

## KEY PERFORMANCE OUTCOMES 2022-23 Q3

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**KEY PERFORMANCE OUTCOMES 2022-23 Q3**

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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	198	0	13116	66.24
	£10,001 - £50,000	77	0	6009	78.04
	£50,001 - £250,000	112	0	10805	96.47
	£250,001 - £1,000,000	61	0	6122	100.36
	£1,000,001 and above	3	0	273	91.00
NON-DOMESTIC	0 - £10,000	38	1	2573	67.71
	£10,001 - £50,000	30	0	3037	101.23
	£50,001 - £250,000	44	0	4171	94.80
	£250,001 - £1,000,000	12	0	1641	136.75
	£1,000,001 and above	1	0	150	150.00

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	451	0	36325	80.54
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	125	1	11572	92.58

<b>ALL CATEGORIES</b>	<b>Total</b>	576	1	47897	83.15
<b>Comments</b>	The number of building warrant applications received during Quarter 3 was 609 compared to 688 from Q2. 682 applications were reported 12 months ago. The number of building warrants determined dropped to 549 in Quarter 3 compared to 640 last quarter. A 14% drop.				

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	236	1	15689	66.48
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	107	0	9046	84.54
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	156	0	14976	96.00
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	73	0	7763	106.34
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	4	0	423	105.75

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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	158	132	23	3	0	83.54%	14.56%	1.90%	0.00%	100.00%
	£10,001 - £50,000	73	59	14	0	0	80.82%	19.18%	0.00%	0.00%	100.00%
	£50,001 - £250,000	105	78	23	4	0	74.29%	21.90%	3.81%	0.00%	100.00%
	£250,001 - £1,000,000	66	52	11	3	0	78.79%	16.67%	4.55%	0.00%	100.01%
	£1,000,001 and above	11	5	4	2	0	45.45%	36.36%	18.18%	0.00%	99.99%
NON-DOMESTIC	0 - £10,000	35	29	5	1	0	82.86%	14.29%	2.86%	0.00%	100.01%
	£10,001 - £50,000	32	18	13	1	0	56.25%	40.62%	3.12%	0.00%	99.99%
	£50,001 - £250,000	36	23	10	3	0	63.89%	27.78%	8.33%	0.00%	100.00%
	£250,001 - £1,000,000	10	5	4	1	0	50.00%	40.00%	10.00%	0.00%	100.00%
	£1,000,001 and above	4	2	0	2	0	50.00%	0.00%	50.00%	0.00%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	413	326	75	12	0	78.93%	18.16%	2.91%	0.00%	100.00%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	117	77	32	8	0	65.81%	27.35%	6.84%	0.00%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	530	403	107	20	0	76.04%	20.19%	3.77%	0.00%	100.00%
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<b>Commentary on main reasons why there are any significant changes</b>	There is no significant change to report: a small improvement in providing 'first reports' within 20 days.
<b>Provide main reasons why first report targets not met</b>	No comment.

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	193	161	28	4	0	83.42%	14.51%	2.07%	0.00%	100.00%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	105	77	27	1	0	73.33%	25.71%	0.95%	0.00%	99.99%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	141	101	33	7	0	71.63%	23.40%	4.96%	0.00%	99.99%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	76	57	15	4	0	75.00%	19.74%	5.26%	0.00%	100.00%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	15	7	4	4	0	46.67%	26.67%	26.67%	0.00%	100.01%

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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	131	78	34	12	6	59.54%	25.95%	9.16%	4.58%	99.23%
	£10,001 - £50,000	73	52	13	3	2	71.23%	17.81%	4.11%	2.74%	95.89%
	£50,001 - £250,000	106	81	13	2	3	76.42%	12.26%	1.89%	2.83%	93.40%
	£250,001 - £1,000,000	58	46	5	4	0	79.31%	8.62%	6.90%	0.00%	94.83%
	£1,000,001 and above	3	3	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	26	16	7	1	0	61.54%	26.92%	3.85%	0.00%	92.31%
	£10,001 - £50,000	25	20	4	1	0	80.00%	16.00%	4.00%	0.00%	100.00%
	£50,001 - £250,000	42	30	5	5	0	71.43%	11.90%	11.90%	0.00%	95.23%
	£250,001 - £1,000,000	12	7	4	0	0	58.33%	33.33%	0.00%	0.00%	91.66%
	£1,000,001 and above	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	371	260	65	21	11	70.08%	17.52%	5.66%	2.96%	96.22%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	106	74	20	7	0	69.81%	18.87%	6.60%	0.00%	95.28%

<b>ALL CATEGORIES</b>	<b>Total</b>	477	334	85	28	11	70.02%	17.82%	5.87%	2.31%	96.02%
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<b>Commentary on main reasons why there are any significant changes</b>	There is no significant change to report: However, a drop in BWs being issued within 10 days when compared to previous quarters is evident that I have no explanation for.
<b>Provide main reasons why targets not met</b>	No comment.

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	157	94	41	13	6	59.87%	26.11%	8.28%	3.82%	98.08%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	98	72	17	4	2	73.47%	17.35%	4.08%	2.04%	96.94%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	148	111	18	7	3	75.00%	12.16%	4.73%	2.03%	93.92%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	70	53	9	4	0	75.71%	12.86%	5.71%	0.00%	94.28%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	4	4	0	0	0	100.00%	0.00%	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	62	28	30	32	45.16%	48.39%	51.61%
	£10,001 - £50,000	76	41	46	53	53.95%	60.53%	69.74%
	£50,001 - £250,000	74	25	28	36	33.78%	37.84%	48.65%
	£250,001 - £1,000,000	56	19	21	31	33.93%	37.50%	55.36%
	£1,000,001 and above	191	87	109	115	45.55%	57.07%	60.21%
NON-DOMESTIC	0 - £10,000	10	2	3	5	20.00%	30.00%	50.00%
	£10,001 - £50,000	8	4	4	4	50.00%	50.00%	50.00%
	£50,001 - £250,000	19	8	9	10	42.11%	47.37%	52.63%
	£250,001 - £1,000,000	13	4	6	9	30.77%	46.15%	69.23%
	£1,000,001 and above	21	17	17	17	80.95%	80.95%	80.95%

Sub total	DOMESTIC - ALL	459	200	234	267	43.57%	50.98%	58.17%
Sub total	NON-DOMESTIC - ALL	71	35	39	45	49.30%	54.93%	63.38%

<b>ALL CATEGORIES</b>	<b>Total</b>	<b>530</b>	<b>235</b>	<b>273</b>	<b>312</b>	<b>44.34%</b>	<b>51.51%</b>	<b>58.87%</b>
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<b>Main reasons why CCNPs were not full achieved</b>	I am of the view the main reason CCNPs are not fully achieved is down to the applicant/agent failing to notify the verifier of specific stages of construction stated in the CCNP document; or more likely failing to notify of works commencing on site.
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person</b>	In new applicant cases it may be that the person is unaware of the need to notify. In cases where the applicant has done the BW process previously and/or their agent; then its laziness or not interest.
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by verifier</b>	Possibly due to staff absences; or being short-staffed.
<b>Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)</b>	No comment
<b>Other comments on CCNPs</b>	N/A

Value bands Sub total	0 - £10,000	72	30	33	37	41.67%	45.83%	51.39%
Value bands Sub total	£10,001 - £50,000	84	45	50	57	53.57%	59.52%	67.86%
Value bands Sub total	£50,001 - £250,000	93	33	37	46	35.48%	39.78%	49.46%
Value bands Sub total	£250,001 - £1,000,000	69	23	27	40	33.33%	39.13%	57.97%
Value bands Sub total	£1,000,001 and above	212	104	126	132	49.06%	59.43%	62.26%

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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 (£)	£6,521.00
	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)	£529,874.00
	Total amendment to warrant fee income	£95,425.00
	Total CC where no warrant was obtained fee income	£9,667.00
	<b>Comments on fee income</b>	Building warrant fee income recorded £634,966 for quarter 3, compared to £797,267k for Q2;
<b>Verification VALUE OF WORK</b>	Total value of works for BW applications (including "late" applications)	£122,333,789.00
	Total value of works for amendment to warrant applications	£228,262.00
	Total value of works for CC submissions where no warrant was obtained	£181,000.00
	<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>£404,508.00</b>
<b>Total</b>	<b>FEE INCOME (£)</b>	<b>£634,966.00</b>
<b>Total</b>	<b>VALUE OF WORK (£)</b>	<b>£122,743,051.00</b>
	<b>% FEE INCOME / VERIFICATION (STAFF) COSTS</b>	<b>159.54%</b>
	<b>% FEE INCOME / VERIFICATION (ALL) COSTS</b>	<b>156.97%</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 on the following: -  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	7.3
<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	576
Number of completion certificates submitted through SG eBS system	667
Number of other forms submitted through SG eBS system	455
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 no significant change to report. Highland remain committed to eBS and process 100% of BW applications electronically as well as 100% of CC acceptances issued.

<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_-_q2_update">https://www.highland.gov.uk/downloads/file/19945/2022-23_annual_verification_performance_report_-_q2_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)	609
applications	"Late" BW applications (as included above)	21
applications	"Staged" BW applications (as included above)	20
decisions	No. of BW approved	398
decisions	No. of BW refused	5
amendments - applications	No. of amendment to BW applications	148
amendments - applications	Amendments to "staged" BW applications (as included above)	8
BW amendments - decisions	No. of amendment to BW applications approved	146
BW amendments - decisions	No. of amendment to BW applications refused	0
<b>Comments</b>	Application submissions; BWs issued/rejected and Amendments issued all remain pretty consistent with Q2 reporting. Nothing significant to report.	
<b>Completion Certificates</b>		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	959
submissions	Total no. of CC submissions where no BW was obtained (as included above)	7
decisions	No. of CC accepted	720
decisions	No. of BW rejected	178
<b>Comments</b>	There is a 13% increase in CC submissions when comparing Q3 to Q2. CCs accepted remains constant with Q2 however, the number of CCs rejected increased by 20% in Q3 when compared to Q2.	
<b>Certification</b>		
Design scheme (building structures)	No. of certificates of design provided	333
Design scheme (energy - domestic)	No. of certificates of design provided	8
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	49
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	49
<b>Comments</b>	There is a 28% increase on Certs of Design (Structure) received during Q3, when compared to Q2.	
<b>Energy Performance Certificates (EPCs)</b>		
Domestic	No. of copy certificates received	264
Non-domestic	No. of copy certificates received	20
<b>Comments</b>	There is a 36% increase in EPCs received for domestic properties in Q3, compared to Q2. With an 11% drop in BW application numbers it would appear the increase in EPCs is due to multi plot housing developments resulting in increased numbers of CCs for individual houses.	
<b>Statements of Sustainability</b>		
Domestic - Bronze	No. of copy certificates received	17
Domestic - Bronze Active	No. of copy certificates received	170
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	1
Non-domestic - Bronze Active	No. of copy certificates received	22
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>	No significant changes to report and numbers remain consistent with previous reporting.	
<b>Fire Safety Design Summaries</b>		
Non-domestic	No. of summaries received	3
<b>Comments</b>	The numbers are consistent with Q2 reporting and no significant changes.	
<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	7
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>	No significant changes to record. The number of incidents reported have not all required formal notices being issued; being regularised by communication instead.	



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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	96.23%	87.84%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	7.3	159.54%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data