

KEY PERFORMANCE OUTCOMES 2024-25 Q1

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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	216	0	12743	59.00
	£10,001 - £50,000	99	0	7266	73.39
	£50,001 - £250,000	107	0	12051	112.63
	£250,001 - £1,000,000	68	0	6327	93.04
	£1,000,001 and above	5	0	1195	239.00
NON-DOMESTIC	0 - £10,000	40	0	1968	49.20
	£10,001 - £50,000	23	0	1437	62.48
	£50,001 - £250,000	40	0	3155	78.88
	£250,001 - £1,000,000	17	0	3448	202.82
	£1,000,001 and above	7	0	1146	163.71

Sub total	DOMESTIC - ALL	495	0	39582	79.96
Sub total	NON-DOMESTIC - ALL	127	0	11154	87.83

ALL CATEGORIES	Total	622	0	50736	81.57
Comments	It is encouraging to report that there is a small improvement in the overall working days to issue a BW.				

Value bands Sub total	0 - £10,000	256	0	14711	57.46
Value bands Sub total	£10,001 - £50,000	122	0	8703	71.34
Value bands Sub total	£50,001 - £250,000	147	0	15206	103.44
Value bands Sub total	£250,001 - £1,000,000	85	0	9775	115.00
Value bands Sub total	£1,000,001 and above	12	0	2341	195.08

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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	203	173	22	8	0	85.22%	10.84%	3.94%	0.00%	100.00%
	£10,001 - £50,000	97	66	27	4	0	68.04%	27.84%	4.12%	0.00%	100.00%
	£50,001 - £250,000	83	53	27	3	0	63.86%	32.53%	3.61%	0.00%	100.00%
	£250,001 - £1,000,000	74	52	17	5	0	70.27%	22.97%	6.76%	0.00%	100.00%
	£1,000,001 and above	16	3	10	2	1	18.75%	62.50%	12.50%	6.25%	100.00%
NON-DOMESTIC	0 - £10,000	44	32	7	5	0	72.73%	15.91%	11.36%	0.00%	100.00%
	£10,001 - £50,000	22	17	4	1	0	77.27%	18.18%	4.55%	0.00%	100.00%
	£50,001 - £250,000	36	23	11	2	0	63.89%	30.56%	5.56%	0.00%	100.01%
	£250,001 - £1,000,000	24	14	6	4	0	58.33%	25.00%	16.67%	0.00%	100.00%
	£1,000,001 and above	5	1	1	2	1	20.00%	20.00%	40.00%	20.00%	100.00%

Sub total	DOMESTIC - ALL	473	347	103	22	1	73.36%	21.78%	4.65%	0.21%	100.00%
Sub total	NON-DOMESTIC - ALL	131	87	29	14	1	66.41%	22.14%	10.69%	0.76%	100.00%

ALL CATEGORIES	Total	604	434	132	36	2	71.85%	21.85%	5.96%	0.33%	99.99%
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Commentary on main reasons why there are any significant changes	There is no significant change to report. Response times to issue a BW overall has improved slightly; when compared to Q4 23/24.
Provide main reasons why first report targets not met	No comment

Value bands Sub total	0 - £10,000	247	205	29	13	0	83.00%	11.74%	5.26%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	119	83	31	5	0	69.75%	26.05%	4.20%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	119	76	38	5	0	63.87%	31.93%	4.20%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	98	66	23	9	0	67.35%	23.47%	9.18%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	21	4	11	4	2	19.05%	52.38%	19.05%	9.52%	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	153	106	44	3	0	69.28%	28.76%	1.96%	0.00%	100.00%
	£10,001 - £50,000	92	69	21	2	0	75.00%	22.83%	2.17%	0.00%	100.00%
	£50,001 - £250,000	99	68	22	9	0	68.69%	22.22%	9.09%	0.00%	100.00%
	£250,001 - £1,000,000	67	54	10	2	0	80.60%	14.93%	2.99%	0.00%	98.52%
	£1,000,001 and above	5	4	0	0	1	80.00%	0.00%	0.00%	20.00%	100.00%
NON-DOMESTIC	0 - £10,000	28	21	6	1	0	75.00%	21.43%	3.57%	0.00%	100.00%
	£10,001 - £50,000	18	13	4	1	0	72.22%	22.22%	5.56%	0.00%	100.00%
	£50,001 - £250,000	35	28	5	2	0	80.00%	14.29%	5.71%	0.00%	100.00%
	£250,001 - £1,000,000	16	13	1	1	1	81.25%	6.25%	6.25%	6.25%	100.00%
	£1,000,001 and above	6	4	1	1	0	66.67%	16.67%	16.67%	0.00%	100.01%

Sub total	DOMESTIC - ALL	416	301	97	16	1	72.36%	23.32%	3.85%	0.24%	99.77%
Sub total	NON-DOMESTIC - ALL	103	79	17	6	1	76.70%	16.50%	5.83%	0.97%	100.00%

ALL CATEGORIES	Total	519	380	114	22	2	73.22%	21.97%	4.24%	0.39%	99.82%
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Commentary on main reasons why there are any significant changes	There is no significant changes to report.
Provide main reasons why targets not met	I have to investigate further the reasons why some minor mid-range Domestic applications are missing the 10 day target.

Value bands Sub total	0 - £10,000	181	127	50	4	0	70.17%	27.62%	2.21%	0.00%	100.00%
Value bands Sub total	£10,001 - £50,000	110	82	25	3	0	74.55%	22.73%	2.73%	0.00%	100.01%
Value bands Sub total	£50,001 - £250,000	134	96	27	11	0	71.64%	20.15%	8.21%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	83	67	11	3	1	80.72%	13.25%	3.61%	1.20%	98.78%
Value bands Sub total	£1,000,001 and above	11	8	1	1	1	72.73%	9.09%	9.09%	9.09%	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	51	15	21	24	29.41%	41.18%	47.06%
	£10,001 - £50,000	48	14	18	22	29.17%	37.50%	45.83%
	£50,001 - £250,000	53	11	13	22	20.75%	24.53%	41.51%
	£250,001 - £1,000,000	77	20	24	35	25.97%	31.17%	45.45%
	£1,000,001 and above	118	36	39	41	30.51%	33.05%	34.75%
NON-DOMESTIC	0 - £10,000	27	3	3	8	11.11%	11.11%	29.63%
	£10,001 - £50,000	16	6	6	9	37.50%	37.50%	56.25%
	£50,001 - £250,000	30	7	7	16	23.33%	23.33%	53.33%
	£250,001 - £1,000,000	16	3	3	6	18.75%	18.75%	37.50%
	£1,000,001 and above	1	0	0	0	0.00%	0.00%	0.00%

Sub total	DOMESTIC - ALL	347	96	115	144	27.67%	33.14%	41.50%
Sub total	NON-DOMESTIC - ALL	90	19	19	39	21.11%	21.11%	43.33%

ALL CATEGORIES	Total	437	115	134	183	26.32%	30.66%	41.88%
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Main reasons why CCNPs were not full achieved	Failing to notify the verifier at specific stages of construction.
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	I am of the view in most situations the relevant person is not aware of the importance of notifying the verifier that specific stages of the construction build have been reached.
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	If the verifier is notified in a reasonable time by the relevant person to specific stages of construction being reached there is no reason, other than staffing shortages, of why the verifier cannot achieve compliance.
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	78	18	24	32	23.08%	30.77%	41.03%
Value bands Sub total	£10,001 - £50,000	64	20	24	31	31.25%	37.50%	48.44%
Value bands Sub total	£50,001 - £250,000	83	18	20	38	21.69%	24.10%	45.78%
Value bands Sub total	£250,001 - £1,000,000	93	23	27	41	24.73%	29.03%	44.09%
Value bands Sub total	£1,000,001 and above	119	36	39	41	30.25%	32.77%	34.45%

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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 (£)	£9,411.00
	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 Engineers; Fire Engineer (Oakleaf Group) and energy consultant (Arun Energy).
Verification FEES	Total building warrant fee income (including 'late' BW)	£642,308.00
	Total amendment to warrant fee income	£43,986.00
	Total CC where no warrant was obtained fee income	£14,720.00
	Comments on fee income	Fee income for Q1 appears to be almost 24% less than Q4 23/24. This is mirrored in the value of applications received where numbers are comparable; but value of work is less.
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£68,440,033.00
	Total value of works for amendment to warrant applications	£14,849.00
	Total value of works for CC submissions where no warrant was obtained	£209,602.00
	Comments on value of work	no comment
Total	VERIFICATION (STAFF) COSTS (£)	£418,338.00
Total	VERIFICATION (ALL) COSTS (£)	£427,749.00
Total	FEE INCOME (£)	£701,014.00
Total	VALUE OF WORK (£)	£68,664,484.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	167.57%
	% FEE INCOME / VERIFICATION (ALL) COSTS	163.88%
	Other comments (e.g. significant variations between verification fee income and verification costs)	No further comments.

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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	8.5
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	552
Number of completion certificates submitted through SG eBS system	611
Number of other forms submitted through SG eBS system	507
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/file/19945/2023-24_annual_verification_performance_report_-
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)	613
applications	"Late" BW applications (as included above)	42
applications	"Staged" BW applications (as included above)	18
decisions	No. of BW approved	420
decisions	No. of BW refused	4
amendments - applications	No. of amendment to BW applications	149
amendments - applications	Amendments to "staged" BW applications (as included above)	7
BW amendments - decisions	No. of amendment to BW applications approved	165
BW amendments - decisions	No. of amendment to BW applications refused	9
Comments	The number of BW processed is comparable to Q4 of 23/24; so nothing significant to report.	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	788
submissions	Total no. of CC submissions where no BW was obtained (as included above)	16
decisions	No. of CC accepted	672
decisions	No. of BW rejected	127
Comments	The number of CC processed has increased by 26%. The number of CCs accepted has also increased by 22%. The number of CCs rejected has also increased by 41%.	
Certification		
Design scheme (building structures)	No. of certificates of design provided	185
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	3
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	3
Comments	Certificates received appears to have dropped by approx 8% from last quarter.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	149
Non-domestic	No. of copy certificates received	4
Comments	EPCs have increased by 14%; compared to Q4 23/24.	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	33
Domestic - Bronze Active	No. of copy certificates received	124
Domestic - Silver	No. of copy certificates received	0
Domestic - Silver Active	No. of copy certificates received	0
Domestic - Gold	No. of copy certificates received	1
Non-domestic - Bronze	No. of copy certificates received	4
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. An increase (66% for Bronze, and 11% for Bronze Active) received during Q1.	
Fire Safety Design Summaries		
Non-domestic	No. of summaries received	11
Comments	Approximately an increase of 45% received during Q1; when compared to Q4 of 23/24.	
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	1
Section 28 - defective building	No. of notices served	0
Section 29 - dangerous building emergency action	How many instances LA has taken action	4
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	1
Comments	There is nothing significant to report; a small increase in buildings posing a risk to the public where one building - a derelict house was set on fire and the council had to instruct the demolition for public safety reasons.	

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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	93.71%	95.18%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.5	167.57%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data