

KEY PERFORMANCE OUTCOMES 2024-25 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	197	0	9468	48.06
	£10,001 - £50,000	81	0	5891	72.73
	£50,001 - £250,000	68	0	6341	93.25
	£250,001 - £1,000,000	68	1	7882	115.91
	£1,000,001 and above	9	0	1430	158.89
NON-DOMESTIC	0 - £10,000	42	0	2603	61.98
	£10,001 - £50,000	17	0	1137	66.88
	£50,001 - £250,000	43	0	5307	123.42
	£250,001 - £1,000,000	10	0	814	81.40
	£1,000,001 and above	5	1	1000	200.00

Sub total	DOMESTIC - ALL	423	1	31012	73.31
Sub total	NON-DOMESTIC - ALL	117	1	10861	92.83

ALL CATEGORIES	Total	540	2	41873	77.54
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Comments	There is a small improvement (5%) in the overall response time taken to issue a building warrant when compared to last year; but 8% less than Q1.				
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Value bands Sub total	0 - £10,000	239	0	12071	50.51
Value bands Sub total	£10,001 - £50,000	98	0	7028	71.71
Value bands Sub total	£50,001 - £250,000	111	0	11648	104.94
Value bands Sub total	£250,001 - £1,000,000	78	1	8696	111.49
Value bands Sub total	£1,000,001 and above	14	1	2430	173.57

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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	216	182	28	6	0	84.26%	12.96%	2.78%	0.00%	100.00%
	£10,001 - £50,000	81	59	20	2	0	72.84%	24.69%	2.47%	0.00%	100.00%
	£50,001 - £250,000	88	57	24	7	0	64.77%	27.27%	7.95%	0.00%	99.99%
	£250,001 - £1,000,000	51	42	8	1	0	82.35%	15.69%	1.96%	0.00%	100.00%
	£1,000,001 and above	10	5	3	2	0	50.00%	30.00%	20.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	38	33	4	1	0	86.84%	10.53%	2.63%	0.00%	100.00%
	£10,001 - £50,000	24	21	2	1	0	87.50%	8.33%	4.17%	0.00%	100.00%
	£50,001 - £250,000	34	25	8	1	0	73.53%	23.53%	2.94%	0.00%	100.00%
	£250,001 - £1,000,000	6	4	2	0	0	66.67%	33.33%	0.00%	0.00%	100.00%
	£1,000,001 and above	3	0	0	2	1	0.00%	0.00%	66.67%	33.33%	100.00%

Sub total	DOMESTIC - ALL	446	345	83	18	0	77.35%	18.61%	4.04%	0.00%	100.00%
Sub total	NON-DOMESTIC - ALL	105	83	16	5	1	79.05%	15.24%	4.76%	0.95%	100.00%

ALL CATEGORIES	Total	551	428	99	23	1	77.68%	17.97%	4.17%	0.18%	100.00%
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Commentary on main reasons why there are any significant changes	There is an small improvement on first response time this quarter compared to Q1.
Provide main reasons why first report targets not met	No comment

Value bands Sub total	0 - £10,000	254	215	32	7	0	84.65%	12.60%	2.76%	0.00%	100.01%
Value bands Sub total	£10,001 - £50,000	105	80	22	3	0	76.19%	20.95%	2.86%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	122	82	32	8	0	67.21%	26.23%	6.56%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	57	46	10	1	0	80.70%	17.54%	1.75%	0.00%	99.99%
Value bands Sub total	£1,000,001 and above	13	5	3	4	1	38.46%	23.08%	30.77%	7.69%	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	128	85	37	5	0	66.41%	28.91%	3.91%	0.00%	99.23%
	£10,001 - £50,000	69	45	21	3	0	65.22%	30.43%	4.35%	0.00%	100.00%
	£50,001 - £250,000	63	51	9	2	0	80.95%	14.29%	3.17%	0.00%	98.41%
	£250,001 - £1,000,000	65	58	4	3	0	89.23%	6.15%	4.62%	0.00%	100.00%
	£1,000,001 and above	9	5	2	2	0	55.56%	22.22%	22.22%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	35	27	6	2	0	77.14%	17.14%	5.71%	0.00%	99.99%
	£10,001 - £50,000	15	14	1	0	0	93.33%	6.67%	0.00%	0.00%	100.00%
	£50,001 - £250,000	40	28	8	4	0	70.00%	20.00%	10.00%	0.00%	100.00%
	£250,001 - £1,000,000	10	7	2	1	0	70.00%	20.00%	10.00%	0.00%	100.00%
	£1,000,001 and above	5	3	1	1	0	60.00%	20.00%	20.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	334	244	73	15	0	73.05%	21.86%	4.49%	0.00%	99.40%
Sub total	NON-DOMESTIC - ALL	105	79	18	8	0	75.24%	17.14%	7.62%	0.00%	100.00%

ALL CATEGORIES	Total	439	323	91	23	0	73.58%	20.73%	5.24%	0.00%	99.55%
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Commentary on main reasons why there are any significant changes	Response time are comparable with Q1; therefore no significant change.
Provide main reasons why targets not met	No comment

Value bands Sub total	0 - £10,000	163	112	43	7	0	68.71%	26.38%	4.29%	0.00%	99.38%
Value bands Sub total	£10,001 - £50,000	84	59	22	3	0	70.24%	26.19%	3.57%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	103	79	17	6	0	76.70%	16.50%	5.83%	0.00%	99.03%
Value bands Sub total	£250,001 - £1,000,000	75	65	6	4	0	86.67%	8.00%	5.33%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	14	8	3	3	0	57.14%	21.43%	21.43%	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	50	17	19	26	34.00%	38.00%	52.00%
	£10,001 - £50,000	59	17	20	28	28.81%	33.90%	47.46%
	£50,001 - £250,000	64	17	21	35	26.56%	32.81%	54.69%
	£250,001 - £1,000,000	71	29	31	45	40.85%	43.66%	63.38%
	£1,000,001 and above	92	20	20	20	21.74%	21.74%	21.74%
NON-DOMESTIC	0 - £10,000	15	7	7	7	46.67%	46.67%	46.67%
	£10,001 - £50,000	9	3	3	4	33.33%	33.33%	44.44%
	£50,001 - £250,000	17	4	5	7	23.53%	29.41%	41.18%
	£250,001 - £1,000,000	12	3	4	4	25.00%	33.33%	33.33%
	£1,000,001 and above	6	1	2	4	16.67%	33.33%	66.67%

Sub total	DOMESTIC - ALL	336	100	111	154	29.76%	33.04%	45.83%
Sub total	NON-DOMESTIC - ALL	59	18	21	26	30.51%	35.59%	44.07%

ALL CATEGORIES	Total	395	118	132	180	29.87%	33.42%	45.57%
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Main reasons why CCNPs were not full achieved	I suspect communication between verifier and applicant/agent/relevant person could be better.
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	Failure to communicate commencement of operations on site.
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	Staffing shortages/inexperience of the verifier's team
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	There is no evidence to back up 'technical non-compliance'.
Other comments on CCNPs	No comment

Value bands Sub total	0 - £10,000	65	24	26	33	36.92%	40.00%	50.77%
Value bands Sub total	£10,001 - £50,000	68	20	23	32	29.41%	33.82%	47.06%
Value bands Sub total	£50,001 - £250,000	81	21	26	42	25.93%	32.10%	51.85%
Value bands Sub total	£250,001 - £1,000,000	83	32	35	49	38.55%	42.17%	59.04%
Value bands Sub total	£1,000,001 and above	98	21	22	24	21.43%	22.45%	24.49%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Verification COSTS	Total Staff Costs (£)	£468,095.00
	Staff costs on verification (£)	£418,338.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£251,003.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£167,335.00
	Non-staff costs on verification (£)	£8,012.00
	Other verification investment (£)	£0.00
	Comments on verification costs	Staff costs on verification; as opposed to Total Staff costs = 89.37% 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 checking of non SER work; fire engineering consultation (currently Oaklaf Group, but this is changing to AECOM - procured through partnership working with Aberdeen City; Aberdeenshire and Moray councils); and finally energy consultation (Arun Energy).
Verification FEES	Total building warrant fee income (including 'late' BW)	£406,707.00
	Total amendment to warrant fee income	£68,812.00
	Total CC where no warrant was obtained fee income	£18,467.00
	Comments on fee income	BW fee income appears to be 29% down on last quarter reporting at £493,986. This is also 22% down compared to Q2 last year.
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£96,379,036.00
	Total value of works for amendment to warrant applications	£6,383,129.00
	Total value of works for CC submissions where no warrant was obtained	£243,080.00
	Comments on value of work	The value of work reported for Q2 is slightly higher than reported last year; but income levels show a 25% drop. This requires further investigation.
Total	VERIFICATION (STAFF) COSTS (£)	£418,338.00
Total	VERIFICATION (ALL) COSTS (£)	£426,350.00
Total	FEE INCOME (£)	£493,986.00
Total	VALUE OF WORK (£)	£103,005,245.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	118.08%
	% FEE INCOME / VERIFICATION (ALL) COSTS	115.86%
	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	6.2
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	560
Number of completion certificates submitted through SG eBS system	606
Number of other forms submitted through SG eBS system	1652
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	

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)	601
applications	"Late" BW applications (as included above)	36
applications	"Staged" BW applications (as included above)	25
decisions	No. of BW approved	364
decisions	No. of BW refused	6
amendments - applications	No. of amendment to BW applications	169
amendments - applications	Amendments to "staged" BW applications (as included above)	8
BW amendments - decisions	No. of amendment to BW applications approved	150
BW amendments - decisions	No. of amendment to BW applications refused	1
Comments	There is nothing significant to report. The numbers appear consistent with previous reporting periods	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	745
submissions	Total no. of CC submissions where no BW was obtained (as included above)	14
decisions	No. of CC accepted	614
decisions	No. of BW rejected	124
Comments	The number of CCs submitted and accepted has decreased slightly when compared to last quarter.	
Certification		
Design scheme (building structures)	No. of certificates of design provided	243
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	Certificates received (Structures) appears to have increased from last Quarter (24%). The other certification schemes are reporting consistent with last quarter.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	156
Non-domestic	No. of copy certificates received	4
Comments	EPCs received is consistent with last reporting period.	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	14
Domestic - Bronze Active	No. of copy certificates received	121
Domestic - Silver	No. of copy certificates received	2
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	1
Non-domestic - Bronze Active	No. of copy certificates received	2
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 of certificates reported is consistent with last reporting period.	
Fire Safety Design Summaries		
Non-domestic	No. of summaries received	8
Comments	A small decrease; when compared to last reporting period (11).	
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	3
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	Nothing significant to report	

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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	95.64%	94.31%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	6.2	118.08%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data