

KEY PERFORMANCE OUTCOMES 2022-23 Q2

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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	205	0	11050	53.90
	£10,001 - £50,000	131	0	8458	64.56
	£50,001 - £250,000	144	0	12328	85.61
	£250,001 - £1,000,000	71	0	6062	85.38
	£1,000,001 and above	12	0	1924	160.33
NON-DOMESTIC	0 - £10,000	42	0	3892	92.67
	£10,001 - £50,000	21	0	1085	51.67
	£50,001 - £250,000	30	0	2859	95.30
	£250,001 - £1,000,000	10	0	574	57.40
	£1,000,001 and above	5	0	337	67.40

Sub total	DOMESTIC - ALL	563	0	39822	70.73
Sub total	NON-DOMESTIC - ALL	108	0	8747	80.99

ALL CATEGORIES	Total	671	0	48569	72.38
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Comments	Application numbers increased slightly in Q2; when compared with Q1, with it appearing the Total number of days has dropped in Q2 meaning the average number of days taken should be down when comparing to last Quarter.				
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Value bands Sub total	0 - £10,000	247	0	14942	60.49
Value bands Sub total	£10,001 - £50,000	152	0	9543	62.78
Value bands Sub total	£50,001 - £250,000	174	0	15187	87.28
Value bands Sub total	£250,001 - £1,000,000	81	0	6636	81.93
Value bands Sub total	£1,000,001 and above	17	0	2261	133.00

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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	208	181	22	5	0	87.02%	10.58%	2.40%	0.00%	100.00%
	£10,001 - £50,000	116	93	21	2	0	80.17%	18.10%	1.72%	0.00%	99.99%
	£50,001 - £250,000	116	86	21	9	0	74.14%	18.10%	7.76%	0.00%	100.00%
	£250,001 - £1,000,000	67	51	9	7	0	76.12%	13.43%	10.45%	0.00%	100.00%
	£1,000,001 and above	7	5	1	1	0	71.43%	14.29%	14.29%	0.00%	100.01%
NON-DOMESTIC	0 - £10,000	43	34	9	0	0	79.07%	20.93%	0.00%	0.00%	100.00%
	£10,001 - £50,000	14	10	4	0	0	71.43%	28.57%	0.00%	0.00%	100.00%
	£50,001 - £250,000	12	5	5	2	0	41.67%	41.67%	16.67%	0.00%	100.01%
	£250,001 - £1,000,000	12	5	5	2	0	41.67%	41.67%	16.67%	0.00%	100.01%
	£1,000,001 and above	4	2	0	2	0	50.00%	0.00%	50.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	514	416	74	24	0	80.93%	14.40%	4.67%	0.00%	100.00%
Sub total	NON-DOMESTIC - ALL	85	56	23	6	0	65.88%	27.06%	7.06%	0.00%	100.00%

ALL CATEGORIES	Total	599	472	97	30	0	78.80%	16.19%	5.01%	0.00%	100.00%
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Commentary on main reasons why there are any significant changes	There is no significant change to report. Application numbers are slightly down on last quarter.
Provide main reasons why first report targets not met	Conflicting workload pressures.

Value bands Sub total	0 - £10,000	251	215	31	5	0	85.66%	12.35%	1.99%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	130	103	25	2	0	79.23%	19.23%	1.54%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	128	91	26	11	0	71.09%	20.31%	8.59%	0.00%	99.99%
Value bands Sub total	£250,001 - £1,000,000	79	56	14	9	0	70.89%	17.72%	11.39%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	11	7	1	3	0	63.64%	9.09%	27.27%	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	144	99	37	8	0	68.75%	25.69%	5.56%	0.00%	100.00%
	£10,001 - £50,000	118	92	15	9	0	77.97%	12.71%	7.63%	0.00%	98.31%
	£50,001 - £250,000	135	99	19	9	6	73.33%	14.07%	6.67%	4.44%	98.51%
	£250,001 - £1,000,000	71	58	9	2	2	81.69%	12.68%	2.82%	2.82%	100.01%
	£1,000,001 and above	12	5	2	3	1	41.67%	16.67%	25.00%	8.33%	91.67%
NON-DOMESTIC	0 - £10,000	27	19	5	2	0	70.37%	18.52%	7.41%	0.00%	96.30%
	£10,001 - £50,000	17	9	5	2	0	52.94%	29.41%	11.76%	0.00%	94.11%
	£50,001 - £250,000	28	20	5	1	2	71.43%	17.86%	3.57%	7.14%	100.00%
	£250,001 - £1,000,000	10	8	2	0	0	80.00%	20.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	5	3	2	0	0	60.00%	40.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	480	353	82	31	9	73.54%	17.08%	6.46%	1.88%	98.96%
Sub total	NON-DOMESTIC - ALL	87	59	19	5	2	67.82%	21.84%	5.75%	2.30%	97.71%

ALL CATEGORIES	Total	567	412	101	36	11	72.66%	17.81%	6.35%	1.94%	98.76%
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Commentary on main reasons why there are any significant changes	There are no significant changes to comment upon.
Provide main reasons why targets not met	The Annual summer holiday period falls right throughout this reporting period; and with resource numbers at a critical level the impacts are evident in performance dips.

Value bands Sub total	0 - £10,000	171	118	42	10	0	69.01%	24.56%	5.85%	0.00%	99.42%
Value bands Sub total	£10,001 - £50,000	135	101	20	11	0	74.81%	14.81%	8.15%	0.00%	97.77%
Value bands Sub total	£50,001 - £250,000	163	119	24	10	8	73.01%	14.72%	6.13%	4.91%	98.77%
Value bands Sub total	£250,001 - £1,000,000	81	66	11	2	2	81.48%	13.58%	2.47%	2.47%	100.00%
Value bands Sub total	£1,000,001 and above	17	8	4	3	1	47.06%	23.53%	17.65%	5.88%	94.12%

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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	14	18	22	35.90%	46.15%	56.41%
	£10,001 - £50,000	62	26	35	35	41.94%	56.45%	56.45%
	£50,001 - £250,000	71	23	23	35	32.39%	32.39%	49.30%
	£250,001 - £1,000,000	73	17	20	32	23.29%	27.40%	43.84%
	£1,000,001 and above	148	38	45	46	25.68%	30.41%	31.08%
NON-DOMESTIC	0 - £10,000	13	7	7	7	53.85%	53.85%	53.85%
	£10,001 - £50,000	12	3	3	5	25.00%	25.00%	41.67%
	£50,001 - £250,000	15	4	5	5	26.67%	33.33%	33.33%
	£250,001 - £1,000,000	13	2	2	3	15.38%	15.38%	23.08%
	£1,000,001 and above	10	3	3	3	30.00%	30.00%	30.00%

Sub total	DOMESTIC - ALL	393	118	141	170	30.03%	35.88%	43.26%
Sub total	NON-DOMESTIC - ALL	63	19	20	23	30.16%	31.75%	36.51%

ALL CATEGORIES	Total	456	137	161	193	30.04%	35.31%	42.32%
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Main reasons why CCNPs were not full achieved	Failure by the customer/applicant to inform the case surveyor of the critical stages of construction recorded in the CCNP results in most of the failures.							
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	For the reason stated above.							
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	Being unaware of specific stages of construction being reached							
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	Failing to be notified of works commencing on site often results in foundations also being cast and building work commencing without the case surveyor having the opportunity to inspect the trenches; resulting in unnecessary disruptive digging to expose concrete at a later date.							
Other comments on CCNPs	No comment							

Value bands Sub total	0 - £10,000	52	21	25	29	40.38%	48.08%	55.77%
Value bands Sub total	£10,001 - £50,000	74	29	38	40	39.19%	51.35%	54.05%
Value bands Sub total	£50,001 - £250,000	86	27	28	40	31.40%	32.56%	46.51%
Value bands Sub total	£250,001 - £1,000,000	86	19	22	35	22.09%	25.58%	40.70%
Value bands Sub total	£1,000,001 and above	158	41	48	49	25.95%	30.38%	31.01%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Verification COSTS	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 (£)	£4,899.00
	Other verification investment (£)	£0.00
	Comments on verification costs	The Staff Costs on Verification; as opposed to the Total Staff Costs =83.72%. However, of the £475,361 total staff cost; includes £34,575 which is a quarterly cost related to a Dangerous Building pressure; therefore the truer percentage is 90% as opposed to 83.72%. 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 include employing third party professional expertise- eg structural engineers; Fire Engineer (The Oakleaf Group) and energy consultant (Arun Energy). There is no other expenditure to report.
Verification FEES	Total building warrant fee income (including 'late' BW)	£797,267.00
	Total amendment to warrant fee income	£88,558.00
	Total CC where no warrant was obtained fee income	£11,739.00
	Comments on fee income	Building warrant fee income was £898k for Q2; compared to £524k for Q1; BW fees are below budget target by £139k. However, £431k in fees within Planning and Building Standards services still has to be allocated.
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£7,117,201.00
	Total value of works for amendment to warrant applications	£6,722,744.00
	Total value of works for CC submissions where no warrant was obtained	£394,457.00
	Comments on value of work	No comment
Total	VERIFICATION (STAFF) COSTS (£)	£397,987.00
Total	VERIFICATION (ALL) COSTS (£)	£402,886.00
Total	FEE INCOME (£)	£897,564.00
Total	VALUE OF WORK (£)	£14,234,402.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	225.53%
	% FEE INCOME / VERIFICATION (ALL) COSTS	222.78%
	Other comments (e.g. significant variations between verification fee income and verification costs)	No comment

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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	https://www.highland.gov.uk/downloads/file/1308/customer_charter
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	7.4
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	https://www.highland.gov.uk/info/162/building_control_-_building_regulations/171/building_regulations
Number of applications for building warrant or amendment submitted through SG eBS system	645
Number of completion certificates submitted through SG eBS system	661
Number of other forms submitted through SG eBS system	521
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	There are no significant changes to report. Highland council remains proactive and supportive of changes to digital processing.

KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT	
Verifier Performance Report published on verifier website	Published but not prominently
Verifier Performance Report published weblink	https://www.highland.gov.uk/downloads/file/19945/2022-23_annual_verification_performance_report_-_q1_update
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)	688
applications	"Late" BW applications (as included above)	22
applications	"Staged" BW applications (as included above)	23
decisions	No. of BW approved	487
decisions	No. of BW refused	5
amendments - applications	No. of amendment to BW applications	167
amendments - applications	Amendments to "staged" BW applications (as included above)	3
BW amendments - decisions	No. of amendment to BW applications approved	148
BW amendments - decisions	No. of amendment to BW applications refused	0
Comments	The number of building warrant applications received during Quarter 2 decreased to 688 from 758 in Q1; a drop of 9%.	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	837
submissions	Total no. of CC submissions where no BW was obtained (as included above)	7
decisions	No. of CC accepted	719
decisions	No. of BW rejected	142
Comments	The number of completion certificates issued/rejected decreased to 861 from 975 recorded in Q1; a decrease of 11%.	
Certification		
Design scheme (building structures)	No. of certificates of design provided	240
Design scheme (energy - domestic)	No. of certificates of design provided	6
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	9
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	9
Comments	The number of certificates submitted in support of applications or work being completed is consistent with previous quarters.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	169
Non-domestic	No. of copy certificates received	33
Comments	No comment	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	16
Domestic - Bronze Active	No. of copy certificates received	154
Domestic - Silver	No. of copy certificates received	4
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	7
Non-domestic - Bronze Active	No. of copy certificates received	24
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	numbers remain constant	
Fire Safety Design Summaries		
Non-domestic	No. of summaries received	3
Comments	A small increase in reporting.	
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	1
Section 28 - defective building	No. of notices served	0
Section 29 - dangerous building emergency action	How many instances LA has taken action	4
Section 30 - dangerous building	No. of notices served	2
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	The number of incidents attended by the BS team has not increased much when comparing previous quarters. Not all incidents result in Notices being issued; many are resolved with discussion with the building owner.	

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SUMMARY OF KPOs																				
CATEGORY (by building type and value of work)	KPO1										KPO2		KPO3	KPO4	KPO5			KPO6	KPO7	
	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	563	70.73	80.93%	14.40%	4.67%	0.00%	73.54%	17.08%	6.46%	1.88%	393	30.03%								
NON-DOMESTIC	108	80.99	65.88%	27.06%	7.06%	0.00%	67.82%	21.84%	5.75%	2.30%	63	30.16%								
Total	671	72.38	78.80%	16.19%	5.01%	0.00%	72.66%	17.81%	6.35%	1.94%	456	30.04%	Published prominently (with review)	7.4	£897,564.00	£397,987.00	225.53%	Published prominently	Published but not prominently (with review)	Includes all performance data

0 - £10,000	247	60.49	85.66%	12.35%	1.99%	0.00%	69.01%	24.56%	5.85%	0.00%	52	40.38%
£10,001 - £50,000	152	62.78	79.23%	19.23%	1.54%	0.00%	74.81%	14.81%	8.15%	0.00%	74	39.19%
£50,001 - £250,000	174	87.28	71.09%	20.31%	8.59%	0.00%	73.01%	14.72%	6.13%	4.91%	86	31.40%
£250,001 - £1,000,000	81	81.93	70.89%	17.72%	11.39%	0.00%	81.48%	13.58%	2.47%	2.47%	86	22.09%
£1,000,001 and above	17	133.00	63.64%	9.09%	27.27%	0.00%	47.06%	23.53%	17.65%	5.88%	158	25.95%

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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										
Highland	94.99%	90.48%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	7.4	225.53%	Published prominently	4 of 4 done	Published but not prominently (with review)	Includes all performance data