

KEY PERFORMANCE OUTCOMES 2023-24 Q4

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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	4993	63.20
	£10,001 - £50,000	40	0	6066	151.65
	£50,001 - £250,000	25	0	3149	125.96
	£250,001 - £1,000,000	10	0	1970	197.00
	£1,000,001 and above	2	0	546	273.00
NON-DOMESTIC	0 - £10,000	16	0	618	38.63
	£10,001 - £50,000	7	0	512	73.14
	£50,001 - £250,000	8	0	1103	137.88
	£250,001 - £1,000,000	7	0	1464	209.14
	£1,000,001 and above	1	0	120	120.00

Sub total	DOMESTIC - ALL	156	0	16724	107.21
Sub total	NON-DOMESTIC - ALL	39	0	3817	97.87

ALL CATEGORIES	Total	195	0	20541	105.34
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Comments	The average time in days to issue a building warrant has increased since last quarter - 87 to days. The number of building warrants and amendments increased slightly in this quarter from 183 in Q3 to 195 in this quarter.				
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Value bands Sub total	0 - £10,000	95	0	5611	59.06
Value bands Sub total	£10,001 - £50,000	47	0	6578	139.96
Value bands Sub total	£50,001 - £250,000	33	0	4252	128.85
Value bands Sub total	£250,001 - £1,000,000	17	0	3434	202.00
Value bands Sub total	£1,000,001 and above	3	0	666	222.00

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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	61	39	21	1	0	63.93%	34.43%	1.64%	0.00%	100.00%
	£10,001 - £50,000	32	16	14	1	0	50.00%	43.75%	3.12%	0.00%	96.87%
	£50,001 - £250,000	24	8	16	0	0	33.33%	66.67%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	9	2	6	1	0	22.22%	66.67%	11.11%	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	15	10	5	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£10,001 - £50,000	8	4	4	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	8	0	7	1	0	0.00%	87.50%	12.50%	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	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	126	65	57	3	0	51.59%	45.24%	2.38%	0.00%	99.21%
Sub total	NON-DOMESTIC - ALL	34	15	18	1	0	44.12%	52.94%	2.94%	0.00%	100.00%

ALL CATEGORIES	Total	160	80	75	4	0	50.00%	46.88%	2.50%	0.00%	99.38%
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Commentary on main reasons why there are any significant changes	The number of first reports has decreased compared to Q3. 178 in Q3 compared to 160 in Q4. Performance has remained consistent with 96.88% having a first report issued within 20 days in this quarter and and 97% quarter 3. 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	76	49	26	1	0	64.47%	34.21%	1.32%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	40	20	18	1	0	50.00%	45.00%	2.50%	0.00%	97.50%
Value bands Sub total	£50,001 - £250,000	32	8	23	1	0	25.00%	71.88%	3.12%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	10	2	7	1	0	20.00%	70.00%	10.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%

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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	44	36	8	0	81.82%	18.18%	0.00%	0.00%	100.00%	
	£10,001 - £50,000	28	24	3	0	85.71%	10.71%	0.00%	3.57%	99.99%	
	£50,001 - £250,000	19	14	4	1	73.68%	21.05%	5.26%	0.00%	99.99%	
	£250,001 - £1,000,000	7	6	1	0	85.71%	14.29%	0.00%	0.00%	100.00%	
	£1,000,001 and above	1	0	1	0	0.00%	100.00%	0.00%	0.00%	100.00%	
NON-DOMESTIC	0 - £10,000	5	4	1	0	80.00%	20.00%	0.00%	0.00%	100.00%	
	£10,001 - £50,000	5	4	1	0	80.00%	20.00%	0.00%	0.00%	100.00%	
	£50,001 - £250,000	7	4	3	0	57.14%	42.86%	0.00%	0.00%	100.00%	
	£250,001 - £1,000,000	4	2	2	0	50.00%	50.00%	0.00%	0.00%	100.00%	
	£1,000,001 and above	1	0	1	0	0.00%	100.00%	0.00%	0.00%	100.00%	

Sub total	DOMESTIC - ALL	99	80	17	1	80.81%	17.17%	1.01%	1.01%	100.00%
Sub total	NON-DOMESTIC - ALL	22	14	8	0	63.64%	36.36%	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	121	94	25	1	77.69%	20.66%	0.83%	0.83%	100.01%
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Commentary on main reasons why there are any significant changes	Performance remains green in Q4 with 98.35% in this quarter. Q3 was 99.15%. The number of Building Warrants and amendments increased slightly during this period compared to Q3 - 118 in Q3 and 121 in this quarter.
Provide main reasons why targets not met	As Above.

Value bands Sub total	0 - £10,000	49	40	9	0	81.63%	18.37%	0.00%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	33	28	4	0	84.85%	12.12%	0.00%	3.03%	100.00%
Value bands Sub total	£50,001 - £250,000	26	18	7	1	69.23%	26.92%	3.85%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	11	8	3	0	72.73%	27.27%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	2	0	2	0	0.00%	100.00%	0.00%	0.00%	100.00%

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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	24	4	4	4	16.67%	16.67%	16.67%
	£10,001 - £50,000	27	6	6	6	22.22%	22.22%	22.22%
	£50,001 - £250,000	12	3	3	3	25.00%	25.00%	25.00%
	£250,001 - £1,000,000	19	11	11	11	57.89%	57.89%	57.89%
	£1,000,001 and above	5	5	5	5	100.00%	100.00%	100.00%
NON-DOMESTIC	0 - £10,000	3	1	1	1	33.33%	33.33%	33.33%
	£10,001 - £50,000	4	0	0	0	0.00%	0.00%	0.00%
	£50,001 - £250,000	3	0	0	0	0.00%	0.00%	0.00%
	£250,001 - £1,000,000	0	0	0	0	0.00%	0.00%	0.00%
	£1,000,001 and above	0	0	0	0	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	87	29	29	29	33.33%	33.33%	33.33%
Sub total	NON-DOMESTIC - ALL	10	1	1	1	10.00%	10.00%	10.00%

ALL CATEGORIES	Total	97	30	30	30	30.93%	30.93%	30.93%
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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	27	5	5	5	18.52%	18.52%	18.52%
Value bands Sub total	£10,001 - £50,000	31	6	6	6	19.35%	19.35%	19.35%
Value bands Sub total	£50,001 - £250,000	15	3	3	3	20.00%	20.00%	20.00%
Value bands Sub total	£250,001 - £1,000,000	19	11	11	11	57.89%	57.89%	57.89%
Value bands Sub total	£1,000,001 and above	5	5	5	5	100.00%	100.00%	100.00%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Verification COSTS	Total Staff Costs (£)	£184,647.00
	Staff costs on verification (£)	£172,531.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£58,038.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£39,868.00
	Non-staff costs on verification (£)	£1,112.00
	Other verification investment (£)	£0.00
	Comments on verification costs	.
Verification FEES	Total building warrant fee income (including 'late' BW)	£115,466.00
	Total amendment to warrant fee income	£9,323.00
	Total CC where no warrant was obtained fee income	£6,117.00
	Comments on fee income	.
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£17,122,610.00
	Total value of works for amendment to warrant applications	£203,750.00
	Total value of works for CC submissions where no warrant was obtained	£44,990.00
	Comments on value of work	.
Total	VERIFICATION (STAFF) COSTS (£)	£172,531.00
Total	VERIFICATION (ALL) COSTS (£)	£173,643.00
Total	FEE INCOME (£)	£130,906.00
Total	VALUE OF WORK (£)	£17,371,350.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	75.87%
	% FEE INCOME / VERIFICATION (ALL) COSTS	75.39%
	Other comments (e.g. significant variations between verification fee income and verification costs)	.

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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	8.8
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	209
Number of completion certificates submitted through SG eBS system	165
Number of other forms submitted through SG eBS system	515
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

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OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT		
Building Warrants		
applications	Total no. of all BW applications (including "late" applications)	138
applications	"Late" BW applications (as included above)	3
applications	"Staged" BW applications (as included above)	6
decisions	No. of BW approved	126
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	65
amendments - applications	Amendments to "staged" BW applications (as included above)	6
BW amendments - decisions	No. of amendment to BW applications approved	66
BW amendments - decisions	No. of amendment to BW applications refused	2
Comments	.	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	223
submissions	Total no. of CC submissions where no BW was obtained (as included above)	7
decisions	No. of CC accepted	138
decisions	No. of BW rejected	53
Comments	.	
Certification		
Design scheme (building structures)	No. of certificates of design provided	109
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	17
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	14
Comments	.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	22
Non-domestic	No. of copy certificates received	0
Comments	.	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	1
Domestic - Bronze Active	No. of copy certificates received	34
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

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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	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	We received 11 other enforcement and dangerous building cases over the period	

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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	96.88%	98.35%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.8	75.87%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data