

KEY PERFORMANCE OUTCOMES 2023-24 Q4

Highland Contact Details: Glenn Campbell, e-mail: Glenn.Campbell@highland.gov.uk, tel. 07825357912

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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	185	0	12168	65.77
	£10,001 - £50,000	85	0	5536	65.13
	£50,001 - £250,000	89	0	8969	100.78
	£250,001 - £1,000,000	54	0	6733	124.69
	£1,000,001 and above	6	0	990	165.00
NON-DOMESTIC	0 - £10,000	28	0	1581	56.46
	£10,001 - £50,000	25	0	2160	86.40
	£50,001 - £250,000	34	0	2998	88.18
	£250,001 - £1,000,000	20	0	3894	194.70
	£1,000,001 and above	2	0	358	179.00

Sub total	DOMESTIC - ALL	419	0	34396	82.09
Sub total	NON-DOMESTIC - ALL	109	0	10991	100.83

ALL CATEGORIES	Total	528	0	45387	85.96
Comments	There appears to be almost 8% shift in added no of days when compared to Q3.				

Value bands Sub total	0 - £10,000	213	0	13749	64.55
Value bands Sub total	£10,001 - £50,000	110	0	7696	69.96
Value bands Sub total	£50,001 - £250,000	123	0	11967	97.29
Value bands Sub total	£250,001 - £1,000,000	74	0	10627	143.61
Value bands Sub total	£1,000,001 and above	8	0	1348	168.50

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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	194	167	20	7	0	86.08%	10.31%	3.61%	100.00%
	£10,001 - £50,000	98	75	19	4	0	76.53%	19.39%	4.08%	100.00%
	£50,001 - £250,000	99	81	11	7	0	81.82%	11.11%	7.07%	100.00%
	£250,001 - £1,000,000	69	53	10	6	0	76.81%	14.49%	8.70%	100.00%
	£1,000,001 and above	5	4	1	0	0	80.00%	20.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	33	25	4	4	0	75.76%	12.12%	12.12%	100.00%
	£10,001 - £50,000	25	18	2	5	0	72.00%	8.00%	20.00%	100.00%
	£50,001 - £250,000	40	33	5	2	0	82.50%	12.50%	5.00%	100.00%
	£250,001 - £1,000,000	21	11	5	5	0	52.38%	23.81%	23.81%	100.00%
	£1,000,001 and above	9	6	0	3	0	66.67%	0.00%	33.33%	100.00%

Sub total	DOMESTIC - ALL	465	380	61	24	0	81.72%	13.12%	5.16%	100.00%
Sub total	NON-DOMESTIC - ALL	128	93	16	19	0	72.66%	12.50%	14.84%	100.00%

ALL CATEGORIES	Total	593	473	77	43	0	79.76%	12.98%	7.25%	99.99%
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Commentary on main reasons why there are any significant changes	There are no significant changes to report. Performance overall appears to have slipped 2 or 3%.
Provide main reasons why first report targets not met	Q4 generally is a low performing quarter; due mainly to the lull in the construction sector after the New Year. I expect performance to resume in Q1 24/25.

Value bands Sub total	0 - £10,000	227	192	24	11	0	84.58%	10.57%	4.85%	100.00%
Value bands Sub total	£10,001 - £50,000	123	93	21	9	0	75.61%	17.07%	7.32%	100.00%
Value bands Sub total	£50,001 - £250,000	139	114	16	9	0	82.01%	11.51%	6.47%	99.99%
Value bands Sub total	£250,001 - £1,000,000	90	64	15	11	0	71.11%	16.67%	12.22%	100.00%
Value bands Sub total	£1,000,001 and above	14	10	1	3	0	71.43%	7.14%	21.43%	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	139	105	27	6	0	75.54%	19.42%	4.32%	0.00%	99.28%
	£10,001 - £50,000	78	62	10	6	0	79.49%	12.82%	7.69%	0.00%	100.00%
	£50,001 - £250,000	86	74	7	3	2	86.05%	8.14%	3.49%	2.33%	100.01%
	£250,001 - £1,000,000	53	36	14	0	2	67.92%	26.42%	0.00%	3.77%	98.11%
	£1,000,001 and above	6	5	1	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	23	15	6	1	0	65.22%	26.09%	4.35%	0.00%	95.66%
	£10,001 - £50,000	21	14	3	4	0	66.67%	14.29%	19.05%	0.00%	100.01%
	£50,001 - £250,000	31	24	3	3	1	77.42%	9.68%	9.68%	3.23%	100.01%
	£250,001 - £1,000,000	20	12	5	2	0	60.00%	25.00%	10.00%	0.00%	95.00%
	£1,000,001 and above	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	362	282	59	15	4	77.90%	16.30%	4.14%	1.10%	99.44%
Sub total	NON-DOMESTIC - ALL	97	66	18	10	1	68.04%	18.56%	10.31%	1.03%	97.94%

ALL CATEGORIES	Total	459	348	77	25	5	75.82%	16.78%	5.45%	1.09%	99.14%
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Commentary on main reasons why there are any significant changes	There are no significant changes to report. There appears to be a small drop in the processing time taken to issue a BW, when compared to Q3.
Provide main reasons why targets not met	I am unable to provide a response to this question; at this time.

Value bands Sub total	0 - £10,000	162	120	33	7	0	74.07%	20.37%	4.32%	0.00%	98.76%
Value bands Sub total	£10,001 - £50,000	99	76	13	10	0	76.77%	13.13%	10.10%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	117	98	10	6	3	83.76%	8.55%	5.13%	2.56%	100.00%
Value bands Sub total	£250,001 - £1,000,000	73	48	19	2	2	65.75%	26.03%	2.74%	2.74%	97.26%
Value bands Sub total	£1,000,001 and above	8	6	2	0	0	75.00%	25.00%	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	34	11	13	19	32.35%	38.24%	55.88%
	£10,001 - £50,000	56	13	19	27	23.21%	33.93%	48.21%
	£50,001 - £250,000	58	14	17	33	24.14%	29.31%	56.90%
	£250,001 - £1,000,000	46	7	8	17	15.22%	17.39%	36.96%
	£1,000,001 and above	83	30	32	32	36.14%	38.55%	38.55%
NON-DOMESTIC	0 - £10,000	20	8	9	11	40.00%	45.00%	55.00%
	£10,001 - £50,000	10	2	2	3	20.00%	20.00%	30.00%
	£50,001 - £250,000	31	9	9	11	29.03%	29.03%	35.48%
	£250,001 - £1,000,000	8	4	6	6	50.00%	75.00%	75.00%
	£1,000,001 and above	2	0	0	2	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	277	75	89	128	27.08%	32.13%	46.21%
Sub total	NON-DOMESTIC - ALL	71	23	26	33	32.39%	36.62%	46.48%

ALL CATEGORIES	Total	348	98	115	161	28.16%	33.05%	46.26%
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Main reasons why CCNPs were not full achieved	Failure by applicant/agent to notify at specific stages of construction. Inclement weather preventing surveyors getting to sites.
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	Failing to notify
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	some of the more remote/rural locations have possibly been impossible to visit due to weather and shorter daylight hours.
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	54	19	22	30	35.19%	40.74%	55.56%
Value bands Sub total	£10,001 - £50,000	66	15	21	30	22.73%	31.82%	45.45%
Value bands Sub total	£50,001 - £250,000	89	23	26	44	25.84%	29.21%	49.44%
Value bands Sub total	£250,001 - £1,000,000	54	11	14	23	20.37%	25.93%	42.59%
Value bands Sub total	£1,000,001 and above	85	30	32	34	35.29%	37.65%	40.00%

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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Verification COSTS	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 (£)	£1,379.00
	Other verification investment (£)	£0.00
	Comments on verification costs	Staff Costs on Verification: as opposed to Total Staff Costs = 84%%. 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)	£850,247.00
	Total amendment to warrant fee income	£63,292.00
	Total CC where no warrant was obtained fee income	£10,107.00
	Comments on fee income	Fee income appears approx 22% higher than in Q3; this is possibly due to people submitting applications for BW to be at the changes on 1 April. However the council has had a number of significant high value BW applications in the last few months due to the creation of the 'Freeports' in the Cromarty Firth.
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£145,068,596.00
	Total value of works for amendment to warrant applications	£1,129,951.00
	Total value of works for CC submissions where no warrant was obtained	£387,396.00
	Comments on value of work	The value of work submitted for warrant appears to be almost 37% down when compared to Q3 values.
Total	VERIFICATION (STAFF) COSTS (£)	£417,886.00
Total	VERIFICATION (ALL) COSTS (£)	£419,265.00
Total	FEE INCOME (£)	£923,646.00
Total	VALUE OF WORK (£)	£146,585,943.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	221.03%
	% FEE INCOME / VERIFICATION (ALL) COSTS	220.30%
	Other comments (e.g. significant variations between verification fee income and verification costs)	No 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/file/1308/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	8.2
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	646
Number of completion certificates submitted through SG eBS system	468
Number of other forms submitted through SG eBS system	447
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; Highland remains committed to eBS

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)	683
applications	"Late" BW applications (as included above)	36
applications	"Staged" BW applications (as included above)	19
decisions	No. of BW approved	378
decisions	No. of BW refused	3
amendments - applications	No. of amendment to BW applications	162
amendments - applications	Amendments to "staged" BW applications (as included above)	3
BW amendments - decisions	No. of amendment to BW applications approved	131
BW amendments - decisions	No. of amendment to BW applications refused	0
Comments	The number of submissions for BW; the number of BWs issued; rejected and amendments issued/rejected is comparable to quarter 3; indicating a 6% increase in numbers overall.	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	583
submissions	Total no. of CC submissions where no BW was obtained (as included above)	7
decisions	No. of CC accepted	525
decisions	No. of BW rejected	71
Comments	The number of CC submissions dropped by almost 24% when compared to last quarter. The number of CC accepted also dropped - by almost 18% when compared to last quarter.	
Certification		
Design scheme (building structures)	No. of certificates of design provided	202
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	8
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	8
Comments	Certs of Design appear to have dropped by almost 30% when compared to last quarter.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	128
Non-domestic	No. of copy certificates received	3
Comments	EPC certs appear to have dropped by almost 30% when compared to last quarter.	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	11
Domestic - Bronze Active	No. of copy certificates received	110
Domestic - Silver	No. of copy certificates received	3
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	0
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	No comments	
Fire Safety Design Summaries		
Non-domestic	No. of summaries received	6
Comments	Nothing significant to report	
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	0
Section 30 - dangerous building	No. of notices served	1
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 to report/ comments to make	

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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	92.75%	92.59%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.2	221.03%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data