

KEY PERFORMANCE OUTCOMES 2023-24 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	194	0	9446	48.69
	£10,001 - £50,000	80	0	4327	54.09
	£50,001 - £250,000	102	0	8843	86.70
	£250,001 - £1,000,000	69	0	7489	108.54
	£1,000,001 and above	9	0	1574	174.89
NON-DOMESTIC	0 - £10,000	28	0	1632	58.29
	£10,001 - £50,000	21	0	896	42.67
	£50,001 - £250,000	22	0	2216	100.73
	£250,001 - £1,000,000	12	0	1139	94.92
	£1,000,001 and above	10	0	1239	123.90

Sub total	DOMESTIC - ALL	454	0	31679	69.78
Sub total	NON-DOMESTIC - ALL	93	0	7122	76.58

ALL CATEGORIES	Total	547	0	38801	70.93
Comments	There is a small - 7% - improvement in the time taken to grant BWs in Q2 when compared to Q1				

Value bands Sub total	0 - £10,000	222	0	11078	49.90
Value bands Sub total	£10,001 - £50,000	101	0	5223	51.71
Value bands Sub total	£50,001 - £250,000	124	0	11059	89.19
Value bands Sub total	£250,001 - £1,000,000	81	0	8628	106.52
Value bands Sub total	£1,000,001 and above	19	0	2813	148.05

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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	205	165	34	6	0	80.49%	16.59%	2.93%	100.01%
	£10,001 - £50,000	82	62	17	3	0	75.61%	20.73%	3.66%	100.00%
	£50,001 - £250,000	94	71	16	7	0	75.53%	17.02%	7.45%	100.00%
	£250,001 - £1,000,000	65	42	19	4	0	64.62%	29.23%	6.15%	100.00%
	£1,000,001 and above	4	2	1	1	0	50.00%	25.00%	25.00%	100.00%
NON-DOMESTIC	0 - £10,000	32	26	6	0	0	81.25%	18.75%	0.00%	100.00%
	£10,001 - £50,000	26	16	8	2	0	61.54%	30.77%	7.69%	100.00%
	£50,001 - £250,000	18	11	5	2	0	61.11%	27.78%	11.11%	100.00%
	£250,001 - £1,000,000	12	6	4	2	0	50.00%	33.33%	16.67%	100.00%
	£1,000,001 and above	6	2	2	2	0	33.33%	33.33%	33.33%	99.99%

Sub total	DOMESTIC - ALL	450	342	87	21	0	76.00%	19.33%	4.67%	100.00%
Sub total	NON-DOMESTIC - ALL	94	61	25	8	0	64.89%	26.60%	8.51%	100.00%

ALL CATEGORIES	Total	544	403	112	29	0	74.08%	20.59%	5.33%	100.00%
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Commentary on main reasons why there are any significant changes	There are no significant reasons to report. Performance for Q2 is approx 3% down on Q1.
Provide main reasons why first report targets not met	no comment

Value bands Sub total	0 - £10,000	237	191	40	6	0	80.59%	16.88%	2.53%	100.00%
Value bands Sub total	£10,001 - £50,000	108	78	25	5	0	72.22%	23.15%	4.63%	100.00%
Value bands Sub total	£50,001 - £250,000	112	82	21	9	0	73.21%	18.75%	8.04%	100.00%
Value bands Sub total	£250,001 - £1,000,000	77	48	23	6	0	62.34%	29.87%	7.79%	100.00%
Value bands Sub total	£1,000,001 and above	10	4	3	3	0	40.00%	30.00%	30.00%	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	141	121	18	1	0	85.82%	12.77%	0.71%	0.00%	99.30%
	£10,001 - £50,000	76	55	18	1	0	72.37%	23.68%	1.32%	0.00%	97.37%
	£50,001 - £250,000	95	65	22	6	0	68.42%	23.16%	6.32%	0.00%	97.90%
	£250,001 - £1,000,000	68	45	17	4	0	66.18%	25.00%	5.88%	0.00%	97.06%
	£1,000,001 and above	9	6	2	1	0	66.67%	22.22%	11.11%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	24	19	3	2	0	79.17%	12.50%	8.33%	0.00%	100.00%
	£10,001 - £50,000	20	14	2	4	0	70.00%	10.00%	20.00%	0.00%	100.00%
	£50,001 - £250,000	22	14	7	0	0	63.64%	31.82%	0.00%	0.00%	95.46%
	£250,001 - £1,000,000	11	11	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	10	8	1	1	0	80.00%	10.00%	10.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	389	292	77	13	0	75.06%	19.79%	3.34%	0.00%	98.19%
Sub total	NON-DOMESTIC - ALL	87	66	13	7	0	75.86%	14.94%	8.05%	0.00%	98.85%

ALL CATEGORIES	Total	476	358	90	20	0	75.21%	18.91%	4.20%	0.00%	98.32%
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Commentary on main reasons why there are any significant changes	There is no significant changes; so no reason to comment.
Provide main reasons why targets not met	A number of the BS team are at Graduate Apprentice level (30% of the team) which may account for some of the targets being missed - awaiting on the mentoring surveyor to sign off applications where this is required.

Value bands Sub total	0 - £10,000	165	140	21	3	0	84.85%	12.73%	1.82%	0.00%	99.40%
Value bands Sub total	£10,001 - £50,000	96	69	20	5	0	71.88%	20.83%	5.21%	0.00%	97.92%
Value bands Sub total	£50,001 - £250,000	117	79	29	6	0	67.52%	24.79%	5.13%	0.00%	97.44%
Value bands Sub total	£250,001 - £1,000,000	79	56	17	4	0	70.89%	21.52%	5.06%	0.00%	97.47%
Value bands Sub total	£1,000,001 and above	19	14	3	2	0	73.68%	15.79%	10.53%	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	34	10	11	15	29.41%	32.35%	44.12%
	£10,001 - £50,000	62	22	26	33	35.48%	41.94%	53.23%
	£50,001 - £250,000	51	13	16	32	25.49%	31.37%	62.75%
	£250,001 - £1,000,000	56	16	17	24	28.57%	30.36%	42.86%
	£1,000,001 and above	154	34	42	42	22.08%	27.27%	27.27%
NON-DOMESTIC	0 - £10,000	19	4	4	6	21.05%	21.05%	31.58%
	£10,001 - £50,000	24	6	8	12	25.00%	33.33%	50.00%
	£50,001 - £250,000	24	3	4	6	12.50%	16.67%	25.00%
	£250,001 - £1,000,000	11	3	3	3	27.27%	27.27%	27.27%
	£1,000,001 and above	9	5	5	5	55.56%	55.56%	55.56%

Sub total	DOMESTIC - ALL	357	95	112	146	26.61%	31.37%	40.90%
Sub total	NON-DOMESTIC - ALL	87	21	24	32	24.14%	27.59%	36.78%

ALL CATEGORIES	Total	444	116	136	178	26.13%	30.63%	40.09%
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Main reasons why CCNPs were not full achieved	Failure by the customer to recognise the significance of the CCNP process is the main reason why CCNP notices are not being returned by the applicant.
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	For the reason stated above. Also, in Highland we have been made aware of a number of instances where the CCNP document has not been passed on to the customer by the agent.
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	Workload pressures on staff and having 30% of the BS team at GA level. This will improve in time.
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	No comment
Other comments on CCNPs	No comment

Value bands Sub total	0 - £10,000	53	14	15	21	26.42%	28.30%	39.62%
Value bands Sub total	£10,001 - £50,000	86	28	34	45	32.56%	39.53%	52.33%
Value bands Sub total	£50,001 - £250,000	75	16	20	38	21.33%	26.67%	50.67%
Value bands Sub total	£250,001 - £1,000,000	67	19	20	27	28.36%	29.85%	40.30%
Value bands Sub total	£1,000,001 and above	163	39	47	47	23.93%	28.83%	28.83%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Verification COSTS	Total Staff Costs (£)	£499,917.00
	Staff costs on verification (£)	£417,886.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£250,732.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£167,154.00
	Non-staff costs on verification (£)	£6,033.00
	Other verification investment (£)	£0.00
	Comments on verification costs	Staff Costs on Verification: as opposed to Total Staff Costs = 83.59%. Breakdown 1 above equates to 60% of Staff Costs on Verification Breakdown 2 above equates to 40% of Staff Costs on Verification The Non-Staff Costs on Verification includes employing third party professional expertise for Structural Engineers; Fire Engineer (Oakleaf Group) and energy consultant (Arun Energy). Non staff costs for travel and subsistence for GAs attending Napier for this quarter is - £1,767. Staff costs for travel to do inspection work is £3,778 for quarter 2; and £11,261 to date.
Verification FEES	Total building warrant fee income (including 'late' BW)	£495,143.00
	Total amendment to warrant fee income	£122,075.00
	Total CC where no warrant was obtained fee income	£14,951.00
	Comments on fee income	Building warrant fee income is £204k (33%) more than recorded in Q1.
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£94,933,894.00
	Total value of works for amendment to warrant applications	£263,316.00
	Total value of works for CC submissions where no warrant was obtained	£294,454.00
	Comments on value of work	The value of work recorded in Q2 appears £12m (12.6%) higher than was recorded in Q1; which doesn't really correspond with a 33% increase in fee income. I have no answer as to why this appears this way.

Total	VERIFICATION (STAFF) COSTS (£)	£417,886.00
Total	VERIFICATION (ALL) COSTS (£)	£423,919.00
Total	FEE INCOME (£)	£632,169.00
Total	VALUE OF WORK (£)	£95,491,664.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	151.28%
	% FEE INCOME / VERIFICATION (ALL) COSTS	149.12%
	Other comments (e.g. significant variations between verification fee income and verification costs)	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 but for information; to date is £6198. Highland Council employs 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. Should these costs be included in KPO5 given they are not direct costs attributed to verification but to the council as employing young local people. The Non-Staff Costs do not include the costs for travel, subsistence or accommodation for the six Graduate Apprentices attending University in Edinburgh 3 times per year.

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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/download/204/building_standards_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	7.9
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	585
Number of completion certificates submitted through SG eBS system	517
Number of other forms submitted through SG eBS system	473
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	No significant change to report.

KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT	
Verifier Performance Report published on verifier website	Published prominently
Verifier Performance Report published weblink	https://www.highland.gov.uk/downloads/download/912/building_standards_performance
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)	635
applications	"Late" BW applications (as included above)	40
applications	"Staged" BW applications (as included above)	32
decisions	No. of BW approved	375
decisions	No. of BW refused	7
amendments - applications	No. of amendment to BW applications	176
amendments - applications	Amendments to "staged" BW applications (as included above)	9
BW amendments - decisions	No. of amendment to BW applications approved	135
BW amendments - decisions	No. of amendment to BW applications refused	0
Comments	Numbers are generally comparable to Q1; and slightly down on last year.	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	771
submissions	Total no. of CC submissions where no BW was obtained (as included above)	15
decisions	No. of CC accepted	671
decisions	No. of BW rejected	103
Comments	There is no significant change to report from last quarter. The numbers are approx 30% overall down when compared to Q1 2022/23	
Certification		
Design scheme (building structures)	No. of certificates of design provided	228
Design scheme (energy - domestic)	No. of certificates of design provided	3
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	No real change to report.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	134
Non-domestic	No. of copy certificates received	2
Comments	No real change to report from previous quarters	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	9
Domestic - Bronze Active	No. of copy certificates received	118
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	5
Non-domestic - Bronze Active	No. of copy certificates received	1
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	Nothing significant to report	
Fire Safety Design Summaries		
Non-domestic	No. of summaries received	12
Comments	There is a 37% increase in FSD summaries being logged during Q2.	
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	2
Section 28 - defective building	No. of notices served	0
Section 29 - dangerous building emergency action	How many instances LA has taken action	2
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	In the two cases where Section 29 applies the work to remove the danger to the public was carried out by the building owner; so a DB Notice was not considered necessary.	

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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	94.67%	94.12%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	7.9	151.28%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data