. of copy certificates received	0
Domestic - Gold	No. of copy certificates received	0
Non-domestic - Bronze	No. of copy certificates received	0
Non-domestic - Bronze Active	No. of copy certificates received	0
Non-domestic - Silver	No. of copy certificates received	0
Non-domestic - Silver Active	No. of copy certificates received	0
Non-domestic - Gold	No. of copy certificates received	0
<b>Comments</b>	.	
<b>Fire Safety Design Summaries</b>		
Non-domestic	No. of summaries received	0
<b>Comments</b>	We are unable to provide this information at this time.	
<b>Enforcement</b>		
Section 25 - compliance	No. of notices served	0
Section 26 - continuing requirement	No. of notices served	0
Section 27 - enforcement	No. of notices served	0
Section 28 - defective building	No. of notices served	0
Section 29 - dangerous building emergency action	How many instances LA has taken action	0
Section 30 - dangerous building	No. of notices served	1
Procurator fiscal	No. of enforcement cases referred	0
Local authority undertaking work (in default)	No. of cases where local authority have undertaken work	0
<b>Comments</b>	3 other reports of dangerous buildings were received by the service during the period.	