

## KEY PERFORMANCE OUTCOMES 2022-23 Q4

Highland Contact Details: Glenn Campbell, e-mail: Glenn.Campbell@highland.gov.uk, tel. 01463785122

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**KEY PERFORMANCE OUTCOMES 2022-23 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	172	0	11028	64.12
	£10,001 - £50,000	94	0	7355	78.24
	£50,001 - £250,000	104	0	9585	92.16
	£250,001 - £1,000,000	66	0	7281	110.32
	£1,000,001 and above	5	0	560	112.00
NON-DOMESTIC	0 - £10,000	49	0	3269	66.71
	£10,001 - £50,000	22	0	1089	49.50
	£50,001 - £250,000	27	0	3078	114.00
	£250,001 - £1,000,000	12	0	2281	190.08
	£1,000,001 and above	3	1	1169	389.67

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	441	0	35809	81.20
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	113	1	10886	96.34

<b>ALL CATEGORIES</b>	<b>Total</b>	554	1	46695	84.29
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<b>Comments</b>	The number of building warrant applications received during Quarter 4 was 674 compared to 609 in Q3. 736 applications were reported 12 months ago.  The number of building warrants determined dropped to 533 in Q4 compared to 549 in Quarter 3. 630 warrants were processed 12 months ago.				
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<b>Value bands Sub total</b>	<b>0 - £10,000</b>	221	0	14297	64.69
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	116	0	8444	72.79
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	131	0	12663	96.66
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	78	0	9562	122.59
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	8	1	1729	216.13

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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	165	135	30	0	81.82%	18.18%	0.00%	0.00%	100.00%	
	£10,001 - £50,000	113	83	23	7	73.45%	20.35%	6.19%	0.00%	99.99%	
	£50,001 - £250,000	143	92	42	9	64.34%	29.37%	6.29%	0.00%	100.00%	
	£250,001 - £1,000,000	58	36	16	6	62.07%	27.59%	10.34%	0.00%	100.00%	
	£1,000,001 and above	15	4	8	3	26.67%	53.33%	20.00%	0.00%	100.00%	
NON-DOMESTIC	0 - £10,000	40	27	10	3	67.50%	25.00%	7.50%	0.00%	100.00%	
	£10,001 - £50,000	25	17	5	3	68.00%	20.00%	12.00%	0.00%	100.00%	
	£50,001 - £250,000	34	20	9	4	58.82%	26.47%	11.76%	2.94%	99.99%	
	£250,001 - £1,000,000	16	7	3	6	43.75%	18.75%	37.50%	0.00%	100.00%	
	£1,000,001 and above	12	2	5	4	16.67%	41.67%	33.33%	8.33%	100.00%	

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	494	350	119	25	0	70.85%	24.09%	5.06%	0.00%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	127	73	32	20	2	57.48%	25.20%	15.75%	1.57%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	621	423	151	45	2	68.12%	24.32%	7.25%	0.32%	100.01%
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<b>Commentary on main reasons why there are any significant changes</b>	A small drop in responding to responses within 15 to 20 days is evident. The reason for this is the almost 3 week Festive Break into early Jan causing delays.
<b>Provide main reasons why first report targets not met</b>	As above.

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	205	162	40	3	0	79.02%	19.51%	1.46%	0.00%	99.99%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	138	100	28	10	0	72.46%	20.29%	7.25%	0.00%	100.00%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	177	112	51	13	1	63.28%	28.81%	7.34%	0.56%	99.99%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	74	43	19	12	0	58.11%	25.68%	16.22%	0.00%	100.01%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	27	6	13	7	1	22.22%	48.15%	25.93%	3.70%	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	122	86	27	6	0	70.49%	22.13%	4.92%	0.00%	97.54%
	£10,001 - £50,000	90	68	15	4	0	75.56%	16.67%	4.44%	0.00%	96.67%
	£50,001 - £250,000	101	72	22	0	3	71.29%	21.78%	0.00%	2.97%	96.04%
	£250,001 - £1,000,000	65	38	21	2	2	58.46%	32.31%	3.08%	3.08%	96.93%
	£1,000,001 and above	5	4	1	0	0	80.00%	20.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	36	20	13	1	0	55.56%	36.11%	2.78%	0.00%	94.45%
	£10,001 - £50,000	20	16	1	1	2	80.00%	5.00%	5.00%	10.00%	100.00%
	£50,001 - £250,000	26	18	4	1	1	69.23%	15.38%	3.85%	3.85%	92.31%
	£250,001 - £1,000,000	12	9	1	0	2	75.00%	8.33%	0.00%	16.67%	100.00%
	£1,000,001 and above	3	0	1	1	1	0.00%	33.33%	33.33%	33.33%	99.99%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	383	268	86	12	5	69.97%	22.45%	3.13%	1.31%	96.86%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	97	63	20	4	6	64.95%	20.62%	4.12%	6.19%	95.88%

<b>ALL CATEGORIES</b>	<b>Total</b>	480	331	106	16	11	68.96%	22.08%	3.33%	2.29%	96.66%
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<b>Commentary on main reasons why there are any significant changes</b>	There is no significant change to report.
<b>Provide main reasons why targets not met</b>	Suspected Festive Holiday break is reason why some targets were not met.

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	158	106	40	7	0	67.09%	25.32%	4.43%	0.00%	96.84%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	110	84	16	5	2	76.36%	14.55%	4.55%	1.82%	97.28%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	127	90	26	1	4	70.87%	20.47%	0.79%	3.15%	95.28%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	77	47	22	2	4	61.04%	28.57%	2.60%	5.19%	97.40%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	8	4	2	1	1	50.00%	25.00%	12.50%	12.50%	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	39	20	20	23	51.28%	51.28%	58.97%
	£10,001 - £50,000	62	23	25	34	37.10%	40.32%	54.84%
	£50,001 - £250,000	44	18	19	26	40.91%	43.18%	59.09%
	£250,001 - £1,000,000	52	18	18	25	34.62%	34.62%	48.08%
	£1,000,001 and above	158	68	70	72	43.04%	44.30%	45.57%
NON-DOMESTIC	0 - £10,000	13	4	5	6	30.77%	38.46%	46.15%
	£10,001 - £50,000	17	6	7	8	35.29%	41.18%	47.06%
	£50,001 - £250,000	22	9	10	10	40.91%	45.45%	45.45%
	£250,001 - £1,000,000	10	2	2	4	20.00%	20.00%	40.00%
	£1,000,001 and above	10	4	5	5	40.00%	50.00%	50.00%

Sub total	DOMESTIC - ALL	355	147	152	180	41.41%	42.82%	50.70%
Sub total	NON-DOMESTIC - ALL	72	25	29	33	34.72%	40.28%	45.83%

<b>ALL CATEGORIES</b>	<b>Total</b>	427	172	181	213	40.28%	42.39%	49.88%
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<b>Main reasons why CCNPs were not full achieved</b>	The applicant/agent failing to inform the verifier of works commencing on site is, in my opinion, the main reason for CCNPS failing.
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person</b>	In most case i feel the applicant is unaware or interested in notifying.
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by verifier</b>	I would guess mostly due to being overworked.
<b>Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)</b>	N/A
<b>Other comments on CCNPs</b>	N/A

Value bands Sub total	0 - £10,000	52	24	25	29	46.15%	48.08%	55.77%
Value bands Sub total	£10,001 - £50,000	79	29	32	42	36.71%	40.51%	53.16%
Value bands Sub total	£50,001 - £250,000	66	27	29	36	40.91%	43.94%	54.55%
Value bands Sub total	£250,001 - £1,000,000	62	20	20	29	32.26%	32.26%	46.77%
Value bands Sub total	£1,000,001 and above	168	72	75	77	42.86%	44.64%	45.83%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
<b>Verification COSTS</b>	Total Staff Costs (£)	£475,361.00
	Staff costs on verification (£)	£397,987.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£238,792.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£159,195.00
	Non-staff costs on verification (£)	£11,937.00
	Other verification investment (£)	£0.00
	<b>Comments on verification costs</b>	Staff Costs on Verification: as opposed to Total Staff Costs = 83.72%. However, the £475,361 Total Staff Cost includes £34,575 which is a quarterly cost attributed to a Dangerous Building pressure; the truer percentage figure is 90% Breakdown 1 above equates to 60% of Staff Costs on Verification Breakdown 2 above equates to 40% of Staff Costs on Verification Non-Staff Costs on Verification includes employing third party professional expertise for Structural Engineers; Fire Engineer (Oakleaf Group) and energy consultant (Arun Energy). The Non-Staff Costs do not include the costs for travel for surveyors going to and from sites; nor does it include the costs of paying for accommodation for students attending University in Edinburgh 3 times per year.
<b>Verification FEES</b>	Total building warrant fee income (including 'late' BW)	£405,516.00
	Total amendment to warrant fee income	£114,280.00
	Total CC where no warrant was obtained fee income	£18,860.00
	<b>Comments on fee income</b>	Fee income for Q4 dropped approx 15% on Q3
<b>Verification VALUE OF WORK</b>	Total value of works for BW applications (including "late" applications)	£179,844,396.00
	Total value of works for amendment to warrant applications	£234,033.00
	Total value of works for CC submissions where no warrant was obtained	£315,117.00
	<b>Comments on value of work</b>	No comment
<b>Total</b>	<b>VERIFICATION (STAFF) COSTS (£)</b>	<b>£397,987.00</b>
<b>Total</b>	<b>VERIFICATION (ALL) COSTS (£)</b>	<b>£409,924.00</b>
<b>Total</b>	<b>FEE INCOME (£)</b>	<b>£538,656.00</b>
<b>Total</b>	<b>VALUE OF WORK (£)</b>	<b>£180,393,546.00</b>
	<b>% FEE INCOME / VERIFICATION (STAFF) COSTS</b>	<b>135.35%</b>
	<b>% FEE INCOME / VERIFICATION (ALL) COSTS</b>	<b>131.40%</b>
	<b>Other comments (e.g. significant variations between verification fee income and verification costs)</b>	Clarification on Non-staff costs on verification is welcome. To date I have not included the verification costs associated with staff travel to and from sites. Highland Council is now employing a number of Graduate Apprentices; and again I admit for the last 4 years I have not included the travel and accommodations costs for students attending University in Edinburgh as a verification cost - these staff are undergoing training to become qualified BS surveyors. If the above costs should be included in the quarterly return I will make this change for the 2023/24 reporting so as to not suddenly indicate a massive change in costs for Q3 and Q4 reporting.

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<b>KPO3 - COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER</b>	
Customer Charter published on verifier website	Published prominently
Customer Charter web address on verifier website	<a href="https://www.highland.gov.uk/downloads/file/1308/customer_charter">https://www.highland.gov.uk/downloads/file/1308/customer_charter</a>
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

<b>KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE</b>	
Satisfaction rating from the last National Customer Survey	8.2
<b>Details of any accredited customer service awards (for example Customer Service Excellence)</b>	N/A

<b>KPO6 - COMMIT TO BUILDING STANDARDS</b>	
eBS published on verifier website	Published prominently
eBS published weblink	<a href="https://www.highland.gov.uk/info/162/building_control_-_building_regulations/171/building_regulations">https://www.highland.gov.uk/info/162/building_control_-_building_regulations/171/building_regulations</a>
Number of applications for building warrant or amendment submitted through SG eBS system	624
Number of completion certificates submitted through SG eBS system	521
Number of other forms submitted through SG eBS system	478
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
<b>Main reasons for significant changes in digital processing</b>	There is nothing significant to report. Applications being submitted via the eDev portal remains high with the Highland community being an eager participant.

<b>KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT</b>	
Verifier Performance Report published on verifier website	Published prominently
Verifier Performance Report published weblink	<a href="https://www.highland.gov.uk/downloads/file/19945/2022-23_annual_verification_performance_report_-_q4_update">https://www.highland.gov.uk/downloads/file/19945/2022-23_annual_verification_performance_report_-_q4_update</a>
Verifier Performance Report reviewed since last reporting period	Yes
Verifier Performance Report includes performance data	Includes all performance data

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<b>OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT</b>		
<b>Building Warrants</b>		
applications	Total no. of all BW applications (including "late" applications)	674
applications	"Late" BW applications (as included above)	37
applications	"Staged" BW applications (as included above)	21
decisions	No. of BW approved	413
decisions	No. of BW refused	4
amendments - applications	No. of amendment to BW applications	120
amendments - applications	Amendments to "staged" BW applications (as included above)	3
BW amendments - decisions	No. of amendment to BW applications approved	116
BW amendments - decisions	No. of amendment to BW applications refused	1
<b>Comments</b>	There is a small increase in BW application numbers (10%) when compared to Q3.	
<b>Completion Certificates</b>		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	763
submissions	Total no. of CC submissions where no BW was obtained (as included above)	7
decisions	No. of CC accepted	694
decisions	No. of BW rejected	131
<b>Comments</b>	There is a 20% dip in CC submissions recorded for Q4 when compared to Q3.	
<b>Certification</b>		
Design scheme (building structures)	No. of certificates of design provided	214
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	12
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	12
<b>Comments</b>	There is a 35% drop in certs of design (structures) being received. There is no information to support why this is the case.	
<b>Energy Performance Certificates (EPCs)</b>		
Domestic	No. of copy certificates received	112
Non-domestic	No. of copy certificates received	6
<b>Comments</b>	There is no significant change to report	
<b>Statements of Sustainability</b>		
Domestic - Bronze	No. of copy certificates received	9
Domestic - Bronze Active	No. of copy certificates received	78
Domestic - Silver	No. of copy certificates received	0
Domestic - Silver Active	No. of copy certificates received	2
Domestic - Gold	No. of copy certificates received	0
Non-domestic - Bronze	No. of copy certificates received	2
Non-domestic - Bronze Active	No. of copy certificates received	6
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
<b>Comments</b>	There is no significant change to report	
<b>Fire Safety Design Summaries</b>		
Non-domestic	No. of summaries received	8
<b>Comments</b>	The summaries received are in compliance with procedure.	
<b>Enforcement</b>		
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	1
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
<b>Comments</b>	The three cases logged were all complied with; without the need for serving Formal Notices as the owner's either assume responsibility for their building and took the appropriate action; or submitted 'Late' BW applications. All cases are now closed off.	



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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).
<b>Local Authority</b>										
Highland	92.43%	91.04%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.2	135.35%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data