

## Development services

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### **Building warrants - percentage of requests for a building warrant responded to within 15 days**

A building warrant is issued when a proposed development complies with the building regulations. The building regulations specify the required standard of construction.

The indicator shows the average time it takes to process a request for a building warrant, once any concerns that the application raises have been dealt with.

### **Points to bear in mind**

A valid application needs to be accompanied by plans and the prescribed fee.

This indicator does not show the time for an applicant to deal with any requests for further information from a council.

## Development services

### Building warrants - percentage of requests for a building warrant responded to within 15 days

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	18		-	45.5	58.8			
Aberdeenshire	23		-	55.6	52.3			
Angus	7	✓	-	73.2	78.2			
Argyll & Bute	3	✓	-	81.3	83.8			
Clackmannanshire	31	✗	-	18.6	21.1			
Dumfries & Galloway	22		-	37.3	53.9			
Dundee City	2	✓	-	93.5	91.8			
East Ayrshire	30	✗	-	39.4	32.3			
East Dunbartonshire	15		-	50.1	61.1			
East Lothian	8	✓	-	76.5	76.5			
East Renfrewshire	16		-	74.9	60.8			
City of Edinburgh	19		-	72.9	58.2			
Eilean Siar	4	✓	-	80.8	81.4			
Falkirk	25	✗	-	<u>19.2</u>	49.4			
Fife	1	✓	-	88.4	93.7			
Glasgow City	9		-	89.0	72.7			
Highland	26	✗	-	53.6	48.5			
Inverclyde	24		-	40.3	51.7			
Midlothian	27	✗	-	<u>33.1</u>	43.0			
Moray	29	✗	-	68.2	37.0			
North Ayrshire	12		-	75.5	70.0			
North Lanarkshire	10		-	61.4	72.2			
Orkney Islands	32	✗	-	<u>0.0</u>	9.7			
Perth & Kinross	21		-	45.0	55.6			
Renfrewshire	14		-	69.0	63.0			
Scottish Borders	20		-	61.8	57.2			
Shetland Islands	28	✗	-	74.2	42.4			
South Ayrshire	13		-	49.4	66.7			
South Lanarkshire	17		-	78.6	59.0			
Stirling	5	✓	-	67.7	80.6			
West Dunbartonshire	6	✓	-	33.4	78.9			
West Lothian	11		-	73.8	70.9			
			<b>Scotland</b>					
			-	65.6	63.5			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	93.5	93.7
Upper quartile	-	75.1	73.7
Median	-	64.8	59.9
Lower quartile	-	43.8	51.1
Lowest ranked performance	-	0.0	9.7

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02		
<b>Improvement</b>		
5-9%	-	
10-14%	-	
>15%	-	
<b>Decline</b>		
5-9%	-	
10-14%	-	
>15%	-	

#### Notes

An underlined PI measurement indicates unreliable data.

## Development services

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### **Building warrants - percentage of building warrants issued (or an application otherwise determined) within 6 days**

A building warrant is issued when a proposed development complies with the building regulations. The building regulations specify the required standard of construction.

The indicator shows the average time it takes to issue a building warrant, once any concerns that the application raises have been dealt with.

### **Points to bear in mind**

**This indicator does not show the time for issuing the warrant where further information is required in support of the application.**

## Development services

Building warrants - percentage of building warrants issued (or an application otherwise determined) within 6 days

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	30	✗	-	50.4	52.6			
Aberdeenshire	24		-	84.6	74.5			
Angus	3	✓	-	94.4	97.2			
Argyll & Bute	6	✓	-	90.9	92.7			
Clackmannanshire	22		-	77.7	76.4			
Dumfries & Galloway	21		-	68.5	79.9			
Dundee City	5	✓	-	95.4	94.7			
East Ayrshire	14		-	91.8	86.6			
East Dunbartonshire	15		-	89.4	86.3			
East Lothian	26	✗	-	75.7	72.6			
East Renfrewshire	2	✓	-	98.6	97.3			
City of Edinburgh	28	✗	-	68.8	67.6			
Eilean Siar	19		-	90.8	84.8			
Falkirk	1	✓	-	<u>100.0</u>	100.0			
Fife	8	✓	-	92.9	90.8			
Glasgow City	17		-	91.0	85.6			
Highland	16		-	89.1	86.0			
Inverclyde	29	✗	-	57.7	59.0			
Midlothian	23		-	<u>57.3</u>	74.7			
Moray	27	✗	-	79.6	71.5			
North Ayrshire	7	✓	-	93.4	92.3			
North Lanarkshire	12		-	83.2	86.7			
Orkney Islands	32	✗	-	<u>0.0</u>	23.5			
Perth & Kinross	31	✗	-	36.9	48.4			
Renfrewshire	25	✗	-	94.0	73.0			
Scottish Borders	18		-	87.8	84.9			
Shetland Islands	11		-	92.3	87.8			
South Ayrshire	10		-	70.4	88.2			
South Lanarkshire	4	✓	-	95.5	96.1			
Stirling	12		-	81.5	86.7			
West Dunbartonshire	9		-	63.4	89.9			
West Lothian	20		-	91.2	80.2			
			<b>Scotland</b>					
			-	80.4	80.9			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	100.0	100.0
Upper quartile	-	92.5	90.1
Median	-	88.5	85.8
Lower quartile	-	70.0	74.1
Lowest ranked performance	-	0.0	23.5

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

### Notes

An underlined PI measurement indicates unreliable data.

## Development services

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### **Completion certificates - average time (days) taken to respond to a request for a completion certificate**

The time to respond to a request for a certificate of completion or an authorisation of temporary occupation/use is the period from receipt of a formal application together with a duly completed Compliance Certificate for Electrical Installation if appropriate, to the date of an inspection being carried out to determine whether or not a completion certificate can be issued.

## Development services

Completion certificates - average time (days) taken to respond to a request for a completion certificate

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	26	✗	-	6	7			
Aberdeenshire	19		-	4	5			
Angus	6	✓	-	3	3			
Argyll & Bute	6	✓	-	2	3			
Clackmannanshire	13		-	5	4			
Dumfries & Galloway	19		-	5	5			
Dundee City	1	✓	-	3	2			
East Ayrshire	13		-	3	4			
East Dunbartonshire	23		-	7	6			
East Lothian	26	✗	-	4	7			
East Renfrewshire	1	✓	-	3	2			
City of Edinburgh	32	✗	-	2	13			
Eilean Siar	26	✗	-	9	7			
Falkirk	13		-	<u>4</u>	4			
Fife	6	✓	-	3	3			
Glasgow City	1	✓	-	2	2			
Highland	30	✗	-	8	10			
Inverclyde	6	✓	-	3	3			
Midlothian	13		-	<u>5</u>	4			
Moray	30	✗	-	5	10			
North Ayrshire	23		-	6	6			
North Lanarkshire	1	✓	-	2	2			
Orkney Islands	23		-	<u>5</u>	6			
Perth & Kinross	29	✗	-	8	9			
Renfrewshire	1	✓	-	2	2			
Scottish Borders	6	✓	-	4	3			
Shetland Islands	19		-	4	5			
South Ayrshire	13		-	5	4			
South Lanarkshire	6	✓	-	3	3			
Stirling	19		-	4	5			
West Dunbartonshire	13		-	3	4			
West Lothian	6	✓	-	3	3			
			<b>Scotland</b>					
			-	4	5			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	2	2
Upper quartile	-	3	3
Median	-	4	4
Lower quartile	-	5	6
Lowest ranked performance	-	9	13

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

### Notes

An underlined PI measurement indicates unreliable data.

## Development services

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### **Completion certificates - percentage of completion certificates issued (or an application otherwise determined) within 3 days**

A completion certificate is issued when the development has been completed in accordance with the building warrant. The completion certificate authorises occupation of the development.

#### **Points to bear in mind**

The indicator shows the time it takes to respond to a request for a completion certificate once the council is satisfied that the building work has been completed in accordance with the warrant.

## Development services

Completion certificates - percentage of completion certificates issued (or an application otherwise determined) within 3 days

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	15		-	91.0	84.5			
Aberdeenshire	27	✗	-	75.0	65.7			
Angus	13		-	81.8	89.8			
Argyll & Bute	10		-	85.1	90.2			
Clackmannanshire	5	✓	-	97.4	96.8			
Dumfries & Galloway	20		-	71.3	79.5			
Dundee City	6	✓	-	98.6	94.9			
East Ayrshire	19		-	77.8	79.6			
East Dunbartonshire	29	✗	-	66.5	62.1			
East Lothian	12		-	88.8	89.9			
East Renfrewshire	22		-	78.2	76.5			
City of Edinburgh	23		-	81.3	76.2			
Eilean Siar	2	✓	-	97.8	98.2			
Falkirk	30	✗	-	<u>69.5</u>	39.7			
Fife	7	✓	-	94.0	93.8			
Glasgow City	25	✗	-	78.0	71.5			
Highland	16		-	88.7	82.7			
Inverclyde	14		-	81.9	88.7			
Midlothian	18		-	<u>34.0</u>	81.2			
Moray	4	✓	-	98.7	96.9			
North Ayrshire	3	✓	-	97.4	98.1			
North Lanarkshire	24		-	60.4	73.9			
Orkney Islands	32	✗	-	<u>0.0</u>	28.3			
Perth & Kinross	31	✗	-	48.2	33.3			
Renfrewshire	17		-	93.0	82.0			
Scottish Borders	8	✓	-	93.9	93.6			
Shetland Islands	1	✓	-	92.7	98.7			
South Ayrshire	28	✗	-	61.4	64.7			
South Lanarkshire	9		-	93.1	92.3			
Stirling	21		-	75.0	78.7			
West Dunbartonshire	11		-	67.9	90.0			
West Lothian	26	✗	-	89.3	71.3			
			<b>Scotland</b>					
			-	82.3	78.2			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	98.7	98.7
Upper quartile	-	93.0	92.6
Median	-	81.9	82.4
Lower quartile	-	70.9	73.3
Lowest ranked performance	-	0.0	28.3

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02		
<b>Improvement</b>		
5-9%	-	
10-14%	-	
>15%	-	
<b>Decline</b>		
5-9%	-	
10-14%	-	
>15%	-	

### Notes

An underlined PI measurement indicates unreliable data.

## Development services

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### Processing time – the percentage of householder applications dealt with within two months

The indicator provides information on how long it takes each council to deal with planning applications by householders seeking approval to build extensions to their homes, or to make other alterations to their properties that need permission.

In dealing with planning applications, councils:

- take a number of steps to consult on and assess the application
- decide whether to approve the application
- notify the applicant of the decision.

People have to notify their neighbours that they have submitted an application and councils are usually required to carry out only limited consultations before a decision is reached. Many of the applications are straightforward and result in permission being granted. This indicator does not deal with applications by builders and developers.

### Points to bear in mind

In its revised National Planning Policy Guideline 1 (November 2000), The Scottish Executive identified a series of targets for councils in dealing with planning applications. The target levels established include:

Type of Application	2 months	3 months
Householder applications	90%	95%

The time taken to deal with an application will be affected by:

- the extent to which councillors delegate responsibility for approving applications to staff (greater delegation will generally allow applications to be processed more quickly)
- whether there are any objections to the application (eg from neighbouring property owners)
- the proportion of cases where an applicant needs to submit amended plans before the planning officer feels able to recommend approval.

Some cases, particularly those in conservation areas or affecting listed buildings, may take longer to deal with because of the need for additional advertising and consultation. The proportion of such applications varies between councils.

## Development services

### Processing time – the percentage of householder applications dealt with within two months

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	11		67.6	75.4	87.3			✓
Aberdeenshire	24		88.1	86.6	77.6		✗	
Angus	12		89.3	84.6	85.8			
Argyll & Bute	10		89.9	88.9	87.7			
Clackmannanshire	1	✓	97.9	93.3	95.0			
Dumfries & Galloway	26	✗	78.5	83.1	75.1			
Dundee City	20		81.6	82.3	81.2			
East Ayrshire	28	✗	76.9	71.0	72.9	✗		
East Dunbartonshire	17		80.4	79.4	82.2			
East Lothian	8	✓	90.9	89.2	88.4			
East Renfrewshire	14		79.6	85.0	85.4	✓		
City of Edinburgh	29	✗	70.3	74.9	66.9			
Falkirk	3	✓	88.9	88.4	91.9			
Fife	13		89.0	87.6	85.7			
Glasgow City	30	✗	76.6	82.7	55.3			✗
Highland	15		80.7	83.1	84.8	✓		
Inverclyde	4	✓	86.6	93.2	90.8			
Midlothian	22		81.7	85.5	79.0			
Moray	2	✓	92.5	92.0	92.5			
North Ayrshire	18		79.5	82.3	81.6			
North Lanarkshire	16		68.1	78.6	83.1			✓
Perth & Kinross	27	✗	91.1	82.6	74.3			✗
Renfrewshire	25	✗	83.8	79.7	75.2		✗	
Scottish Borders	23		83.0	82.0	78.7	✗		
Shetland Islands	7	✓	92.5	88.6	88.7			
South Ayrshire	20		80.8	82.5	81.2			
South Lanarkshire	9		89.1	91.1	87.9			
Stirling	6	✓	80.1	87.2	89.3		✓	
West Dunbartonshire	19		76.3	77.2	81.3	✓		
West Lothian	5	✓	88.0	95.6	90.4			
			<b>Scotland</b>					
			81.7	83.4	80.6			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	97.9	95.6	95.0
Upper quartile	89.1	88.6	88.3
Median	82.4	83.9	84.0
Lower quartile	79.5	82.1	78.8
Lowest ranked performance	67.6	71.0	55.3

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	3
10-14%	1
>15%	2
<b>Decline</b>	
5-9%	2
10-14%	2
>15%	2

#### Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Eilean Siar	88.0	90.2	<u>86.6</u>
Orkney Islands	73.7	78.0	<u>82.3</u>

#### Notes

An underlined PI measurement indicates unreliable data.

## Development services

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### Processing time – the percentage of householder applications dealt with within two months

**The following councils were ranked 25th or below in 2001/02:**

Aberdeen City  
Dumfries & Galloway  
East Ayrshire  
City of Edinburgh  
Glasgow City  
North Lanarkshire  
Orkney Islands  
West Dunbartonshire

**The following councils did not make any material improvement in their performance by 2003/04:**

Dumfries & Galloway  
East Ayrshire  
City of Edinburgh  
Glasgow City  
Orkney Islands (unreliable in 2003/2004)

## Development services

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### Processing time – the percentage of all applications dealt with within two months

The indicator provides information on how long it takes each council to deal with all planning applications including those from householders, builders and developers..

In dealing with planning applications, councils:

- take a number of steps to consult on and assess the application
- decide whether to approve the application
- notify the applicant of the decision.

### Points to bear in mind

In its revised National Planning Policy Guideline 1 (November 2000), The Scottish Executive identified a series of targets for councils in dealing with planning applications. The target levels established include:

Type of Application	2 months	3 months
All applications	80%	85%

The time taken to deal with an application will be affected by:

- the extent to which councillors delegate responsibility for approving applications to staff (greater delegation will generally allow applications to be processed more quickly)
- whether there are any objections to the application (eg from neighbouring property owners)
- the proportion of cases where an applicant needs to submit amended plans before the planning officer feels able to recommend approval.

Some cases, particularly those in conservation areas or affecting listed buildings, may take longer to deal with because of the need for additional advertising and consultation. The proportion of such applications varies between councils.

Information provided by the Scottish Executive Planning Services Audit Unit indicates that in 2003/2004 the proportion of listed building and conservation area determinations expressed as a proportion of all determinations (ie in relation to non-householder as well as householder applications) was 10% or higher in City of Edinburgh, East Lothian, Fife, Glasgow City, Scottish Borders, South Ayrshire and Stirling.

## Development services

Processing time – the percentage of all applications dealt with within two months

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	5	✓	56.0	65.4	75.0			✓
Aberdeenshire	26	✗	67.6	70.0	58.8		✗	
Angus	15		73.0	70.9	68.6	✗		
Argyll & Bute	18		<u>65.8</u>	67.4	66.6			
Clackmannanshire	1	✓	85.8	84.4	84.6			
Dumfries & Galloway	27	✗	60.1	62.7	57.0	✗		
Dundee City	23		61.8	61.1	61.4			
East Ayrshire	28	✗	61.0	55.8	55.3	✗		
East Dunbartonshire	4	✓	71.1	69.5	77.0	✓		
East Lothian	9		76.2	76.2	72.9			
East Renfrewshire	3	✓	70.0	77.7	78.2		✓	
City of Edinburgh	29	✗	56.7	62.5	54.7			
Falkirk	7	✓	62.3	66.4	73.4			✓
Fife	11		75.1	77.2	71.6			
Glasgow City	30	✗	48.7	56.3	44.3	✗		
Highland	25	✗	59.7	60.1	59.1			
Inverclyde	8	✓	70.6	78.1	73.2			
Midlothian	19		63.6	71.3	66.5			
Moray	6	✓	76.1	75.0	73.9			
North Ayrshire	20		60.4	59.7	64.6	✓		
North Lanarkshire	16		52.4	58.8	67.9			✓
Perth & Kinross	24		73.7	65.9	59.8			✗
Renfrewshire	21		69.1	65.5	63.5	✗		
Scottish Borders	22		65.4	63.6	62.5			
Shetland Islands	14		71.6	65.8	69.5			
South Ayrshire	17		63.9	65.4	66.7			
South Lanarkshire	10		68.8	72.8	71.7			
Stirling	12		58.1	68.1	71.2			✓
West Dunbartonshire	13		65.5	64.7	71.0	✓		
West Lothian	2	✓	75.6	80.6	78.5			
			<b>Scotland</b>					
			64.3	66.9	64.2			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	85.8	84.4	84.6
Upper quartile	71.4	72.5	73.1
Median	65.6	66.2	68.3
Lower quartile	60.6	62.9	61.7
Lowest ranked performance	48.7	55.8	44.3

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	3
10-14%	1
>15%	4
<b>Decline</b>	
5-9%	5
10-14%	1
>15%	1

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Eilean Siar	76.3	77.2	<u>73.4</u>
Orkney Islands	68.3	70.6	<u>75.4</u>

### Notes

An underlined PI measurement indicates unreliable data.

## Development services

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### Processing time – the percentage of all applications dealt with within two months

**The following councils were ranked 25th or below in 2001/02:**

Aberdeen City  
Dumfries & Galloway  
City of Edinburgh  
Glasgow City  
Highland  
North Lanarkshire  
Stirling

**The following councils did not make any material improvement in their performance by 2003/04:**

Dumfries & Galloway  
City of Edinburgh  
Glasgow City  
Highland