

Building Standards Verification Annual Report Aithisg Bhliadhnail Dearbhadh Inbhean Togail 2026-27



Document Record

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1.0	Update for Quarter 1	July 2026
1.1	Update for Quarter 2	
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Table of Contents

- 1. Introduction to the verifier**
- 2. Building Standards Verification Service Information**
- 3. Strategic Objectives**
- 4. Key Performance Outcomes and Targets**
- 5. Performance Data**
- 6. Service Improvement and Partnership Working**
- 7. Building Standards – Additional Data**

1.0 Introduction to the verifier

This verification performance report is a strategic planning and management tool that provides information about the local authority building standards service, it communicates the vision and strategy setting out performance against strategic goals and targets.

Building standards verifiers in Scotland are required to utilise the performance report to manage, monitor, review and develop strategies for their business and should focus on the performance framework's core perspectives and cross-cutting themes.

1.1 The Highland Council – Geographical Area, Population and Employment

The Highlands of Scotland is a part of the world renowned for its beauty, hospitality and culture. The Highland area measures a third of the area of Scotland with, including the islands, 26,484 square kilometers of land area, making it larger than Wales and almost the size of Belgium.

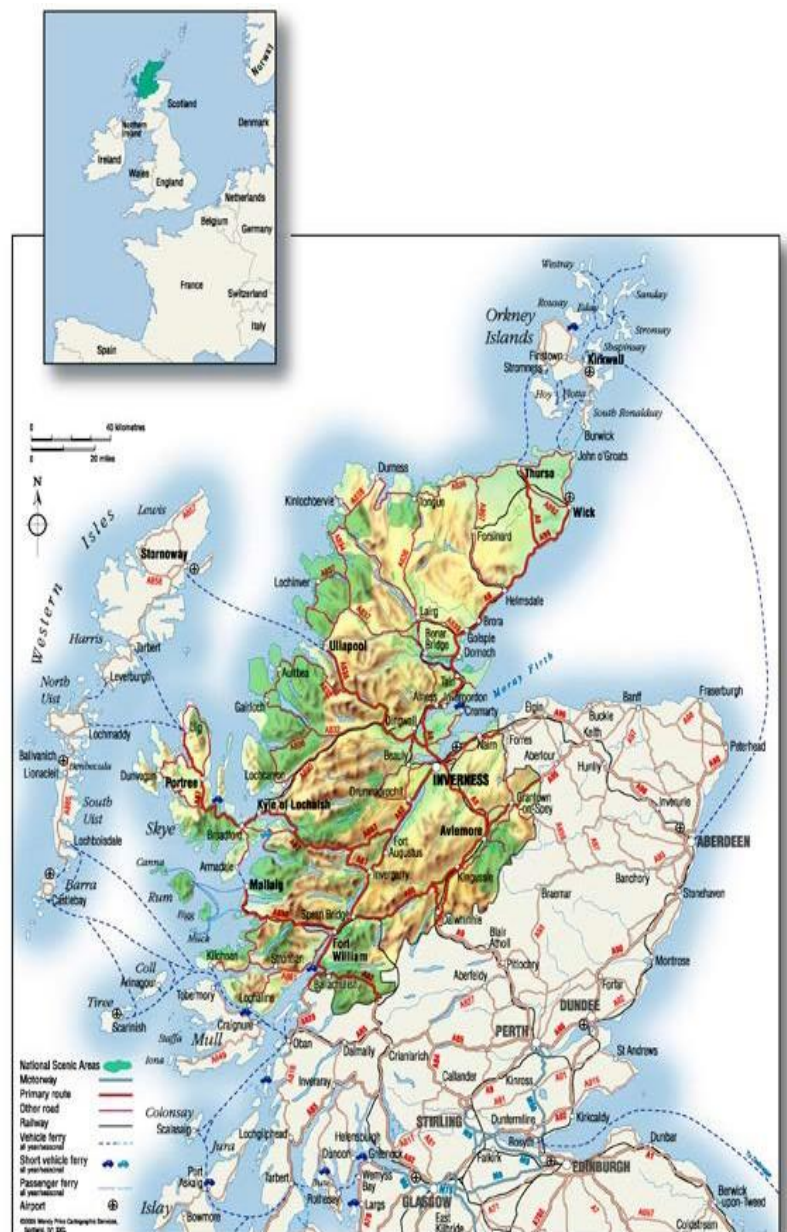
The length of coastline including islands at low water is 4,905 kilometers, 21% of the Scottish total and, excluding islands, is 1,900 kilometers (49% of Scotland). Argyll and Bute have the next longest coastline with 3,723 kilometers, then Western Isles with 3,716 kilometers.

The population of the Highlands is 237,290. Inverness city has become the administrative and transport hub of the region, a city of some 63,000 inhabitants. It is fast-growing and ambitious with direct air links to London and European Hubs. It is a part of the world renowned for its natural beauty, hospitality and culture.

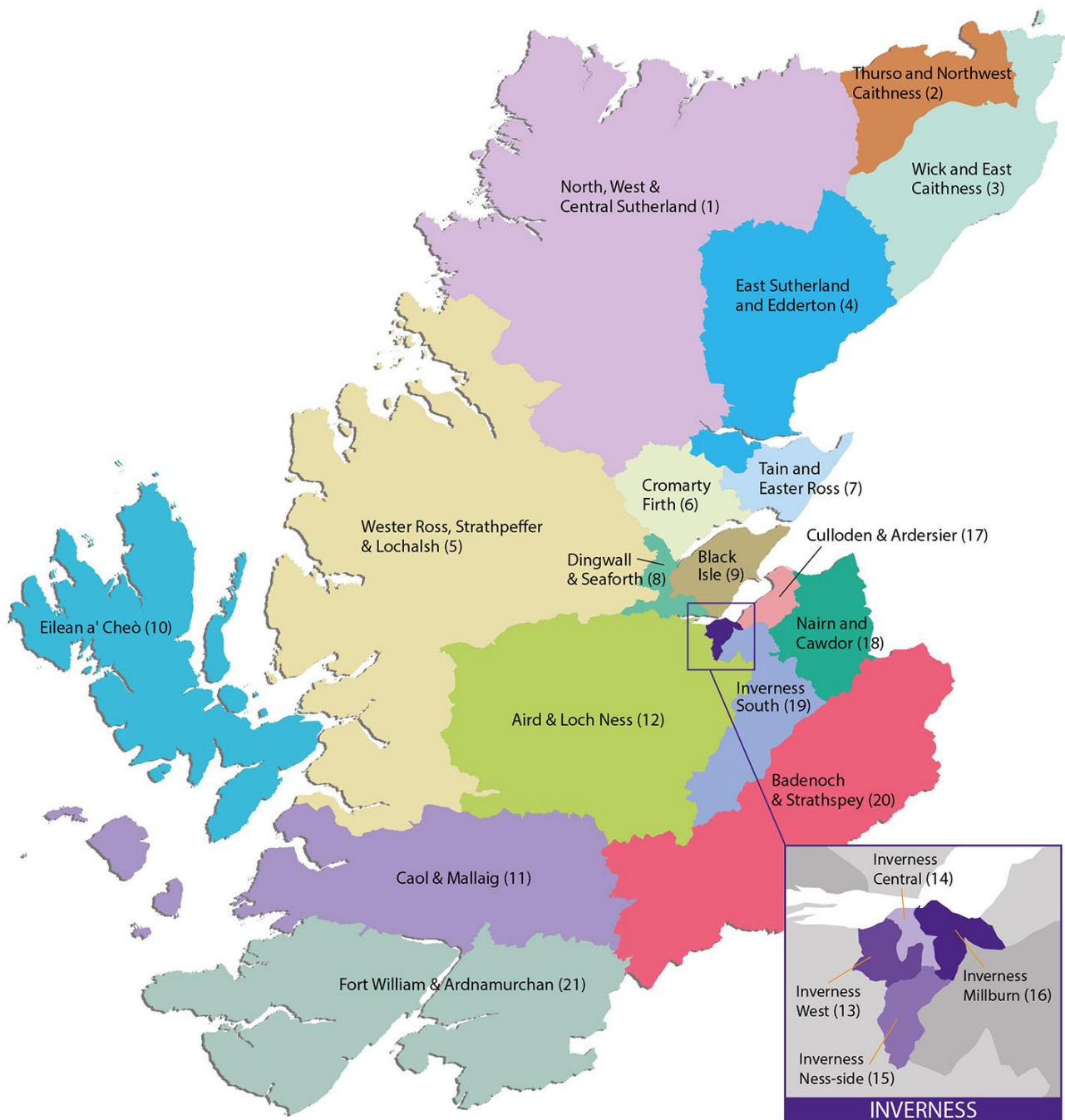
We are home to the **Cairngorm Mountain range**, Scotland's second National Park and the largest in the UK plus the UNESCO geopark in Northwest Sutherland. The **Inverness and Cromarty Firth Green Freeport**, centred on Invergordon and the Cromarty Firth, is expected to attract significant investment in offshore wind, hydrogen, advanced manufacturing and port infrastructure, helping to position the Highlands as a key hub for the renewable energy sector.

The Highland Council and partners have signed a City Region Deal worth £315m and this is delivering a range of exciting projects over 10 years, which is set to see Inverness and the Highlands become a region of digital and economic opportunity.

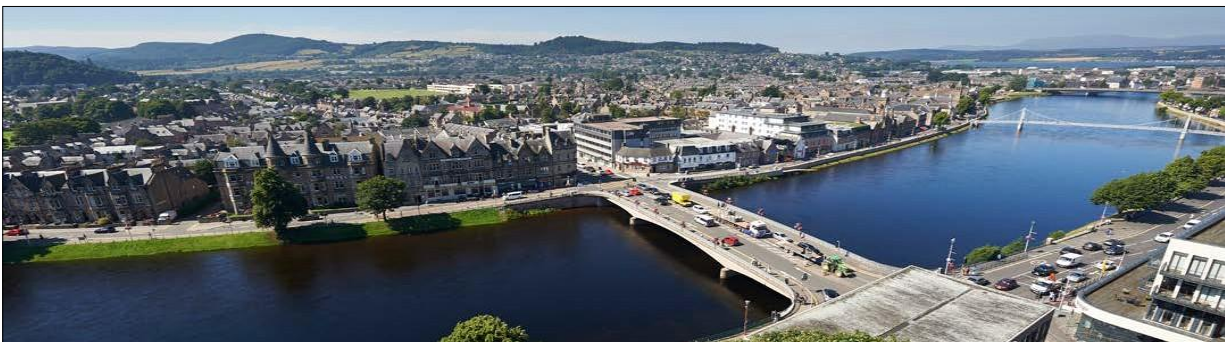
www.highland.gov.uk/cityregiondeal



1.2 Multi-member Ward Map



The Highland Council area has 22 wards each served by 3 or 4 councilors, depending on ward population. Each ward has regular ward forum meetings where the public are encouraged to attend and participate in the development of their areas and improve service delivery.



Highland Council Structure



2.0 Building Standards Verification Service Information

2.1 Location and Accessibility of Services

The Highland Council's Building Standards Service is delivered by the Infrastructure, Environment and Economy Service (Place) with its base at Council Headquarters, Glenurquhart Road, Inverness. The Assistant Chief Executive (Place) (Malcolm MacLeod), The Chief Officer (Enterprise and Investment) (James Welsh), Planning & Building Standards Strategic Lead (David Mudie) and The Building Standards Manager (Alasdair Murray) are all based at this location.

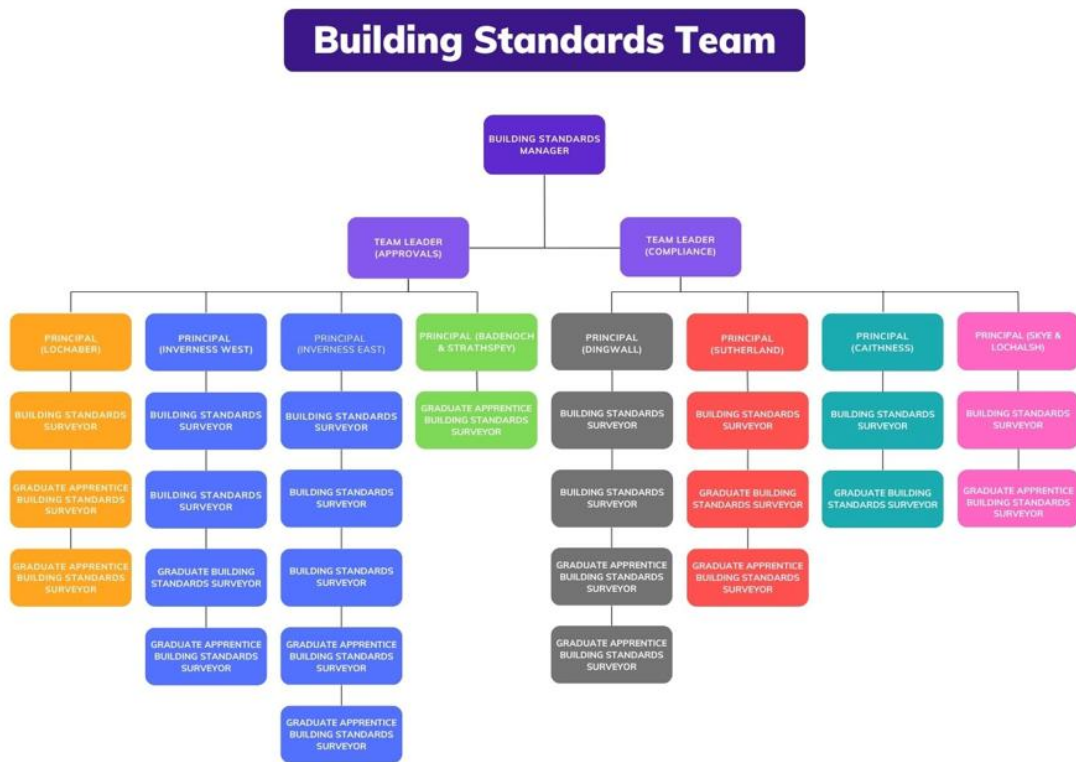
The operational activity of the service is decentralised to 7 area offices which operate under a Building Standards Management Team. Area offices are in the following:

- **Caithness:** Caithness House, Market Square, Wick
- **Sutherland:** Drummie, Golspie
- **Ross & Cromarty:** Council Offices High Street, Dingwall
- **Skye & Lochalsh:** Service Point, Old Corry Industrial Estate, Broadford
- **Lochaber:** Charles Kennedy Building, Achintore Road, Fort William
- **Badenoch & Strathspey:** The Courthouse, 36 High Street, Kingussie
- **Inverness & Nairn:** Council Headquarters, Glenurquhart Road,

Building Standards is led by the Building Standards Manager. The Building Standards Manager is responsible for protecting public interest by delivering a professional Building Standards and Verification service to the Highland community through managing and directing the operational teams of building standards staff in the network of area offices Highland-wide. The manager in turn is supported by two Building Standards Team Leaders who have responsibility for warrant approvals and reasonable inquiry. Management of Non-Verification work e.g., Enforcement, Licensing, Defective and Dangerous Buildings etc is shared by the Building Standards Management Team.

The day-to-day management of the area office network is the responsibility of the Principal Building Standards Surveyor's in their respective areas. The principal surveyor has delegated authority and responsibility for:

- Risk assessments and allocating building warrant and completion certificate workloads
- Dealing with all building standards local operations including taking enforcement action where unauthorised building operations are being carried out or where defective or dangerous building incidents occur.
- Monitoring performance and staff development against the LABSS Competency Assessment System (CAS).



2.2 Building Standards

The principal objective of Building Standards is:

- To secure the health, safety, welfare and convenience of persons in or about buildings and of others who may be affected by buildings or matters connected with buildings,
- To further the conservation of fuel and power, and
- To further the achievement of sustainable development.

Building Standards has two distinct roles, Verification and Enforcement.

Verification

The application of the Building Standards (Scotland) Regulations 2004, as amended, when considering applications for Building Warrants and submissions of Completion Certificates.

Enforcement

Ensuring compliance with the Building (Scotland) Act 2003, as amended; requires the Building Standards team to implement action necessary to ensure compliance and maintain public interest in respect of the following: -

- Unauthorised works
- Defective buildings
- Dangerous buildings
- Building Regulation compliance; and
- Continuing requirement conditions

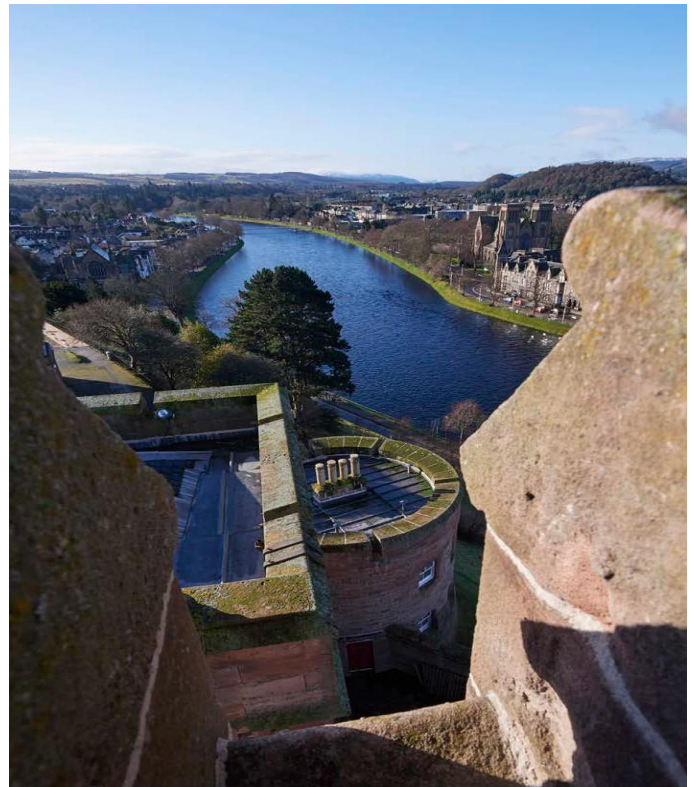
The Building Standards team provides a dangerous building and structures call-out service 24hrs per day, 365 days per year, including Public Holidays.

2.3 Public Interest Statement

The purpose of the building standards system is to protect the public interest. The system sets out the essential standards that are required to be met when building work or conversion of a building takes place to meet building regulations.

The building standards system checks that proposed building work or conversion of a building meets standards; inspections are limited to a minimal necessary to ensure that legislation is not avoided. The control of work on site is not down to the system but is a matter for contracts and arrangements in place between a builder and client.

Verifiers, appointed by Scottish Ministers are responsible for the independent checking of applications for building warrants to; construct, alter or demolish buildings; to provide services, fittings or equipment within buildings and to provide for conversions of buildings.



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Staffing Position – 2026/27

The tables below illustrate the staffing position for 2026/27. Staffing levels have remained consistent over the last 12 months with a full complement of 33 posts.

Table 1: Senior Management

	Tier 1	Tier 2	Tier 3	Tier 4
Head of Building Standards Verification Service			√	

Note: Tier 1 = Chief Executive; Tier 2 = Assistant Chief Executive; Tier 3 = Chief Officer; Tier 4 = Managers.

Table 2: Building Standards and support staff profile

		Building Standards Verification Service	Other
Manager and Team Leaders	No. posts	1 Manager 2 Team Leaders	
	Vacant		
Principal Surveyors	No. posts	8	
	Vacant		
Main grade posts (surveyors)	No. posts	11	
	Vacant		
Trainee/Graduate Surveyors	No. posts	13 (7 Graduate Apprentices and 6 Graduate BSS)	
	Vacant		
Shared Business Support	No. posts	11 – see below*	
	Vacant		
Total		35 Professional staff 7 Shared Business Support 1 System Analyst 4 E-processing staff	

Note: The Manager and Team Leaders are responsible for operational/strategic management of the team. The line management and day-to-day responsibility for surveyors and distribution of workloads lies with the Principal Surveyors.

*Shared Business Support, Systems and e-processing teams are managed out-with the BS team. Performance and staffing levels of SBS are the responsibility of the relevant team managers.

Table 3: Demographic

Staff age profile	Number
Under 30.	11
30-39.	8
40-49.	6
50 and over	10

29% of staff are over the age of 50;

17% are over the age of 40;

23% are over 30yrs; and

31% are under 30yrs.

The average age within the team is 41.3yrs.

3.0 Strategic Objectives

3.1 Corporate Objectives

The Council's Programme for 2022 to 2027 sets out our vision and strategic priorities for the next five years. It focuses on building a fair, caring, and sustainable Highland while responding to financial challenges and the climate emergency. The plan is structured around five key outcomes:

- **A Fair and Caring Highland** – Improving quality of life, tackling poverty, and promoting wellbeing.
- **Resilient and Sustainable Communities** – Supporting local solutions, transport, and visitor management.
- **Accessible and Sustainable Highland Homes** – Delivering affordable, energy-efficient housing.
- **A Sustainable Highland Environment and Global Centre for Renewable Energy** – Accelerating climate action and investing in renewables.
- **A Resilient and Sustainable Council** – Modernising services, workforce planning, and income generation.

The www.highland.gov.uk/policies-strategy/programme is one of three strategic documents which together outline: - the priorities for the council, approach to resourcing and how these will be delivered.

The Council's Service departments have their own directorate service plans which feed into the council's corporate plan. Directorate Service Plans can be found [Information, performance and statistics – Highland Council](#)

The [Infrastructure, Environment and Economy Directorate Service Plan](#) is part of the Council that plans for future land use and supports inclusive economic growth through Business Gateway and employability programmes. The service designs and develops new affordable homes, schools, roads, bridges and flood schemes and manages also council properties. Development Management, Development Plans, Building Standards and Transport Planning are located within Infrastructure, Environment and Economy Service.



Photo by CI Photography

3.2 Service Key Objectives

The Building Standards Service's key strategic objectives for the coming year are;

Succession Management

There are 35 surveyors in the building standards team with an average age of 41.3 years. Since 2024 the team complement has risen from 29 to 35 with the recruitment of 6 graduate apprentices. This is in addition to the Graduate apprentices and Graduate Trainees appointed to replace staff who have left/retired. 5 senior/experienced team members are due to retire within the next 5 years and, with the lack of experienced surveyors in Scotland, we expect to continue to grow our own by appointing Graduate Apprentices/Graduate's for staff who leave the council.

Building Standards Operating and Performance Frameworks

The Scottish Minister appointed Highland Council in May 2023 as verifier for the Highland area until April 2029. The condition of this appointment is for council to adhere to the terms stated in the Operating and Performance Frameworks. Maintaining the number of qualified, experienced and competent surveyors will ensure the council's continued role as Verifier to serve the Highland communities.

New Ways of Working

The BS team continues to work flexibly managing their time between office and home working to deliver warrant approvals and completion certificate acceptances. To spread workloads applications are spread across the whole area, although site visits are generally carried out by the area office. We are committed to increase presence on site to increase compliance and standards in general.

Workload Sharing

we are committed to assist other Verifiers and have entered 2 workload sharing agreements with Verifiers in other Authorities.

IT

Highland Council leads Scotland in receiving the highest percentage of electronic applications for warrant and completion certificates, with more than 96% of applications being submitted electronically. It is essential that the BS team have access to the most up to date IT kit to enable the continued delivery of a resilient, efficient and flexible hybrid working environment.

BSD/LABSS/HUB

the BS team will continue to participate and work with the Building Standards Division (BSD); Local Authority Building Standards Scotland (LABSS) and the LABSS Hub in developing; the Verifier's Operating Framework; the Verifiers Performance Framework; Workforce Strategy and Competency Assessment System; etc in addition to responding to national consultations and reviews eg the building warrant fees review; the enforcement and sanction review; and, the Digital Transformation work currently being undertaken by Scottish Gov.

The Highlands and Islands Consortia Group

As part of LABSS commitment to improving consistency in interpretation of the Technical Standards and the processes nationally Highland will work closely with our consortium partners: Orkney, Shetland and Comhairle nan Eilean Siar Island councils to achieve this aim.

Maintain a High Performing Team

Foster and maintain a high-performing team culture by investing in staff development, wellbeing, performance management and collaborative working practices.

4.0 Key Performance Outcomes and Targets

The national verification performance framework is based on three core perspectives:

- Professional Expertise and Technical Processes;
- Quality Customer Experience; and
- Operational and Financial Efficiency.

There are also three cross-cutting themes comprising:

- Public Interest;
- Continuous Improvement; and
- Partnership Working.

Table 4: Summary of Key Performance Outcomes (KPOs)

Professional Expertise and Technical Processes	
KPO1	Minimise time taken to issue a first report or issue a building warrant or amendment to building warrant.
KPO2	Increase quality of compliance assessment during the construction processes
Quality Customer Experience	
KPO3	Commit to the building standards customer charter
KPO4	Understand and respond to the customer experience
Operational and Financial Efficiency	
KPO5	Maintain financial governance
KPO6	Commit to eBuilding Standards
KPO7	Commit to objectives outlined in the annual performance report

Table 5: Summary of Key Performance Targets

KPO1 Targets	
1.1	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).
1.2	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).
KOP2 Targets	
2.1	Targets to be developed as part of future review of KPO2.
KPO3 Targets	
3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).

3.2	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.
KPO4 Targets	
4.1	Minimum overall average satisfaction rating of 7.5 out of 10.
KPO5 Targets	
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).
KPO6 Targets	
6.1	Details of eBuilding Standards to be published prominently on the verifier's website.
6.2	75% of each key building warrant related process being done electronically • Plan checking • Building warrant or amendments (and plans) being issued • Verification during construction • Completion certificates being accepted
KPO7 Targets	
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly).
7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2025 – March 2026).



Photo by Ewen Weatherspoon

5.0 Performance Data

The tables on the next pages illustrate the Key Performance Outcomes (KPOs) updated and reported at the end of each quarterly reporting period to Scottish Government Building Standards Division (BSD).

Table 6: Key Performance Outcomes for 2026/27

		Category (by building type) and Total per Quarter														
		Quarter 1			Quarter 2			Quarter 3			Quarter 4			Annual Total		
KPO1	Summary of KPOs	Domestic	Non-Domestic	Total	Domestic	Non-Domestic	Total	Domestic	Non-Domestic	Total	Domestic	Non-Domestic	Total	Domestic	Non-Domestic	Total
	Number of BWs and amendments issued (all)	567														
	Average number of days from receipt of a valid application to granting a BW or amendment	77														
	% of first reports issued within 15 days	76%														
	% of first reports issued in more than 15 days and within 20 days	20%														
	% of first report issued in more than 20 days and within 35 days	3%														
	% of first reports issued in more than 35 days	1%														
	% of BWs and amendments issued within 6 days from receipt of all satisfactory information	81%														

	% of BWs and amendments issued in more than 6 and within 10 days from receipt of all satisfactory information	13%														
	% of BWs and amendments issued in more than 10 and within 15 days from receipt of all satisfactory information	3%														
	% of BWs and amendments issued in more than 15 days from receipt of all satisfactory information	3%														
KPO2	Number of CCNPs for 'accepted' completion certificate	N/A														
	% of CCNPs fully achieved for 'accepted' completion certificates	N/A														

KPO3	National Customer Charter is published prominently on the website	Published Prominently (with Review)				
KPO4	Overall customer satisfaction rating – out of 10	10				
KPO5	Building Standards (verification) fee income	£804,528.00				
	Building Standards (Staff) costs	£625,484.00				
	% fee income against (staff) costs	129%				
KPO6	Details of eBuilding Standards are published on the website	Published Prominently				
KPO7	Annual Performance Report published on the website	Published Prominently (with Review)				
	Annual performance report includes performance data under KPO3, 4, 5 and 6	Includes all performance data				

Table 6a: Summary of performance against Key Performance Outcomes and Targets for 2026/27

	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).
Q1	95.8%	93.3%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	10	129%	Published Prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
Q2										
Q3										
Q4										

5.1. Professional Expertise and Technical Processes

Protocols for dealing with work

Several risk management protocols have been developed for key processes, which are under continual review. Guidance notes, policies and protocols are stored electronically via a SharePoint site for team reference. Some of this information is also available for the customer to view via the council's web pages.

Performance management systems

Internal Key Performance Indicators (KPIs) are reported to the Infrastructure & Environment Committee quarterly. These include:

- Provide a technical response or issue the Building Warrant within 20 working days. Target 90%
- Respond to the submission of a completion certificate within 10 working days. Target 90%
- Percentage of building warrants and amendments determined within 10 working days following receipt of satisfactory technical information. Target 90%

Training and development/CPD

All the team are subject to the LABSS Competency Assessment (CAS) review with the first 20% of the team being assessed externally in 2026.

As well as CAS, training and development needs are identified through the Council's annual Employee Review and Development Process (ERDP), which is reviewed bi-annually. Training Plans are submitted to senior management for budget scrutiny.

Staff members are encouraged to attend internal and external CPD events hosted by industry and LABSS.

Benchmarking/shared services

The Council works in partnership with the three Island authorities; Orkney, Shetland and Comhairle nan Eilean Siar, forming the Highlands & Islands (H & I) consortia working group; in turn this group reports to Local Authority Building Standards Scotland (LABSS), and to Scottish Government Building Standards Division (BSD). Attendance by staff at LABSS general meetings and training events is encouraged.

Highland shares the services of AECOM Ltd for 3rd party verification of complex fire engineered solutions with Aberdeen city, Aberdeenshire and Moray Council's

Highland Council works in liaison with Moray Council's building standards team as a shared boundary lies between each authority.

Succession planning

Due to the ongoing skills shortage and challenges in recruiting qualified Building Standards Surveyors, we made a strategic decision to develop our own talent through the Modern Apprenticeship (MA) and Graduate Apprenticeship (GA) routes.

Since 2018, we have recruited 15 Graduate Apprentices and 6 Graduate/Trainee Surveyors. Of the 16 Graduate Apprentices, 7 have successfully graduated, 2 have left the service (1 prior to graduation, the other after), and 7 remain within their training programmes.

As a result of this sustained investment in workforce development, the average age of the team has reduced to 41, which is significantly below the Council's overall workforce age profile. This approach has

strengthened succession planning arrangements, helped address recruitment challenges, and ensured the continued development of a skilled and sustainable Building Standards workforce.

5.2. Quality Customer Experience

Customer communication strategies

[eBuilding Standards](#) is a huge success in Highland where 96+% of applications for warrant is via the eBS Portal. Customer communication is predominantly done via electronic means e.g. Email, MS Teams, and telephone. The council is actively promoting flexible and agile working to improve the team's work/life balance and is more efficient and better for the environment. The team will also this year proactively engage with Remote Verification Inspection (RVI) as a means of more efficiently ensuring compliance with work on site.

Customer Charter

The Building Standards Customer Charter is published [here](#) on the Council's web pages and is reviewed quarterly and updated annually.

Customer feedback (national/local)/analysing and changes to systems

Customer feedback is encouraged; this is normally done via customer Focus Group meetings. e-mail or telephone. A [national customer satisfaction survey](#) is available for all customers and members of the public to provide their experiences with the council's building standards team.

The council's annual survey results are published on the Council's web pages [here](#).

Accessibility of service

Building Standards services are available locally across Highland from 7 areas offices. A duty officer is available each day from 9:00am to 5:00pm to answer 'first call' inquiries via telephone. All building standards forms and guidance documents are available on the council's [web pages](#) and should a customer need/want a paper version these can be made available. Building warrant application are assigned to a 'case surveyor' whose name is recorded in the acknowledgment letter to the applicant/agent.

Pre-application advice

A pre-application service/advice is freely available to customers. This service is available via appointment at council offices during normal office hours Monday – Friday 9am – 5pm. Special arrangements can be made where the customer has mobility issues.

Customer agreements

The council has a template for formulating 'customer agreements' normally adopted for complex or very large application types.

Customer dissatisfaction (procedural or technical) If a customer wishes to complain to the Highland Council; complaints procedure guidance can be found [How to make a complaint - Highland Council](#). For technical or procedural matters relating to the verification service we would direct customers to the LABSS - Dispute Resolution Process that can be found [Publications | LABSS](#).

5.3. Operational and Financial Efficiency

Team structures

The Building Standards Service is provided locally in the community via a network of area offices. The offices are managed by a Principal Building Standards Surveyor who is responsible for the day-to-day management of the team within the area and the distribution/allocation of workloads.

Time recording system

A simple but accurate time recording system was developed to assist in providing accurate reporting for costs associated with expenditure on the verification service.

Financial monitoring/governance

Financial monitoring is robust and undertaken monthly by the Building Standards Management Team and the Service Business Manager. The monthly statements identify income and expenditure between cost centres.

IT systems

Building Standards operate an electronic case management system provided and 'hosted' by IDOX (Uniform, Enterprise and EDRMS suites) via a Citrix security system. This operating system works in partnership with the Council's corporate IT provider. The customer facing aspect of this system is a search-able Building Standards Register that can be found [Building standards – Highland Council](#)

Digital services

96+% of all application submissions (building warrants and completion submissions) are now submitted electronically via the eBS portal. 100% of all applications/submissions are handled electronically by surveyors and the issue of building warrants and approved drawings including the completion certificate acceptance are issued electronically. Site inspections are undertaken by surveyors using SIM enabled tablet devices to refer to approved drawings.

Finance systems

The main finance system used by Highland Council is CiA Financials, supported by TechnologyOne, for electronic and online payment services. Payments for all Building Standards services are received electronically; the Council no longer receives cash or cheque payments.

6.0 Service Improvements and Partnership Working

Table 7: KPO performance for the previous 12 months:

Number	Continuous improvement action	Status
1	KPO1(a) - Improve time taken to issue a Building Warrant: 25/26 = 62.5 days	Ongoing
2	KPO1(b) - Improve time taken to issue a First Report: 2025/26 = 96.8% within 20 working days • % within 15 days = 84.3% • % > 15 days < 20 days = 12.5%	Ongoing
3	KPO1(c) - Improve time taken to issue a Building Warrant following receipt of satisfactory information: 2025/26 = 83.3% with 10 working days • % < 6 days = 75% • % > 6 days <10 days = 8.34%	Ongoing
4	KPO2 - Compliance during construction – improve customer recognition: 2025/26 = Number of CCNPs fully achieved = 591	Ongoing
5	Reinvest building warrant fee income within the service: 2025/26 • Verification (Staff) costs = £2,032,851 • Fee income = £3,141,399 • Staff Costs V Fee income = 154%	Ongoing
7	Appointment of consultant Fire Engineers (AECOM Ltd)	Complete

Table 8: In the next 12 months (year/year) we will do:

Number	Continuous improvement action	Timescales
1	Continue working to improve key performance outputs that will ensure Highland Council's reappointment in 2029. Building Standards Performance is published here	Quarterly
2	Effective succession planning, workforce development and the mentoring of early-career professionals are critical to the future resilience of the Building Standards profession in the Highlands. Our "grow our own" approach has become a key part of our workforce strategy, helping to address skills shortages while providing meaningful career opportunities for young people living and working across the Highland area.	Ongoing
3	Continue to enhance mobile working capabilities by investing in appropriate technology and digital solutions that streamline business processes, reduce double handling of information, improve communication, and increase productivity and service performance across the Building Standards team.	Ongoing
4	Maintain and further develop productive partnerships with our consortia partners, LABSS, the Scottish Building Standards Hub and the Building Standards Division, contributing to national initiatives, knowledge sharing and the continuous improvement of Building Standards services.	Ongoing
5	Continue to deliver a professional, courteous and efficient Building Standards service to the communities of Highland, maintaining strong customer satisfaction scores and using customer feedback to drive continuous improvement.	Continuous
6	Maintain a high-performing, motivated and resilient team that delivers excellent customer service, achieves national performance targets and supports continuous improvement across the Building Standards service.	Continuous

7.0 Building Standards – Additional Data

Performance data contained in Table 9 is a dynamic summary of returns submitted to Scottish Government under the Key Performance Outcomes procedure.

Table 9: Additional Data

Activity		2024/25	2025/26	2026-27 Q1	–	Q4	Total
Building Warrants and amendments to warrant	Applications received	2456	2488				
	Applications determined	2124	1723				
Completion Certificates	Submissions	2883	3030				
	Accepted	2402	2381				
	Rejected	498	572				
Certification	Design – Structures	752	1073				
	Design – Energy	10	8				
	Construction – Electrical	23	52				
	Construction – drainage/heating & plumbing	23	52				
Energy Performance Certs	Domestic	616	562				
	Non-domestic	33	22				
Statements of Sustainability	Domestic	509	538				
	Non-domestic	24	18				
Fire Safety Summaries		36	26				
Enforcement	Notices served under Sections 25 to 30	14	11				
	Cases referred to Procurator Fiscal	0	0	0			
	Cases where the Council has had to undertake work	4	3	0			
Customer Care	Complaints received	2	2	0			



Duness by David Martin