

KEY PERFORMANCE OUTCOMES 2017-18 Quarter 1
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	113	1	5710	50.53
	£10,001 - £50,000	71	0	6327	89.11
	£50,001 - £250,000	33	0	4689	142.09
	£250,001 - £1,000,000	9	0	1100	122.22
	£1,000,000 and above	1	0	197	197.00
NON-DOMESTIC	0 - £10,000	29	0	1670	57.59
	£10,001 - £50,000	11	0	1702	154.73
	£50,001 - £250,000	13	0	1319	101.46
	£250,001 - £1,000,000	6	1	210	35.00
	£1,000,000 and above	2	1	266	133.00
Sub total	DOMESTIC - ALL	227	1	18023	79.40
Sub total	NON-DOMESTIC - ALL	61	2	5167	84.70
ALL CATEGORIES	Total	288	3	23190	80.52

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	105	74	20	9	2	70.48%	19.05%	8.57%	1.90%	100.00%
	£10,001 - £50,000	82	58	18	5	1	70.73%	21.95%	6.10%	1.22%	100.00%
	£50,001 - £250,000	34	10	16	8	0	29.41%	47.06%	23.53%	0.00%	100.00%
	£250,001 - £1,000,000	5	3	1	1	0	60.00%	20.00%	20.00%	0.00%	100.00%
	£1,000,000 and above	1	0	0	0	1	0.00%	0.00%	100.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	25	6	8	8	3	24.00%	32.00%	32.00%	12.00%	100.00%
	£10,001 - £50,000	10	6	3	0	1	60.00%	30.00%	0.00%	10.00%	100.00%
	£50,001 - £250,000	12	3	6	2	1	25.00%	50.00%	16.67%	8.33%	100.00%
	£250,001 - £1,000,000	5	3	2	0	0	60.00%	40.00%	0.00%	0.00%	100.00%
	£1,000,000 and above	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
Sub total	DOMESTIC - ALL	227	145	55	24	3	63.88%	24.23%	10.57%	1.32%	100.00%
Sub total	NON-DOMESTIC - ALL	53	18	20	10	5	33.96%	37.74%	18.87%	9.43%	100.00%
ALL CATEGORIES	Total	280	163	75	34	8	58.21%	26.79%	12.14%	2.86%	100.00%

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	80	28	16	9	27	35.00%	20.00%	11.25%	33.75%	100.00%
	£10,001 - £50,000	61	17	21	10	13	27.87%	34.43%	16.39%	21.31%	100.00%
	£50,001 - £250,000	33	10	6	14	3	30.30%	18.18%	42.42%	9.09%	99.99%
	£250,001 - £1,000,000	9	1	2	3	3	11.11%	22.22%	33.33%	33.33%	99.99%
	£1,000,000 and above	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	22	4	3	10	5	18.18%	13.64%	45.45%	22.73%	100.00%
	£10,001 - £50,000	10	3	2	2	3	30.00%	20.00%	20.00%	30.00%	100.00%
	£50,001 - £250,000	12	4	2	3	3	33.33%	16.67%	25.00%	25.00%	100.00%
	£250,001 - £1,000,000	4	1	1	1	1	25.00%	25.00%	25.00%	25.00%	100.00%
	£1,000,000 and above	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
Sub total	DOMESTIC - ALL	184	57	45	36	46	30.98%	24.46%	19.57%	25.00%	100.01%
Sub total	NON-DOMESTIC - ALL	50	14	8	16	12	28.00%	16.00%	32.00%	24.00%	100.00%
ALL CATEGORIES	Total	234	71	53	52	58	30.34%	22.65%	22.22%	24.79%	100.00%

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	18	5	5	5	27.78%	27.78%	27.78%
	£10,001 - £50,000	48	11	11	11	22.92%	22.92%	22.92%
	£50,001 - £250,000	70	4	4	4	5.71%	5.71%	5.71%
	£250,001 - £1,000,000	28	21	21	21	75.00%	75.00%	75.00%
	£1,000,000 and above	0	0	0	0	0.00%	0.00%	0.00%
NON-DOMESTIC	0 - £10,000	6	1	1	1	16.67%	16.67%	16.67%
	£10,001 - £50,000	3	3	3	3	100.00%	100.00%	100.00%
	£50,001 - £250,000	9	3	3	3	33.33%	33.33%	33.33%
	£250,001 - £1,000,000	10	0	0	0	0.00%	0.00%	0.00%
	£1,000,000 and above	4	1	1	1	25.00%	25.00%	25.00%
Sub total	DOMESTIC - ALL	164	41	41	41	25.00%	25.00%	25.00%
Sub total	NON-DOMESTIC - ALL	32	8	8	8	25.00%	25.00%	25.00%
ALL CATEGORIES	Total	196	49	49	49	25.00%	25.00%	25.00%

KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Verification COSTS	Total Staff Costs (£)	£158,345.00
	Staff costs on verification (£)	£155,178.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£125,092.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£28,502.00
	Non-staff costs on verification (£)	£2,871.00
	Other verification investment (£)	£0.00
Verification FEES	Total building warrant fee income (including 'late' BW)	£144,754.00
	Total amendment to warrant fee income	£8,320.00
	Total CC where no warrant was obtained fee income	£600.00
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£22,439,942.00
	Total value of works for amendment to warrant applications	£226,600.00
	Total value of works for CC submissions where no warrant was obtained	£21,500.00
Total	VERIFICATION (STAFF) COSTS (£)	£155,178.00
Total	VERIFICATION (ALL) COSTS (£)	£158,049.00
Total	FEE INCOME (£)	£153,674.00
Total	VALUE OF WORK (£)	£22,688,042.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	99.03%
	% FEE INCOME / VERIFICATION (ALL) COSTS	97.23%

KPO3 - COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER

Customer Charter published on verifier website	Published prominently
Customer Charter web address on verifier website	http://www.moray.gov.uk/moray_standard/page_79280.html
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

KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE

Satisfaction rating from the last National Customer Survey	6.6
Details of any accredited customer service awards (for example Customer Service Excellence)	None

KPO6 - COMMIT TO BUILDING STANDARDS

eBS published on verifier website	Published prominently
eBS published weblink	http://www.moray.gov.uk/moray_standard/page_79069.html
Number of applications for building warrant or amendment submitted through SG eBS system	324
Number of completion certificates submitted through SG eBS system	0
Number of other forms submitted through SG eBS system	0
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
Main reasons for significant changes in digital processing	None

KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT

Verifier Performance Report published on verifier website	
Verifier Performance Report published weblink	
Verifier Performance Report reviewed since last reporting period	
Verifier Performance Report includes performance data	

OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT		
Building Warrants		
applications	Total no. of all BW applications (including "late" applications)	196
applications	"Late" BW applications (as included above)	3
applications	"Staged" BW applications (as included above)	0
decisions	No. of BW approved	206
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	94
amendments - applications	Amendments to "staged" BW applications (as included above)	0
BW amendments - decisions	No. of amendment to BW applications approved	90
BW amendments - decisions	No. of amendment to BW applications refused	0
Comments		
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	308
submissions	Total no. of CC submissions where no BW was obtained (as included above)	7
decisions	No. of CC accepted	248
decisions	No. of BW rejected	64
Comments		
Certification		
Design scheme (building structures)	No. of certificates of design provided	98
Design scheme (energy - domestic)	No. of certificates of design provided	1
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	10
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	0
Comments	.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	86
Non-domestic	No. of copy certificates received	0

Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	40
Domestic - Bronze Active	No. of copy certificates received	17
Domestic - Silver	No. of copy certificates received	0
Domestic - Silver Active	No. of copy certificates received	17
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	1
Non-domestic - Gold	No. of copy certificates received	0
Comments	.	
Fire Safety Design Summaries		
Non-domestic	No. of summaries received	0
Comments	We are unable to provide this information at this time.	
Enforcement		
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