

Key Performance Outcomes 2026-27 Q1

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DATA RETURN STATUS			
Local Authority	Data Return Status	Last Edited Date	Contact Details
Highland	Submitted	30/07/2026	Alasdair Murray, e-mail:alasdair.murray@highland.gov.uk, tel. 07561154267

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KPO1(A) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT TO WARRANT				
Local Authority	Total number of BWs and amendments issued	Total number of BWs and amendments issued which had customer agreements	Total number of working days (for total number of BWs and amendments issued)	Average time per BW (Working Days)
Highland	567	0	43965	77.54

Comments on time to grant BWs and amendments

N/A

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KPO1(B) - TIME TAKEN TO ISSUE A FIRST REPORT (AND BUILDING WARRANT OR AMENDMENT ISSUED WITHOUT A FIRST REPORT)										
Local Authority	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%)
Highland	595	450	120	21	4	75.63%	20.17%	3.53%	0.67%	100.00%
						Main reasons why there are any significant changes		Main reasons why first report targets not met		
						While we have only achieved a 75% response date under 15 days, 96% of applications are assessed with reports issued within 20 days, which is a very satisfactory performance considering the amount of GA/trainees we have who require their work to be assess. I fully expect this to improve as their experiance grows and the need for their work to be reviewed reduces.		N/A		

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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										
Local Authority	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%)
Highland	482	390	63	13	16	80.91%	13.07%	2.70%	3.32%	100.00%
						Main reasons why there are any significant changes				
						Main reasons why first report targets not met				
						Performance is in line with previous KPO's, with the vast majority of warrants being approved within 6 days of the final information being submitted, although the high number off applications taking more gthan 15 days is a concern and something we will work on.				

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		Highland
VERIFICATION COSTS	Total Staff Costs (£)	£625,484.00
	Staff costs on verification (£)	£576,702.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£374,856.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£201,845.00
	Non-staff costs (£)	£11,730.00
	Other verification investment (£)	£0.00
	Comments on verification costs	We are currently unable to confirm an accurate estimate for non staff costs for verification works. However, we hope to provide something for the Q2 returns.
VERIFICATION FEES	Fee Income from building warrant applications	£804,528.00
	Comments on fee income	Despite the recent increase in warrant fees the actual income is similar to previous years, which reflects the drop in warrant applications and recent decline in activity within the construction economy.
VERIFICATION	Total value of works for building warrant applications	£91,892,223.00

VALUE OF WORK		The Value of work, while steady over the last year, show a continued decline on previous years, which aligns with the reduction in warrant applications and general downturn in the construction economy. That said, Highland Council plan to invest half a billion in new and refurbished/extended schools over the next 5 years and with the construction of the new hospital in Fort Willam, I expect to see the value of works increase.
	Comments on value of work	

Total	VERIFICATION (STAFF) COSTS (£)	£576,702.00
Total	VERIFICATION (ALL) COSTS (£)	£588,432.00
Total	FEE INCOME (£)	£804,528.00
Total	VALUE OF WORK (£)	£91,892,223.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	139.50%
	% FEE INCOME / VERIFICATION (ALL) COSTS	136.72%

Other comments (e.g. significant variations between verification fee income and verification costs)	Since 2024 we have recruited 6 Graduate Apprentices taking the Building Standards staff to 35 (from 29 previously). Going forward Highland will have 24 Building Standards Surveyors, 8 Principal Building Standards Surveys, 2 Team Leaders and a BS Manager spread across 7 area offices. This represent the highest number of surveyor (once all the GA's are qualified) Highland has had since re-organisation and is in line with the re-investment of the fees increase in staff.
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KPO3 - ANNUAL OVERALL PERFORMANCE AND WORKFORCE	Highland
Overall Performance (% of Targets Met)	0.00%
Workforce (% between Supply v Demand levels)	0.00%

KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE	Highland
Satisfaction rating from the last National Customer Survey	0.0
Comments on action by the local authority to engage and improve the customer experience, such as customer service excellence, customer forums, promotion of survey	Customer survey is continually monitored as are the KPI's and we plan to hold focus groups in the near future

KPO6 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT	Highland
Annual Report reviewed since last reporting period	
Annual Report published on verifier website by 30 June	
Annual Report includes performance data for previous financial year	

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OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT - ANNUAL DATA		
Building Warrants		Highland
applications	Total no. of all BW applications (incl. "late" apps) and amendments received	846
Completion Certificates		Highland
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	768
submissions	Total no. of CC submissions where no BW was obtained (as included above)	10
decisions	No. of CC accepted	619
decisions	No. of BW rejected	128
Comments		N/A
Certification		Highland
Design scheme (building structures)	No. of certificates of design provided	290
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	12
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	135
Comments		N/A
Statements of Sustainability		Highland
Domestic - Bronze	No. of copy certificates received	20
Domestic - Bronze Active	No. of copy certificates received	99
Domestic - Silver	No. of copy certificates received	1
Domestic - Silver Active	No. of copy certificates received	2
Domestic - Gold	No. of copy certificates received	1
Non-domestic - Bronze	No. of copy certificates received	0
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
Non-domestic - Gold	No. of copy certificates received	0
Comments		N/A
Enforcement		Highland
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	0
Section 30 - dangerous building	No. of notices served	7
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		N/A
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SUMMARY OF KPO1, KPO5		KPO1									KPO5		
Local Authority	Number of BWs and amendments issued (all)	Average number of days from receipt of a valid application to granting a BW or amendment	% of first reports issued within 15 days	% of first reports issued in more than 15 days and within 20 days	% of first reports issued in more than 20 days and within 35 days	% of first reports issued in more than 35 days	% of BWs and amendments issued within 6 days from receipt of all satisfactory information	% of BWs and amendments issued in more than 6 and within 10 days from receipt of all satisfactory information	% of BWs and amendments issued in more than 10 and within 15 days from receipt of all satisfactory information	% of BWs and amendments issued in more than 15 days from receipt of all satisfactory information	Verification fee income	Verification (staff) costs	% fee income against verification (staff) costs
Highland	567	77.54	75.63%	20.17%	3.53%	0.67%	80.91%	13.07%	2.70%	3.32%	£804,528.00	£576,702.00	139.50%

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TARGETS & MEASURES	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2
	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).	KPO Targets met (%)	Supply v demand levels (%)	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%).	Annual report published prominently on website with version control (reviewed annually).	Annual report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2026 – March 2027).
Local Authority								
Highland	95.80%	93.98%	0.00%	0.00%	0.0	139.50%		