

KEY PERFORMANCE OUTCOMES Q2 2018-19

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	72	0	4098	56.92
	£10,001 - £50,000	66	0	4347	65.86
	£50,001 - £250,000	30	0	2394	79.80
	£250,001 - £1,000,000	7	0	661	94.43
	£1,000,001 and above	3	0	219	73.00
NON-DOMESTIC	0 - £10,000	18	0	1356	75.33
	£10,001 - £50,000	9	0	309	34.33
	£50,001 - £250,000	11	0	2104	191.27
	£250,001 - £1,000,000	7	0	983	140.43
	£1,000,001 and above	1	0	105	105.00
Sub total	DOMESTIC - ALL	178	0	11719	65.84
Sub total	NON-DOMESTIC - ALL	46	0	4857	105.59
ALL CATEGORIES	Total	224	0	16576	74.00

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	69	48	21	0	0	69.57%	30.43%	0.00%	0.00%	100.00%
	£10,001 - £50,000	61	48	12	1	0	78.69%	19.67%	1.64%	0.00%	100.00%
	£50,001 - £250,000	24	10	14	0	0	41.67%	58.33%	0.00%	0.00%	100.00%
	£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	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
NON-DOMESTIC	0 - £10,000	16	10	6	0	0	62.50%	37.50%	0.00%	0.00%	100.00%
	£10,001 - £50,000	17	5	11	0	1	29.41%	64.71%	0.00%	5.88%	100.00%
	£50,001 - £250,000	10	3	7	0	0	30.00%	70.00%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	4	1	2	1	0	25.00%	50.00%	25.00%	0.00%	100.00%
	£1,000,001 and above	1	0	1	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
Sub total	DOMESTIC - ALL	157	107	49	1	0	68.15%	31.21%	0.64%	0.00%	100.00%
Sub total	NON-DOMESTIC - ALL	48	19	27	1	1	39.58%	56.25%	2.08%	2.08%	99.99%
ALL CATEGORIES	Total	205	126	76	2	1	61.46%	37.07%	0.98%	0.49%	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	28	21	7	0	0	75.00%	25.00%	0.00%	0.00%	100.00%
	£10,001 - £50,000	36	28	6	0	2	77.78%	16.67%	0.00%	5.56%	100.01%
	£50,001 - £250,000	19	14	5	0	0	73.68%	26.32%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	4	2	2	0	0	50.00%	50.00%	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%
NON-DOMESTIC	0 - £10,000	8	7	1	0	0	87.50%	12.50%	0.00%	0.00%	100.00%
	£10,001 - £50,000	5	4	1	0	0	80.00%	20.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	6	4	2	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	4	2	1	1	0	50.00%	25.00%	25.00%	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	90	65	23	0	2	72.22%	25.56%	0.00%	2.22%	100.00%
Sub total	NON-DOMESTIC - ALL	24	18	5	1	0	75.00%	20.83%	4.17%	0.00%	100.00%
ALL CATEGORIES	Total	114	83	28	1	2	72.81%	24.56%	0.88%	1.75%	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	27	9	9	9	33.33%	33.33%	33.33%
	£10,001 - £50,000	32	3	3	3	9.38%	9.38%	9.38%
	£50,001 - £250,000	20	7	7	7	35.00%	35.00%	35.00%
	£250,001 - £1,000,000	6	4	4	4	66.67%	66.67%	66.67%
	£1,000,001 and above	0	0	0	0	0.00%	0.00%	0.00%
NON-DOMESTIC	0 - £10,000	5	3	3	3	60.00%	60.00%	60.00%
	£10,001 - £50,000	2	2	2	2	100.00%	100.00%	100.00%
	£50,001 - £250,000	7	1	1	1	14.29%	14.29%	14.29%
	£250,001 - £1,000,000	4	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	2	2	2	2	100.00%	100.00%	100.00%
Sub total	DOMESTIC - ALL	85	23	23	23	27.06%	27.06%	27.06%
Sub total	NON-DOMESTIC - ALL	20	8	8	8	40.00%	40.00%	40.00%
ALL CATEGORIES	Total	105	31	31	31	29.52%	29.52%	29.52%

KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Verification COSTS	Total Staff Costs (£)	£166,291.00
	Staff costs on verification (£)	£152,018.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£37,746.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£37,331.00
	Non-staff costs on verification (£)	£5,340.00
	Other verification investment (£)	£0.00
Verification FEES	Total building warrant fee income (including 'late' BW)	£127,232.00
	Total amendment to warrant fee income	£14,125.00
	Total CC where no warrant was obtained fee income	£3,517.00
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£12,824,280.00
	Total value of works for amendment to warrant applications	£320,376.00
	Total value of works for CC submissions where no warrant was obtained	£104,132.00
Total	VERIFICATION (STAFF) COSTS (£)	£152,018.00
Total	VERIFICATION (ALL) COSTS (£)	£157,358.00
Total	FEE INCOME (£)	£144,874.00
Total	VALUE OF WORK (£)	£13,248,788.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	95.30%
	% FEE INCOME / VERIFICATION (ALL) COSTS	92.07%

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	7.2
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	271
Number of completion certificates submitted through SG eBS system	109
Number of other forms submitted through SG eBS system	426
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)	164
applications	"Late" BW applications (as included above)	5
applications	"Staged" BW applications (as included above)	0
decisions	No. of BW approved	162
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	81
amendments - applications	Amendments to "staged" BW applications (as included above)	4
BW amendments - decisions	No. of amendment to BW applications approved	60
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)	220
submissions	Total no. of CC submissions where no BW was obtained (as included above)	6
decisions	No. of CC accepted	159
decisions	No. of BW rejected	55
Comments	.	
Certification		
Design scheme (building structures)	No. of certificates of design provided	89
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	16
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	2
Comments	.	

Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	25
Non-domestic	No. of copy certificates received	0
Comments	.	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	18
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	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 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	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	10 other reports of dangerous buildings were received by the service during the period.	

TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
Local Authority	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).
Moray	98.54%	97.37%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	7.2	95.30%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data