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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	5643	71.43
	£10,001 - £50,000	48	0	3727	77.65
	£50,001 - £250,000	27	0	3311	122.63
	£250,001 - £1,000,000	11	0	1106	100.55
	£1,000,001 and above	5	0	649	129.80
NON-DOMESTIC	0 - £10,000	10	0	1132	113.20
	£10,001 - £50,000	9	0	663	73.67
	£50,001 - £250,000	14	0	1712	122.29
	£250,001 - £1,000,000	1	0	66	66.00
	£1,000,001 and above	2	0	83	41.50

Sub total	DOMESTIC - ALL	170	0	14436	84.92
Sub total	NON-DOMESTIC - ALL	36	0	3656	101.56

ALL CATEGORIES	Total	206	0	18092	87.83
Comments	The average time in days to issue a building warrant increased from last quarter from 76 to 87 days. The number of building warrants and amendments decreased during this quarter from 192 to 206.				

Value bands Sub total	0 - £10,000	89	0	6775	76.12
Value bands Sub total	£10,001 - £50,000	57	0	4390	77.02
Value bands Sub total	£50,001 - £250,000	41	0	5023	122.51
Value bands Sub total	£250,001 - £1,000,000	12	0	1172	97.67
Value bands Sub total	£1,000,001 and above	7	0	732	104.57

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	56	24	30	2	0	42.86%	53.57%	3.57%	0.00%	100.00%
	£10,001 - £50,000	42	12	30	0	0	28.57%	71.43%	0.00%	0.00%	100.00%
	£50,001 - £250,000	25	3	20	2	0	12.00%	80.00%	8.00%	0.00%	100.00%
	£250,001 - £1,000,000	14	3	11	0	0	21.43%	78.57%	0.00%	0.00%	100.00%
	£1,000,001 and above	5	0	5	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	10	4	6	0	0	40.00%	60.00%	0.00%	0.00%	100.00%
	£10,001 - £50,000	4	1	3	0	0	25.00%	75.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	4	2	2	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	2	0	2	0	0	0.00%	100.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	142	42	96	4	0	29.58%	67.61%	2.82%	0.00%	100.01%
Sub total	NON-DOMESTIC - ALL	22	8	14	0	0	36.36%	63.64%	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	164	50	110	4	0	30.49%	67.07%	2.44%	0.00%	100.00%
Commentary on main reasons why there are any significant changes	The number of first reports has decreased by 11 compared to Q3. Performance has remained similar with 97% having a first report issued within 20 days. 98% in the last quarter. Four applications took longer than 20 days with no applications exceeding 35 days.										
Provide main reasons why first report targets not met	As above.										

Value bands Sub total	0 - £10,000	66	28	36	2	0	42.42%	54.55%	3.03%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	46	13	33	0	0	28.26%	71.74%	0.00%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	29	5	22	2	0	17.24%	75.86%	6.90%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	16	4	12	0	0	25.00%	75.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	7	0	7	0	0	0.00%	100.00%	0.00%	0.00%	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	47	33	14	0	0	70.21%	29.79%	0.00%	0.00%	100.00%
	£10,001 - £50,000	30	19	11	0	0	63.33%	36.67%	0.00%	0.00%	100.00%
	£50,001 - £250,000	20	16	4	0	0	80.00%	20.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	8	5	3	0	0	62.50%	37.50%	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	6	4	2	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£10,001 - £50,000	4	4	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	13	12	1	0	0	92.31%	7.69%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	1	0	1	0	0	0.00%	100.00%	0.00%	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	107	75	32	0	0	70.09%	29.91%	0.00%	0.00%	100.00%
Sub total	NON-DOMESTIC - ALL	25	21	4	0	0	84.00%	16.00%	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	132	96	36	0	0	72.73%	27.27%	0.00%	0.00%	100.00%
Commentary on main reasons why there are any significant changes	Performance improved over this period. 93% in Q3 to 100% in this quarter. The number of BW's and amendments were the same during this period.										
Provide main reasons why targets not met	As Above.										

Value bands Sub total	0 - £10,000	53	37	16	0	0	69.81%	30.19%	0.00%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	34	23	11	0	0	67.65%	32.35%	0.00%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	33	28	5	0	0	84.85%	15.15%	0.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	9	5	4	0	0	55.56%	44.44%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	3	3	0	0	0	100.00%	0.00%	0.00%	0.00%	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	15	4	4	4	26.67%	26.67%	26.67%
	£10,001 - £50,000	24	10	10	10	41.67%	41.67%	41.67%
	£50,001 - £250,000	23	11	11	11	47.83%	47.83%	47.83%
	£250,001 - £1,000,000	6	3	3	3	50.00%	50.00%	50.00%
	£1,000,001 and above	0	0	0	0	0.00%	0.00%	0.00%
NON-DOMESTIC	0 - £10,000	3	1	1	1	33.33%	33.33%	33.33%
	£10,001 - £50,000	6	0	0	0	0.00%	0.00%	0.00%
	£50,001 - £250,000	1	1	1	1	100.00%	100.00%	100.00%
	£250,001 - £1,000,000	5	5	5	5	100.00%	100.00%	100.00%
	£1,000,001 and above	2	2	2	2	100.00%	100.00%	100.00%

Sub total	DOMESTIC - ALL	68	28	28	28	41.18%	41.18%	41.18%
Sub total	NON-DOMESTIC - ALL	17	9	9	9	52.94%	52.94%	52.94%

ALL CATEGORIES	Total	85	37	37	37	43.53%	43.53%	43.53%
Main reasons why CCNPs were not full achieved	The main reason CCNPs are not fully achieved is due to lack of notification by the relevant person. We are unable to break down reasons for failure per category but overall all of the failures were due to the lack of notification by the relevant person.							
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	Unknown							
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	We aim to respond to every CCNP notification received							
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	None.							
Other comments on CCNPs	The system will not allow a zero in columns 3 and 4. As this information is not known, and to allow submission, the figures used equate to the totally number achieved.							

Value bands Sub total	0 - £10,000	18	5	5	5	27.78%	27.78%	27.78%
Value bands Sub total	£10,001 - £50,000	30	10	10	10	33.33%	33.33%	33.33%
Value bands Sub total	£50,001 - £250,000	24	12	12	12	50.00%	50.00%	50.00%
Value bands Sub total	£250,001 - £1,000,000	11	8	8	8	72.73%	72.73%	72.73%
Value bands Sub total	£1,000,001 and above	2	2	2	2	100.00%	100.00%	100.00%

	KPO5 - MAINTAIN FINANCIAL GOVERNANCE	
Verification COSTS	Total Staff Costs (£)	£155,163.00
	Staff costs on verification (£)	£144,869.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£45,806.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£22,122.00
	Non-staff costs on verification (£)	£1,202.00
	Other verification investment (£)	£0.00
	Comments on verification costs	We had a vacant post during this quarter which has affected the staff costs.
Verification FEES	Total building warrant fee income (including 'late' BW)	£143,724.00
	Total amendment to warrant fee income	£10,579.00
	Total CC where no warrant was obtained fee income	£900.00
	Comments on fee income	.
Verification VALUE OF WORK	Total value of works for BW applications (including “late” applications)	£23,815,108.00
	Total value of works for amendment to warrant applications	£208,324.00
	Total value of works for CC submissions where no warrant was obtained	£900.00
	Comments on value of work	.

Total	VERIFICATION (STAFF) COSTS (£)	£144,869.00
Total	VERIFICATION (ALL) COSTS (£)	£146,071.00
Total	FEE INCOME (£)	£155,203.00
Total	VALUE OF WORK (£)	£24,024,332.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	107.13%
	% FEE INCOME / VERIFICATION (ALL) COSTS	106.25%
	Other comments (e.g. significant variations between verification fee income and verification costs)	.

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	8.0
Details of any accredited customer service awards (for example Customer Service Excellence)	N/A

KPO6 - COMMIT TO BUILDING STANDARDS	
eBS published on verifier website	Published prominently
eBS published weblink	http://www.moray.gov.uk/moray_standard/page_79280.html
Number of applications for building warrant or amendment submitted through SG eBS system	214
Number of completion certificates submitted through SG eBS system	161
Number of other forms submitted through SG eBS system	466
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	.

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

OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT		
Building Warrants		
applications	Total no. of all BW applications (including "late" applications)	132
applications	"Late" BW applications (as included above)	1
applications	"Staged" BW applications (as included above)	0
decisions	No. of BW approved	135
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	70
amendments - applications	Amendments to "staged" BW applications (as included above)	4
BW amendments - decisions	No. of amendment to BW applications approved	67
BW amendments - decisions	No. of amendment to BW applications refused	1
Comments	.	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	207
submissions	Total no. of CC submissions where no BW was obtained (as included above)	2
decisions	No. of CC accepted	146
decisions	No. of BW rejected	40
Comments	.	
Certification		
Design scheme (building structures)	No. of certificates of design provided	104
Design scheme (energy - domestic)	No. of certificates of design provided	0
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	64
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	6
Comments	.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	45
Non-domestic	No. of copy certificates received	0
Comments	.	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	0
Domestic - Bronze Active	No. of copy certificates received	23
Domestic - Silver	No. of copy certificates received	0
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
Comments	.	
Fire Safety Design Summaries		
Non-domestic	No. of summaries received	0
Comments	We are unable to provide 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	1
Section 30 - dangerous building	No. of notices served	0
Procurator fiscal	No. of enforcement cases referred	0
Local authority undertaking work (in default)	No. of cases where local authority have undertaken work	0
Comments	We recorded 11 other enforcement and dangerous building cases over this period.	

SUMMARY OF KPOs																				
CATEGORY (by building type and value of work)	KPO1										KPO2		KPO3	KPO4	KPO5			KPO6	KPO7	
	Number of BWs and amendments issued (all)	Average number of days from receipt of a valid application to granting a BW or amendment	% of first reports issued within 15 days	% of first reports issued in more than 15 days and within 20 days	% of first reports issued in more than 20 days and within 35 days	% of first reports issued in more than 35 days	% of BWs and amendments issued within 6 days from receipt of all satisfactory information	% of BWs and amendments issued in more than 6 and within 10 days from receipt of all satisfactory information	% of BWs and amendments issued in more than 10 and within 15 days from receipt of all satisfactory information	% of BWs and amendments issued in more than 15 days from receipt of all satisfactory information	Number of CCNPs for "accepted" completion certificates	% of CCNPs fully achieved for "accepted" completion certificates	National customer charter is published prominently on the website with version control (reviewed at least quarterly)	Overall customer satisfaction rating out of 10	Verification fee income	Verification (staff) costs	% fee income against verification (staff) costs	Details of eBuilding Standards are published prominently on the verifier's website	Annual performance report published prominently on website with version control (reviewed at least quarterly)	Annual performance report includes performance data and requirements under KPO3, 4, 5 and 6
	DOMESTIC	170	84.92	29.58%	67.61%	2.82%	0.00%	70.09%	29.91%	0.00%	0.00%	68	41.18%							
	NON-DOMESTIC	36	101.56	36.36%	63.64%	0.00%	0.00%	84.00%	16.00%	0.00%	0.00%	17	52.94%							
Total	206	87.83	30.49%	67.07%	2.44%	0.00%	72.73%	27.27%	0.00%	0.00%	85	43.53%	Published prominently (with review)	8.0	£155,203.00	£144,869.00	107.13%	Published prominently	Published prominently (with review)	Includes all performance data

0 - £10,000	89	76.12	42.42%	54.55%	3.03%	0.00%	69.81%	30.19%	0.00%	0.00%	18	27.78%
£10,001 - £50,000	57	77.02	28.26%	71.74%	0.00%	0.00%	67.65%	32.35%	0.00%	0.00%	30	33.33%
£50,001 - £250,000	41	122.51	17.24%	75.86%	6.90%	0.00%	84.85%	15.15%	0.00%	0.00%	24	50.00%
£250,001 - £1,000,000	12	97.67	25.00%	75.00%	0.00%	0.00%	55.56%	44.44%	0.00%	0.00%	11	72.73%
£1,000,001 and above	7	104.57	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	2	100.00%

TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.	Minimum overall average satisfaction rating of 7.5 out of 10	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).	Details of eBuilding Standards are published prominently on the verifier's website.	75% of each key building warrant related processes being done electronically (Plan checking; BWs and amendments (and plans) issue; Verification during construction; CC acceptance)	Annual performance report published prominently on website with version control (reviewed at least quarterly).	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).
Local Authority										
Moray	97.56%	100.00%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.0	107.13%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data