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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	4556	56.25
	£10,001 - £50,000	32	0	2420	75.63
	£50,001 - £250,000	26	0	1657	63.73
	£250,001 - £1,000,000	13	0	1693	130.23
	£1,000,001 and above	0	0	0	0.00
NON-DOMESTIC	0 - £10,000	22	0	1124	51.09
	£10,001 - £50,000	12	0	1159	96.58
	£50,001 - £250,000	6	0	1096	182.67
	£250,001 - £1,000,000	1	0	150	150.00
	£1,000,001 and above	1	0	58	58.00

Sub total	DOMESTIC - ALL	152	0	10326	67.93
Sub total	NON-DOMESTIC - ALL	42	0	3587	85.40

ALL CATEGORIES	Total	194	0	13913	71.72
Comments	The average time in days to issue a building warrant has reduced since last quarter - 86 to 72 days. The number of building warrants and amendments decreased increased in this quarter from 183 in Q3 to 194 in this quarter.				

Value bands Sub total	0 - £10,000	103	0	5680	55.15
Value bands Sub total	£10,001 - £50,000	44	0	3579	81.34
Value bands Sub total	£50,001 - £250,000	32	0	2753	86.03
Value bands Sub total	£250,001 - £1,000,000	14	0	1843	131.64
Value bands Sub total	£1,000,001 and above	1	0	58	58.00

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	66	40	23	3	0	60.61%	34.85%	4.55%	0.00%	100.01%
	£10,001 - £50,000	25	10	15	0	0	40.00%	60.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	29	13	16	0	0	44.83%	55.17%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	10	4	6	0	0	40.00%	60.00%	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%
NON-DOMESTIC	0 - £10,000	14	8	5	1	0	57.14%	35.71%	7.14%	0.00%	99.99%
	£10,001 - £50,000	5	3	2	0	0	60.00%	40.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	8	1	7	0	0	12.50%	87.50%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	5	1	4	0	0	20.00%	80.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	3	0	3	0	0	0.00%	100.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	131	67	61	3	0	51.15%	46.56%	2.29%	0.00%	100.00%
Sub total	NON-DOMESTIC - ALL	35	13	21	1	0	37.14%	60.00%	2.86%	0.00%	100.00%

ALL CATEGORIES	Total	166	80	82	4	0	48.19%	49.40%	2.41%	0.00%	100.00%
Commentary on main reasons why there are any significant changes	The number of first reports has increased compared to Q3. 166 in Q4 compared to 152 in Q3. Performance has remained consistent with 97.59% having a first report issued within 20 days in this quarter and and 98.03% in Q3. 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	80	48	28	4	0	60.00%	35.00%	5.00%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	30	13	17	0	0	43.33%	56.67%	0.00%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	37	14	23	0	0	37.84%	62.16%	0.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	15	5	10	0	0	33.33%	66.67%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	4	0	4	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	40	28	12	0	0	70.00%	30.00%	0.00%	0.00%	100.00%
	£10,001 - £50,000	19	17	2	0	0	89.47%	10.53%	0.00%	0.00%	100.00%
	£50,001 - £250,000	19	15	4	0	0	78.95%	21.05%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	8	6	2	0	0	75.00%	25.00%	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%
NON-DOMESTIC	0 - £10,000	9	4	5	0	0	44.44%	55.56%	0.00%	0.00%	100.00%
	£10,001 - £50,000	10	5	5	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	3	2	1	0	0	66.67%	33.33%	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	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	86	66	20	0	0	76.74%	23.26%	0.00%	0.00%	100.00%
Sub total	NON-DOMESTIC - ALL	23	12	11	0	0	52.17%	47.83%	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	109	78	31	0	0	71.56%	28.44%	0.00%	0.00%	100.00%
Commentary on main reasons why there are any significant changes	Performance remains green in Q4 with 100% in this quarter. Q3 was 98%. The number of Building Warrants and amendments issued increased during this period compared to Q3 - 100 in Q3 and 109 in this quarter.										
Provide main reasons why targets not met	As Above.										

Value bands Sub total	0 - £10,000	49	32	17	0	0	65.31%	34.69%	0.00%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	29	22	7	0	0	75.86%	24.14%	0.00%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	22	17	5	0	0	77.27%	22.73%	0.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	8	6	2	0	0	75.00%	25.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	1	1	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	21	4	4	4	19.05%	19.05%	19.05%
	£10,001 - £50,000	29	9	9	9	31.03%	31.03%	31.03%
	£50,001 - £250,000	18	6	6	6	33.33%	33.33%	33.33%
	£250,001 - £1,000,000	8	5	5	5	62.50%	62.50%	62.50%
	£1,000,001 and above	111	104	104	104	93.69%	93.69%	93.69%
NON-DOMESTIC	0 - £10,000	0	0	0	0	0.00%	0.00%	0.00%
	£10,001 - £50,000	8	2	2	2	25.00%	25.00%	25.00%
	£50,001 - £250,000	6	3	3	3	50.00%	50.00%	50.00%
	£250,001 - £1,000,000	1	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	3	2	2	2	66.67%	66.67%	66.67%

Sub total	DOMESTIC - ALL	187	128	128	128	68.45%	68.45%	68.45%
Sub total	NON-DOMESTIC - ALL	18	7	7	7	38.89%	38.89%	38.89%

ALL CATEGORIES	Total	205	135	135	135	65.85%	65.85%	65.85%
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.							
	The figures indicated within Domestic (£1,00,001 and above) primarily relate to dwellings within multi plot developments.							

Value bands Sub total	0 - £10,000	21	4	4	4	19.05%	19.05%	19.05%
Value bands Sub total	£10,001 - £50,000	37	11	11	11	29.73%	29.73%	29.73%
Value bands Sub total	£50,001 - £250,000	24	9	9	9	37.50%	37.50%	37.50%
Value bands Sub total	£250,001 - £1,000,000	9	5	5	5	55.56%	55.56%	55.56%
Value bands Sub total	£1,000,001 and above	114	106	106	106	92.98%	92.98%	92.98%

	KPO5 - MAINTAIN FINANCIAL GOVERNANCE	
Verification COSTS	Total Staff Costs (£)	£167,338.00
	Staff costs on verification (£)	£159,547.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£46,888.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£29,182.00
	Non-staff costs on verification (£)	£750.00
	Other verification investment (£)	£4,656.00
	Comments on verification costs	Non staff costs on verification - structural and fire engineer 3rd party reviews. Other verification investment - in this quarter the sum is made up of Transport (£3392) and supplies and services including technology (£880) The service currently has a vacancy for Principal Building Standards Officer due to current acting up arrangements. A Building currently in a recruitment process.
Verification FEES	Total building warrant fee income (including 'late' BW)	£110,794.00
	Total amendment to warrant fee income	£15,428.00
	Total CC where no warrant was obtained fee income	£6,193.00
	Comments on fee income	.
Verification VALUE OF WORK	Total value of works for BW applications (including “late” applications)	£12,579,125.00
	Total value of works for amendment to warrant applications	£286,950.00
	Total value of works for CC submissions where no warrant was obtained	£106,500.00
	Comments on value of work	.

Total	VERIFICATION (STAFF) COSTS (£)	£159,547.00
Total	VERIFICATION (ALL) COSTS (£)	£164,953.00
Total	FEE INCOME (£)	£132,415.00
Total	VALUE OF WORK (£)	£12,972,575.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	82.99%
	% FEE INCOME / VERIFICATION (ALL) COSTS	80.27%
	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	8.7
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	207
Number of completion certificates submitted through SG eBS system	191
Number of other forms submitted through SG eBS system	527
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)	127
applications	"Late" BW applications (as included above)	3
applications	"Staged" BW applications (as included above)	4
decisions	No. of BW approved	117
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	78
amendments - applications	Amendments to "staged" BW applications (as included above)	3
BW amendments - decisions	No. of amendment to BW applications approved	74
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)	241
submissions	Total no. of CC submissions where no BW was obtained (as included above)	4
decisions	No. of CC accepted	217
decisions	No. of BW rejected	52
Comments	.	
Certification		
Design scheme (building structures)	No. of certificates of design provided	103
Design scheme (energy - domestic)	No. of certificates of design provided	2
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	70
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	5
Comments	.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	58
Non-domestic	No. of copy certificates received	0
Comments	.	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	2
Domestic - Bronze Active	No. of copy certificates received	18
Domestic - Silver	No. of copy certificates received	0
Domestic - Silver Active	No. of copy certificates received	1
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	2
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 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	2
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
Comments	We received 8 other enforcement and dangerous building cases over the period.	

	SUMMARY OF KPOs																			
	KPO1										KPO2		KPO3	KPO4	KPO5			KPO6	KPO7	
CATEGORY (by building type and value of work)	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	152	67.93	51.15%	46.56%	2.29%	0.00%	76.74%	23.26%	0.00%	0.00%	187	68.45%								
NON-DOMESTIC	42	85.40	37.14%	60.00%	2.86%	0.00%	52.17%	47.83%	0.00%	0.00%	18	38.89%								
Total	194	71.72	48.19%	49.40%	2.41%	0.00%	71.56%	28.44%	0.00%	0.00%	205	65.85%	Published prominently (with review)	8.7	£132,415.00	£159,547.00	82.99%	Published prominently	Published prominently (with review)	Includes all performance data

0 - £10,000	103	55.15	60.00%	35.00%	5.00%	0.00%	65.31%	34.69%	0.00%	0.00%	21	19.05%
£10,001 - £50,000	44	81.34	43.33%	56.67%	0.00%	0.00%	75.86%	24.14%	0.00%	0.00%	37	29.73%
£50,001 - £250,000	32	86.03	37.84%	62.16%	0.00%	0.00%	77.27%	22.73%	0.00%	0.00%	24	37.50%
£250,001 - £1,000,000	14	131.64	33.33%	66.67%	0.00%	0.00%	75.00%	25.00%	0.00%	0.00%	9	55.56%
£1,000,001 and above	1	58.00	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	114	92.98%

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	97.59%	100.00%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.7	82.99%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data