

## KEY PERFORMANCE OUTCOMES 2023-24 Q3

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**KEY PERFORMANCE OUTCOMES 2023-24 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	211	0	12696	60.17
	£10,001 - £50,000	100	0	8142	81.42
	£50,001 - £250,000	90	0	8765	97.39
	£250,001 - £1,000,000	63	0	6001	95.25
	£1,000,001 and above	8	1	1110	138.75
NON-DOMESTIC	0 - £10,000	29	0	2045	70.52
	£10,001 - £50,000	18	0	834	46.33
	£50,001 - £250,000	29	0	2071	71.41
	£250,001 - £1,000,000	20	0	2813	140.65
	£1,000,001 and above	8	0	1210	151.25

Sub total	DOMESTIC - ALL	472	1	36714	77.78
Sub total	NON-DOMESTIC - ALL	104	0	8973	86.28

ALL CATEGORIES	Total	576	1	45687	79.32
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Comments	There appears to be a 10% slip in performance when viewing overall number of days to issue a BW; comparing Q3 to Q2 (79 to 71 respectively). However when compared to Q3 of 22-23; there is a 5% improvement this year. Curiously, there is the same number of applications received during this period between the two years @ 576.				
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Value bands Sub total	0 - £10,000	240	0	14741	61.42
Value bands Sub total	£10,001 - £50,000	118	0	8976	76.07
Value bands Sub total	£50,001 - £250,000	119	0	10836	91.06
Value bands Sub total	£250,001 - £1,000,000	83	0	8814	106.19
Value bands Sub total	£1,000,001 and above	16	1	2320	145.00

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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	211	159	50	2	0	75.36%	23.70%	0.95%	100.01%
	£10,001 - £50,000	84	63	16	5	0	75.00%	19.05%	5.95%	100.00%
	£50,001 - £250,000	75	55	16	4	0	73.33%	21.33%	5.33%	99.99%
	£250,001 - £1,000,000	46	33	11	2	0	71.74%	23.91%	4.35%	100.00%
	£1,000,001 and above	7	3	2	2	0	42.86%	28.57%	28.57%	100.00%
NON-DOMESTIC	0 - £10,000	42	33	6	3	0	78.57%	14.29%	7.14%	100.00%
	£10,001 - £50,000	29	19	6	4	0	65.52%	20.69%	13.79%	100.00%
	£50,001 - £250,000	32	23	6	3	0	71.88%	18.75%	9.38%	100.01%
	£250,001 - £1,000,000	20	14	3	3	0	70.00%	15.00%	15.00%	100.00%
	£1,000,001 and above	5	3	2	0	0	60.00%	40.00%	0.00%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	423	313	95	15	0	74.00%	22.46%	3.55%	100.01%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	128	92	23	13	0	71.88%	17.97%	10.16%	100.01%

<b>ALL CATEGORIES</b>	<b>Total</b>	551	405	118	28	0	73.50%	21.42%	5.08%	100.00%
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<b>Commentary on main reasons why there are any significant changes</b>	There is nothing significant to report when comparing Q3 to Q2
<b>Provide main reasons why first report targets not met</b>	The lead up to close of month 3 generally is a quieter month for Q3

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	253	192	56	5	0	75.89%	22.13%	1.98%	100.00%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	113	82	22	9	0	72.57%	19.47%	7.96%	100.00%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	107	78	22	7	0	72.90%	20.56%	6.54%	100.00%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	66	47	14	5	0	71.21%	21.21%	7.58%	100.00%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	12	6	4	2	0	50.00%	33.33%	16.67%	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	134	95	30	8	0	70.90%	22.39%	5.97%	0.00%	99.26%
	£10,001 - £50,000	87	71	13	2	0	81.61%	14.94%	2.30%	0.00%	98.85%
	£50,001 - £250,000	85	63	14	6	0	74.12%	16.47%	7.06%	0.00%	97.65%
	£250,001 - £1,000,000	59	43	10	4	0	72.88%	16.95%	6.78%	0.00%	96.61%
	£1,000,001 and above	8	7	1	0	0	87.50%	12.50%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	18	15	3	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
	£10,001 - £50,000	13	9	2	2	0	69.23%	15.38%	15.38%	0.00%	99.99%
	£50,001 - £250,000	24	19	4	1	0	79.17%	16.67%	4.17%	0.00%	100.01%
	£250,001 - £1,000,000	18	14	2	2	0	77.78%	11.11%	11.11%	0.00%	100.00%
	£1,000,001 and above	8	8	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

<b>Sub total</b>	<b>DOMESTIC - ALL</b>	373	279	68	20	0	74.80%	18.23%	5.36%	0.00%	98.39%
<b>Sub total</b>	<b>NON-DOMESTIC - ALL</b>	81	65	11	5	0	80.25%	13.58%	6.17%	0.00%	100.00%

<b>ALL CATEGORIES</b>	<b>Total</b>	454	344	79	25	0	75.77%	17.40%	5.51%	0.00%	98.68%
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<b>Commentary on main reasons why there are any significant changes</b>	There is nothing significant to report. A small drop in performance when compared to Q2.
<b>Provide main reasons why targets not met</b>	No comment

<b>Value bands Sub total</b>	<b>0 - £10,000</b>	152	110	33	8	0	72.37%	21.71%	5.26%	0.00%	99.34%
<b>Value bands Sub total</b>	<b>£10,001 - £50,000</b>	100	80	15	4	0	80.00%	15.00%	4.00%	0.00%	99.00%
<b>Value bands Sub total</b>	<b>£50,001 - £250,000</b>	109	82	18	7	0	75.23%	16.51%	6.42%	0.00%	98.16%
<b>Value bands Sub total</b>	<b>£250,001 - £1,000,000</b>	77	57	12	6	0	74.03%	15.58%	7.79%	0.00%	97.40%
<b>Value bands Sub total</b>	<b>£1,000,001 and above</b>	16	15	1	0	0	93.75%	6.25%	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	43	16	22	24	37.21%	51.16%	55.81%
	£10,001 - £50,000	59	21	21	25	35.59%	35.59%	42.37%
	£50,001 - £250,000	74	21	26	37	28.38%	35.14%	50.00%
	£250,001 - £1,000,000	72	12	13	21	16.67%	18.06%	29.17%
	£1,000,001 and above	127	46	56	60	36.22%	44.09%	47.24%
NON-DOMESTIC	0 - £10,000	13	2	2	7	15.38%	15.38%	53.85%
	£10,001 - £50,000	11	3	3	4	27.27%	27.27%	36.36%
	£50,001 - £250,000	20	7	7	9	35.00%	35.00%	45.00%
	£250,001 - £1,000,000	7	4	4	4	57.14%	57.14%	57.14%
	£1,000,001 and above	6	3	3	4	50.00%	50.00%	66.67%

Sub total	DOMESTIC - ALL	375	116	138	167	30.93%	36.80%	44.53%
Sub total	NON-DOMESTIC - ALL	57	19	19	28	33.33%	33.33%	49.12%

<b>ALL CATEGORIES</b>	<b>Total</b>	432	135	157	195	31.25%	36.34%	45.14%
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<b>Main reasons why CCNPs were not full achieved</b>	The customer continues to fail to notify of commencements on site							
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person</b>	The customer if not being advised by their agent of the importance of notifying the LA at the various stages of construction.							
<b>Verifier's view of the main reasons why CCNPs were not fully achieved by verifier</b>	Not being aware of commencements on site							
<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>	No comment							

Value bands Sub total	0 - £10,000	56	18	24	31	32.14%	42.86%	55.36%
Value bands Sub total	£10,001 - £50,000	70	24	24	29	34.29%	34.29%	41.43%
Value bands Sub total	£50,001 - £250,000	94	28	33	46	29.79%	35.11%	48.94%
Value bands Sub total	£250,001 - £1,000,000	79	16	17	25	20.25%	21.52%	31.65%
Value bands Sub total	£1,000,001 and above	133	49	59	64	36.84%	44.36%	48.12%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
<b>Verification COSTS</b>	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 (£)	£2,026.00
	Other verification investment (£)	£0.00
	<b>Comments on verification costs</b>	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).
<b>Verification FEES</b>	Total building warrant fee income (including 'late' BW)	£591,100.00
	Total amendment to warrant fee income	£119,346.00
	Total CC where no warrant was obtained fee income	£14,245.00
	<b>Comments on fee income</b>	Building warrant fee income indicates approx 13% of an increase when compared to Q2
<b>Verification VALUE OF WORK</b>	Total value of works for BW applications (including "late" applications)	£232,495,394.00
	Total value of works for amendment to warrant applications	£1,668,485.00
	Total value of works for CC submissions where no warrant was obtained	£577,750.00
	<b>Comments on value of work</b>	The value of works is significantly higher that recorded in Q2;this is possibly down to work being proposed to Nigg Energy Centre where huge hanger type buildings are proposed for the manufacture of wind turbine items.

<b>Total</b>	<b>VERIFICATION (STAFF) COSTS (£)</b>	<b>£417,886.00</b>
<b>Total</b>	<b>VERIFICATION (ALL) COSTS (£)</b>	<b>£419,912.00</b>
<b>Total</b>	<b>FEE INCOME (£)</b>	<b>£724,691.00</b>
<b>Total</b>	<b>VALUE OF WORK (£)</b>	<b>£234,741,629.00</b>
	<b>% FEE INCOME / VERIFICATION (STAFF) COSTS</b>	<b>173.42%</b>
	<b>% FEE INCOME / VERIFICATION (ALL) COSTS</b>	<b>172.58%</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 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	1
Number of cases referred to LA Complaints formal procedure	2
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	8.4
<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	588
Number of completion certificates submitted through SG eBS system	600
Number of other forms submitted through SG eBS system	458
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>	Nothing significant to report

<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/download/912/building_standards_performance">https://www.highland.gov.uk/downloads/download/912/building_standards_performance</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)	628
applications	"Late" BW applications (as included above)	33
applications	"Staged" BW applications (as included above)	33
decisions	No. of BW approved	386
decisions	No. of BW refused	7
amendments - applications	No. of amendment to BW applications	155
amendments - applications	Amendments to "staged" BW applications (as included above)	4
BW amendments - decisions	No. of amendment to BW applications approved	150
BW amendments - decisions	No. of amendment to BW applications refused	0
<b>Comments</b>	Application numbers are similar to Q2; as is the number of determinations.	
<b>Completion Certificates</b>		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	769
submissions	Total no. of CC submissions where no BW was obtained (as included above)	10
decisions	No. of CC accepted	645
decisions	No. of BW rejected	118
<b>Comments</b>	The number of CC submissions and CCs accepted/rejected are fairly similar to Q2 report.	
<b>Certification</b>		
Design scheme (building structures)	No. of certificates of design provided	297
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	9
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	9
<b>Comments</b>	The number of certificates being submitted remain fairly constant; with little variances between Q2 and Q3.	
<b>Energy Performance Certificates (EPCs)</b>		
Domestic	No. of copy certificates received	191
Non-domestic	No. of copy certificates received	9
<b>Comments</b>	The number of EPCs submitted appears to have increase by almost 30%.	
<b>Statements of Sustainability</b>		
Domestic - Bronze	No. of copy certificates received	14
Domestic - Bronze Active	No. of copy certificates received	198
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	9
Non-domestic - Bronze Active	No. of copy certificates received	7
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>	The number of Bronze Active statements appears to have increased by 40% which I am unable to explain.	
<b>Fire Safety Design Summaries</b>		
Non-domestic	No. of summaries received	0
<b>Comments</b>	There were no summaries submitted; therefore no comment.	
<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	0
Section 28 - defective building	No. of notices served	0
Section 29 - dangerous building emergency action	How many instances LA has taken action	1
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>	Only a single incident of a report of a dangerous building was made during Q3; which was dealt with immediately under emergency procedures and made safe before the owner could be contacted.	



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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	94.92%	93.17%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.4	173.42%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data