

5.0 Performance Data

5.1 Summary of Performance against all KPOs and Targets

KPO TARGETS	1.1	1.2	3.1	3.2
	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).	KPO Targets Met	Supply v Demand Levels
Performance (2026/2027) Q1	100%	87.80%	tbc by BSD	tbc by BSD

KPO TARGETS	4.1	5.1	6.1	6.2
	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%)	Annual report published prominently on website with version control (reviewed annually)	Annual report to include performance date in line with KPOs and associated targets (annually covering the previous year)
Performance (2026/2027) Q1	tbc by BSD	82.10%	tbc by BSD	tbc by BSD