

5.0 Performance Data

5.1 Summary of Performance against all KPOs and Targets

| KPO Targets | 1.1 | 1.2 | 3.1 | 3.2 | 4.1 |
|-----------------------------------|---|---|---|--|---|
| | 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). | 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 Reporting Service for Customers' case responded to by verifier within 5 days. | Minimum overall average satisfaction rating of 7.5 out of 10. |
| Performance (2019/2020) Q2 | 95.29% | 96.25% | Published prominently (with review) | No cases referred to BSD 'Reporting Services' | 8.7 |

| KPO Targets | 5.1 | 6.1 | 6.2 | 7.1 | 7.2 |
|-----------------------------------|--|--|--|--|---|
| | Building standards verification fee income to cover indicative verification service costs (staff plus 30%) | Details of eBuilding Standards are published prominently on the verifiers website. | 75% of each key building warrant related processed 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 eg. April 2018 – March 2019). |
| Performance (2019/2020) Q2 | 119.75% | Published prominently | 4 of 4 done | Not published (no review) | Includes no performance data |