

KEY PERFORMANCE OUTCOMES 2024-25 Q2

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KEY PERFORMANCE OUTCOMES 2024-25 Q2

Moray Contact Details: William Clark, e-mail: william.clark@moray.gov.uk, tel. 07854685633

| 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 | 67 | 0 | 4736 | 70.69 |
| | £10,001 - £50,000 | 45 | 0 | 3719 | 82.64 |
| | £50,001 - £250,000 | 24 | 0 | 1868 | 77.83 |
| | £250,001 - £1,000,000 | 18 | 0 | 3293 | 182.94 |
| | £1,000,001 and above | 2 | 1 | 476 | 238.00 |
| NON-DOMESTIC | 0 - £10,000 | 19 | 0 | 1467 | 77.21 |
| | £10,001 - £50,000 | 9 | 0 | 1127 | 125.22 |
| | £50,001 - £250,000 | 8 | 0 | 726 | 90.75 |
| | £250,001 - £1,000,000 | 3 | 0 | 247 | 82.33 |
| | £1,000,001 and above | 1 | 0 | 56 | 56.00 |

| | | | | | |
|------------------|---------------------------|-----|---|-------|-------|
| Sub total | DOMESTIC - ALL | 156 | 1 | 14092 | 90.33 |
| Sub total | NON-DOMESTIC - ALL | 40 | 0 | 3623 | 90.58 |

| | | | | | |
|-----------------------|--------------|-----|---|-------|-------|
| ALL CATEGORIES | Total | 196 | 1 | 17715 | 90.38 |
|-----------------------|--------------|-----|---|-------|-------|

| | | | | | |
|-----------------|--|--|--|--|--|
| Comments | The average time in days to issue a building warrant has increased slightly since last quarter - 88 to 90 days. The number of building warrants and amendments decreased slightly in this quarter from 207 in Q1 to 196 in this quarter. | | | | |
|-----------------|--|--|--|--|--|

| | | | | | |
|------------------------------|------------------------------|----|---|------|--------|
| Value bands Sub total | 0 - £10,000 | 86 | 0 | 6203 | 72.13 |
| Value bands Sub total | £10,001 - £50,000 | 54 | 0 | 4846 | 89.74 |
| Value bands Sub total | £50,001 - £250,000 | 32 | 0 | 2594 | 81.06 |
| Value bands Sub total | £250,001 - £1,000,000 | 21 | 0 | 3540 | 168.57 |
| Value bands Sub total | £1,000,001 and above | 3 | 1 | 532 | 177.33 |

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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 | 56 | 38 | 17 | 1 | 0 | 67.86% | 30.36% | 1.79% | 0.00% | 100.01% |
| | £10,001 - £50,000 | 32 | 17 | 15 | 0 | 0 | 53.12% | 46.88% | 0.00% | 0.00% | 100.00% |
| | £50,001 - £250,000 | 23 | 11 | 12 | 0 | 0 | 47.83% | 52.17% | 0.00% | 0.00% | 100.00% |
| | £250,001 - £1,000,000 | 8 | 3 | 5 | 0 | 0 | 37.50% | 62.50% | 0.00% | 0.00% | 100.00% |
| | £1,000,001 and above | 3 | 1 | 2 | 0 | 0 | 33.33% | 66.67% | 0.00% | 0.00% | 100.00% |
| NON-DOMESTIC | 0 - £10,000 | 16 | 10 | 6 | 0 | 0 | 62.50% | 37.50% | 0.00% | 0.00% | 100.00% |
| | £10,001 - £50,000 | 9 | 5 | 4 | 0 | 0 | 55.56% | 44.44% | 0.00% | 0.00% | 100.00% |
| | £50,001 - £250,000 | 6 | 2 | 4 | 0 | 0 | 33.33% | 66.67% | 0.00% | 0.00% | 100.00% |
| | £250,001 - £1,000,000 | 4 | 0 | 4 | 0 | 0 | 0.00% | 100.00% | 0.00% | 0.00% | 100.00% |
| | £1,000,001 and above | 4 | 2 | 2 | 0 | 0 | 50.00% | 50.00% | 0.00% | 0.00% | 100.00% |

| | | | | | | | | | | | |
|------------------|---------------------------|-----|----|----|---|---|--------|--------|-------|-------|---------|
| Sub total | DOMESTIC - ALL | 122 | 70 | 51 | 1 | 0 | 57.38% | 41.80% | 0.82% | 0.00% | 100.00% |
| Sub total | NON-DOMESTIC - ALL | 39 | 19 | 20 | 0 | 0 | 48.72% | 51.28% | 0.00% | 0.00% | 100.00% |

| | | | | | | | | | | | |
|-----------------------|--------------|-----|----|----|---|---|--------|--------|-------|-------|---------|
| ALL CATEGORIES | Total | 161 | 89 | 71 | 1 | 0 | 55.28% | 44.10% | 0.62% | 0.00% | 100.00% |
|-----------------------|--------------|-----|----|----|---|---|--------|--------|-------|-------|---------|

| | |
|---|--|
| Commentary on main reasons why there are any significant changes | The number of first reports has decreased compared to Q1. 180 in Q1 compared to 161 in Q2. Performance has remained consistent with 98% having a first report issued within 20 days in this quarter and and 96% Q1. One application took longer than 20 days with no applications exceeding 35 days. A customer agreement was in place for the application exceeding 35 days. |
| Provide main reasons why first report targets not met | As Above. |

| | | | | | | | | | | | |
|------------------------------|------------------------------|----|----|----|---|---|--------|--------|-------|-------|---------|
| Value bands Sub total | 0 - £10,000 | 72 | 48 | 23 | 1 | 0 | 66.67% | 31.94% | 1.39% | 0.00% | 100.00% |
| Value bands Sub total | £10,001 - £50,000 | 41 | 22 | 19 | 0 | 0 | 53.66% | 46.34% | 0.00% | 0.00% | 100.00% |
| Value bands Sub total | £50,001 - £250,000 | 29 | 13 | 16 | 0 | 0 | 44.83% | 55.17% | 0.00% | 0.00% | 100.00% |
| Value bands Sub total | £250,001 - £1,000,000 | 12 | 3 | 9 | 0 | 0 | 25.00% | 75.00% | 0.00% | 0.00% | 100.00% |
| Value bands Sub total | £1,000,001 and above | 7 | 3 | 4 | 0 | 0 | 42.86% | 57.14% | 0.00% | 0.00% | 100.00% |

KEY PERFORMANCE OUTCOMES 2024-25 Q2

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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 | 40 | 30 | 10 | 0 | 75.00% | 25.00% | 0.00% | 0.00% | 100.00% | |
| | £10,001 - £50,000 | 39 | 31 | 8 | 0 | 79.49% | 20.51% | 0.00% | 0.00% | 100.00% | |
| | £50,001 - £250,000 | 14 | 9 | 4 | 0 | 64.29% | 28.57% | 0.00% | 7.14% | 100.00% | |
| | £250,001 - £1,000,000 | 11 | 7 | 4 | 0 | 63.64% | 36.36% | 0.00% | 0.00% | 100.00% | |
| | £1,000,001 and above | 2 | 0 | 1 | 1 | 0.00% | 50.00% | 50.00% | 0.00% | 100.00% | |
| NON-DOMESTIC | 0 - £10,000 | 11 | 8 | 3 | 0 | 72.73% | 27.27% | 0.00% | 0.00% | 100.00% | |
| | £10,001 - £50,000 | 5 | 5 | 0 | 0 | 100.00% | 0.00% | 0.00% | 0.00% | 100.00% | |
| | £50,001 - £250,000 | 4 | 2 | 2 | 0 | 50.00% | 50.00% | 0.00% | 0.00% | 100.00% | |
| | £250,001 - £1,000,000 | 1 | 1 | 0 | 0 | 100.00% | 0.00% | 0.00% | 0.00% | 100.00% | |
| | £1,000,001 and above | 1 | 1 | 0 | 0 | 100.00% | 0.00% | 0.00% | 0.00% | 100.00% | |

| | | | | | | | | | | |
|------------------|---------------------------|-----|----|----|---|--------|--------|-------|-------|---------|
| Sub total | DOMESTIC - ALL | 106 | 77 | 27 | 1 | 72.64% | 25.47% | 0.94% | 0.94% | 99.99% |
| Sub total | NON-DOMESTIC - ALL | 22 | 17 | 5 | 0 | 77.27% | 22.73% | 0.00% | 0.00% | 100.00% |

| | | | | | | | | | | |
|-----------------------|--------------|-----|----|----|---|--------|--------|-------|-------|---------|
| ALL CATEGORIES | Total | 128 | 94 | 32 | 1 | 73.44% | 25.00% | 0.78% | 0.78% | 100.00% |
|-----------------------|--------------|-----|----|----|---|--------|--------|-------|-------|---------|

| | |
|---|--|
| Commentary on main reasons why there are any significant changes | Performance remains green in Q2 with 99.38% in this quarter. Q1 was 97.46%. The number of Building Warrants and amendments increased slightly during this period compared to Q1 - 118 in Q1 and 128 in this quarter. |
| Provide main reasons why targets not met | As Above. |

| | | | | | | | | | | |
|------------------------------|------------------------------|----|----|----|---|--------|--------|--------|-------|---------|
| Value bands Sub total | 0 - £10,000 | 51 | 38 | 13 | 0 | 74.51% | 25.49% | 0.00% | 0.00% | 100.00% |
| Value bands Sub total | £10,001 - £50,000 | 44 | 36 | 8 | 0 | 81.82% | 18.18% | 0.00% | 0.00% | 100.00% |
| Value bands Sub total | £50,001 - £250,000 | 18 | 11 | 6 | 0 | 61.11% | 33.33% | 0.00% | 5.56% | 100.00% |
| Value bands Sub total | £250,001 - £1,000,000 | 12 | 8 | 4 | 0 | 66.67% | 33.33% | 0.00% | 0.00% | 100.00% |
| Value bands Sub total | £1,000,001 and above | 3 | 1 | 1 | 1 | 33.33% | 33.33% | 33.33% | 0.00% | 99.99% |

KEY PERFORMANCE OUTCOMES 2024-25 Q2

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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 | 34 | 10 | 10 | 10 | 29.41% | 29.41% | 29.41% |
| | £10,001 - £50,000 | 38 | 17 | 17 | 17 | 44.74% | 44.74% | 44.74% |
| | £50,001 - £250,000 | 13 | 6 | 6 | 6 | 46.15% | 46.15% | 46.15% |
| | £250,001 - £1,000,000 | 11 | 4 | 4 | 4 | 36.36% | 36.36% | 36.36% |
| | £1,000,001 and above | 0 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| NON-DOMESTIC | 0 - £10,000 | 6 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £10,001 - £50,000 | 8 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 11 | 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 | 2 | 1 | 1 | 1 | 50.00% | 50.00% | 50.00% |

| | | | | | | | | |
|-----------|--------------------|----|----|----|----|--------|--------|--------|
| Sub total | DOMESTIC - ALL | 96 | 37 | 37 | 37 | 38.54% | 38.54% | 38.54% |
| Sub total | NON-DOMESTIC - ALL | 27 | 1 | 1 | 1 | 3.70% | 3.70% | 3.70% |

| | | | | | | | | |
|-----------------------|--------------|-----|----|----|----|--------|--------|--------|
| ALL CATEGORIES | Total | 123 | 38 | 38 | 38 | 30.89% | 30.89% | 30.89% |
|-----------------------|--------------|-----|----|----|----|--------|--------|--------|

| | |
|--|--|
| 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. Figures have increased this quarter - a new process has been introduced to remind applicants of expiry date of warrant. This has resulted in increased submissions however also increased the data in terms of lack of notification. This will require further investigation by the team. |
| 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 | 40 | 10 | 10 | 10 | 25.00% | 25.00% | 25.00% |
| Value bands Sub total | £10,001 - £50,000 | 46 | 17 | 17 | 17 | 36.96% | 36.96% | 36.96% |
| Value bands Sub total | £50,001 - £250,000 | 24 | 6 | 6 | 6 | 25.00% | 25.00% | 25.00% |
| Value bands Sub total | £250,001 - £1,000,000 | 11 | 4 | 4 | 4 | 36.36% | 36.36% | 36.36% |

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| | | | | | | | | |
|------------------------------|-----------------------------|---|---|---|---|--------|--------|--------|
| Value bands Sub total | £1,000,001 and above | 2 | 1 | 1 | 1 | 50.00% | 50.00% | 50.00% |
|------------------------------|-----------------------------|---|---|---|---|--------|--------|--------|

KEY PERFORMANCE OUTCOMES 2024-25 Q2

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| KPO5 - MAINTAIN FINANCIAL GOVERNANCE | | |
|--------------------------------------|--|---|
| Verification COSTS | Total Staff Costs (£) | £186,644.00 |
| | Staff costs on verification (£) | £183,829.00 |
| | Staff costs on verification - breakdown 1 - plan checking element (£) | £59,418.00 |
| | Staff costs on verification - breakdown 2 - inspection element (£) | £54,300.00 |
| | Non-staff costs on verification (£) | £1,248.00 |
| | Other verification investment (£) | £5,128.00 |
| | Comments on verification costs | <p>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 (£3409) and supplies and services including technology ((£1719)</p> <p>The service currently has a vacancy for Principal Building Standards Officer due to current acting up arrangements. The increased salaries due to pay increase have also been applied.</p> |
| Verification FEES | Total building warrant fee income (including 'late' BW) | £232,223.00 |
| | Total amendment to warrant fee income | £12,727.00 |
| | Total CC where no warrant was obtained fee income | £4,218.00 |
| | Comments on fee income | <p>Warrant Fee income has increased over this period significantly. The service received increased fee income over 2 months due to larger projects being submitted. The fee income over the 2 month period was near double our expected fee income for the period.</p> |
| Verification VALUE OF WORK | Total value of works for BW applications (including "late" applications) | £54,291,509.00 |
| | Total value of works for amendment to warrant applications | £278,000.00 |
| | Total value of works for CC submissions where no warrant was obtained | £32,500.00 |
| | Comments on value of work | . |
| Total | VERIFICATION (STAFF) COSTS (£) | £183,829.00 |
| Total | VERIFICATION (ALL) COSTS (£) | £190,205.00 |
| Total | FEE INCOME (£) | £249,168.00 |
| Total | VALUE OF WORK (£) | £54,602,009.00 |
| | % FEE INCOME / VERIFICATION (STAFF) COSTS | 135.54% |
| | % FEE INCOME / VERIFICATION (ALL) COSTS | 131.00% |
| | 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 | 8.5 |
| 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 | 183 |
| Number of completion certificates submitted through SG eBS system | 175 |
| Number of other forms submitted through SG eBS system | 576 |
| 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 | N/A |

| 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) | 119 |
| applications | "Late" BW applications (as included above) | 3 |
| applications | "Staged" BW applications (as included above) | 7 |
| decisions | No. of BW approved | 126 |
| decisions | No. of BW refused | 0 |
| amendments - applications | No. of amendment to BW applications | 58 |
| amendments - applications | Amendments to "staged" BW applications (as included above) | 5 |
| BW amendments - decisions | No. of amendment to BW applications approved | 57 |
| 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) | 5 |
| decisions | No. of CC accepted | 164 |
| decisions | No. of BW rejected | 52 |
| Comments | . | |
| Certification | | |
| Design scheme (building structures) | No. of certificates of design provided | 129 |
| Design scheme (energy - domestic) | No. of certificates of design provided | 3 |
| Design scheme (energy - non-domestic) | No. of certificates of design provided | 3 |
| Construction scheme (electrical installations) | No. of certificates of construction provided | 23 |
| Construction scheme (drainage, heating and plumbing) | No. of certificates of construction provided | 3 |
| Comments | . | |
| Energy Performance Certificates (EPCs) | | |
| Domestic | No. of copy certificates received | 38 |
| Non-domestic | No. of copy certificates received | 0 |
| Comments | . | |
| Statements of Sustainability | | |
| Domestic - Bronze | No. of copy certificates received | 17 |
| Domestic - Bronze Active | No. of copy certificates received | 27 |
| Domestic - Silver | No. of copy certificates received | 0 |
| Domestic - Silver Active | No. of copy certificates received | 7 |
| 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 | 1 |
| 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 9 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 | 99.38% | 98.44% | Published prominently (with review) | No cases referred to BSD 'Reporting Service' | 8.5 | 135.54% | Published prominently | 4 of 4 done | Published prominently (with review) | Includes all performance data |