

KEY PERFORMANCE OUTCOMES 2023-24 Q1

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TABLE OF CONTENTS

[KPO1\(a\) - Time to issue a building warrant or amendment to warrant from receipt of application](#)

[KPO1\(b\) - Time to issue a first report](#)

[KPO1\(c\) - Time to issue a building or amendment from receipt of satisfactory information](#)

[KPO2 - Compliance during construction](#)

[KPO5 - Financial governance](#)

[KPO3, 4, 6, 7 - Customer Charter, Customer Survey, eBuilding Standards, Annual Performance Report](#)

[Totals of BWs, CCs, Certificates and Notices](#)

[Summary of KPOs \(publish\)](#)

[Targets](#)

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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	186	0	9963	53.56
	£10,001 - £50,000	117	0	9488	81.09
	£50,001 - £250,000	111	0	8957	80.69
	£250,001 - £1,000,000	52	0	6757	129.94
	£1,000,001 and above	9	0	1415	157.22
NON-DOMESTIC	0 - £10,000	29	0	1566	54.00
	£10,001 - £50,000	25	0	1364	54.56
	£50,001 - £250,000	30	0	2922	97.40
	£250,001 - £1,000,000	13	0	614	47.23
	£1,000,001 and above	7	0	778	111.14

Sub total	DOMESTIC - ALL	475	0	36580	77.01
Sub total	NON-DOMESTIC - ALL	104	0	7244	69.65

ALL CATEGORIES	Total	579	0	43824	75.69
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Comments	There's been a small improvement recorded for the overall time to issue a BW during Q1; when compared to Q4 2022/23, and similar to Q1 last year.				
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Value bands Sub total	0 - £10,000	215	0	11529	53.62
Value bands Sub total	£10,001 - £50,000	142	0	10852	76.42
Value bands Sub total	£50,001 - £250,000	141	0	11879	84.25
Value bands Sub total	£250,001 - £1,000,000	65	0	7371	113.40
Value bands Sub total	£1,000,001 and above	16	0	2193	137.06

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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	204	162	38	4	0	79.41%	18.63%	1.96%	0.00%	100.00%
	£10,001 - £50,000	114	91	20	3	0	79.82%	17.54%	2.63%	0.00%	99.99%
	£50,001 - £250,000	98	64	29	5	0	65.31%	29.59%	5.10%	0.00%	100.00%
	£250,001 - £1,000,000	62	43	11	7	1	69.35%	17.74%	11.29%	1.61%	99.99%
	£1,000,001 and above	5	3	0	1	1	60.00%	0.00%	20.00%	20.00%	100.00%
NON-DOMESTIC	0 - £10,000	34	23	11	0	0	67.65%	32.35%	0.00%	0.00%	100.00%
	£10,001 - £50,000	29	21	8	0	0	72.41%	27.59%	0.00%	0.00%	100.00%
	£50,001 - £250,000	31	15	13	3	0	48.39%	41.94%	9.68%	0.00%	100.01%
	£250,001 - £1,000,000	16	12	3	1	0	75.00%	18.75%	6.25%	0.00%	100.00%
	£1,000,001 and above	7	1	4	2	0	14.29%	57.14%	28.57%	0.00%	100.00%

Sub total	DOMESTIC - ALL	483	363	98	20	2	75.16%	20.29%	4.14%	0.41%	100.00%
Sub total	NON-DOMESTIC - ALL	117	72	39	6	0	61.54%	33.33%	5.13%	0.00%	100.00%

ALL CATEGORIES	Total	600	435	137	26	2	72.50%	22.83%	4.33%	0.33%	99.99%
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Commentary on main reasons why there are any significant changes	There are no significant changes. The responses within 20 days is slightly improved on last quarter and Q1 of 22/23.
Provide main reasons why first report targets not met	It is disappointing to see first response times that exceed 20 days; particularly in the Domestic sector; and within the lower values of work. This will require further investigation.

Value bands Sub total	0 - £10,000	238	185	49	4	0	77.73%	20.59%	1.68%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	143	112	28	3	0	78.32%	19.58%	2.10%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	129	79	42	8	0	61.24%	32.56%	6.20%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	78	55	14	8	1	70.51%	17.95%	10.26%	1.28%	100.00%
Value bands Sub total	£1,000,001 and above	12	4	4	3	1	33.33%	33.33%	25.00%	8.33%	99.99%

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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	107	33	1	0	75.89%	23.40%	0.71%	0.00%	100.00%
	£10,001 - £50,000	108	86	16	6	0	79.63%	14.81%	5.56%	0.00%	100.00%
	£50,001 - £250,000	107	90	12	5	0	84.11%	11.21%	4.67%	0.00%	99.99%
	£250,001 - £1,000,000	51	34	11	6	0	66.67%	21.57%	11.76%	0.00%	100.00%
	£1,000,001 and above	9	4	5	0	0	44.44%	55.56%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	22	17	5	0	0	77.27%	22.73%	0.00%	0.00%	100.00%
	£10,001 - £50,000	24	15	5	4	0	62.50%	20.83%	16.67%	0.00%	100.00%
	£50,001 - £250,000	25	13	6	6	0	52.00%	24.00%	24.00%	0.00%	100.00%
	£250,001 - £1,000,000	13	10	0	3	0	76.92%	0.00%	23.08%	0.00%	100.00%
	£1,000,001 and above	7	5	2	0	0	71.43%	28.57%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	416	321	77	18	0	77.16%	18.51%	4.33%	0.00%	100.00%
Sub total	NON-DOMESTIC - ALL	91	60	18	13	0	65.93%	19.78%	14.29%	0.00%	100.00%

ALL CATEGORIES	Total	507	381	95	31	0	75.15%	18.74%	6.11%	0.00%	100.00%
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Commentary on main reasons why there are any significant changes	There are no significant changes to report. The outcomes are quite like Q1 and Q4 of 22/23 - if slightly improved.
Provide main reasons why targets not met	It is disappointing to see the surveyor's response times exceed 10 days; particularly in the Domestic sector. This will require further investigation.

Value bands Sub total	0 - £10,000	163	124	38	1	0	76.07%	23.31%	0.61%	0.00%	99.99%
Value bands Sub total	£10,001 - £50,000	132	101	21	10	0	76.52%	15.91%	7.58%	0.00%	100.01%
Value bands Sub total	£50,001 - £250,000	132	103	18	11	0	78.03%	13.64%	8.33%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	64	44	11	9	0	68.75%	17.19%	14.06%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	16	9	7	0	0	56.25%	43.75%	0.00%	0.00%	100.00%

KEY PERFORMANCE OUTCOMES 2023-24 Q1

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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	36	12	14	17	33.33%	38.89%	47.22%
	£10,001 - £50,000	66	32	36	44	48.48%	54.55%	66.67%
	£50,001 - £250,000	54	18	20	30	33.33%	37.04%	55.56%
	£250,001 - £1,000,000	90	37	41	57	41.11%	45.56%	63.33%
	£1,000,001 and above	146	63	78	85	43.15%	53.42%	58.22%
NON-DOMESTIC	0 - £10,000	17	8	8	11	47.06%	47.06%	64.71%
	£10,001 - £50,000	26	12	14	18	46.15%	53.85%	69.23%
	£50,001 - £250,000	18	9	10	10	50.00%	55.56%	55.56%
	£250,001 - £1,000,000	11	4	6	8	36.36%	54.55%	72.73%
	£1,000,001 and above	6	4	4	4	66.67%	66.67%	66.67%

Sub total	DOMESTIC - ALL	392	162	189	233	41.33%	48.21%	59.44%
Sub total	NON-DOMESTIC - ALL	78	37	42	51	47.44%	53.85%	65.38%

ALL CATEGORIES	Total	470	199	231	284	42.34%	49.15%	60.43%
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Main reasons why CCNPs were not full achieved	Failure by the customer to recognise the significance of the CCNP process.
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.
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	20	22	28	37.74%	41.51%	52.83%
Value bands Sub total	£10,001 - £50,000	92	44	50	62	47.83%	54.35%	67.39%
Value bands Sub total	£50,001 - £250,000	72	27	30	40	37.50%	41.67%	55.56%
Value bands Sub total	£250,001 - £1,000,000	101	41	47	65	40.59%	46.53%	64.36%
Value bands Sub total	£1,000,001 and above	152	67	82	89	44.08%	53.95%	58.55%

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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 (£)	£9,875.00
	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). 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 (£5,583 for 22/23).
Verification FEES	Total building warrant fee income (including 'late' BW)	£317,669.00
	Total amendment to warrant fee income	£86,799.00
	Total CC where no warrant was obtained fee income	£23,445.00
	Comments on fee income	Fee income when compared to Q1 22/23 is 18.4% down. There may be a number of reasons for this: - outcome following Brexit where the costs of construction materials have increased significantly; as well as the outfall following COVID; to the more recent issues in Ukraine.
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£83,161,154.00
	Total value of works for amendment to warrant applications	£4,254,140.00
	Total value of works for CC submissions where no warrant was obtained	£624,309.00
	Comments on value of work	The value of work being processed also appears to be much less than Q1 22/23 and even more recently Q4 22/23.
Total	VERIFICATION (STAFF) COSTS (£)	£417,886.00
Total	VERIFICATION (ALL) COSTS (£)	£427,761.00
Total	FEE INCOME (£)	£427,913.00
Total	VALUE OF WORK (£)	£88,039,603.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	102.40%
	% FEE INCOME / VERIFICATION (ALL) COSTS	100.04%
	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/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	8.2
Details of any accredited customer service awards (for example Customer Service Excellence)	The council is looking at pursuing a Customer Service Excellence once more on a corporate level and does not want individual Services eg Building Standards working to achieving accreditation alone.

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	640
Number of completion certificates submitted through SG eBS system	597
Number of other forms submitted through SG eBS system	527
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 is 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)	683
applications	"Late" BW applications (as included above)	41
applications	"Staged" BW applications (as included above)	34
decisions	No. of BW approved	422
decisions	No. of BW refused	4
amendments - applications	No. of amendment to BW applications	140
amendments - applications	Amendments to "staged" BW applications (as included above)	2
BW amendments - decisions	No. of amendment to BW applications approved	134
BW amendments - decisions	No. of amendment to BW applications refused	0
Comments	The number of BW applications received and approved appear similar to Q1 and Q4 of 22/23	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	845
submissions	Total no. of CC submissions where no BW was obtained (as included above)	10
decisions	No. of CC accepted	717
decisions	No. of BW rejected	130
Comments	A higher number of rejections are reported in Q1. This appears worthy of further investigation.	
Certification		
Design scheme (building structures)	No. of certificates of design provided	209
Design scheme (energy - domestic)	No. of certificates of design provided	1
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	21
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	79
Comments	The number of certificates received across all fields appears consistent with previous KPO reports.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	136
Non-domestic	No. of copy certificates received	3
Comments	The numbers are consistent with last Quarter and Q1 of 2022/23	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	22
Domestic - Bronze Active	No. of copy certificates received	116
Domestic - Silver	No. of copy certificates received	0
Domestic - Silver Active	No. of copy certificates received	9
Domestic - Gold	No. of copy certificates received	1
Non-domestic - Bronze	No. of copy certificates received	1
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	No comment to make.	
Fire Safety Design Summaries		
Non-domestic	No. of summaries received	7
Comments	Nothing to report	
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	5
Section 30 - dangerous building	No. of notices served	4
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	One serious dangerous building incident where the entire frontage of a parapet wall collapsed 2 storeys onto the footpath and road below in Thurso. The incident occurred at 3:30am; fortunately the road and pavements were free of pedestrians and vehicular traffic otherwise the situation would have been catastrophic. There is no indication of what caused the collapse. The owner's insurance has assumed responsibility.	

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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	95.33%	93.89%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.2	102.40%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data