**KPO REPORTING – 2024-2025**

| KPO 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 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 2020 – March 2021. |
| **Performance (2024/2025) Q1** | **88.89%** | **90.74%** | **Published prominently (with review)** | **No cases referred to BSD 'Reporting Services'** | **9.8** | **243.35%** | **Published prominently** | **4 of 4 done** | **Published prominently (with review)** | **Includes all performance data** |
| **Performance (2024/2025) Q2** | **97.06%** | **96.08%** | **Published prominently (with review)** | **No cases referred to BSD 'Reporting Services'** | **9.8** | **91.06%** | **Published prominently** | **4 of 4 done** | **Published prominently (with review)** | **Includes all performance data** |
| **Performance (2024/2025) Q3** | **80.43%** | **93.48%** | **Published prominently (with review)** | **No cases referred to BSD 'Reporting Services'** | **0** | **302.45%** | **Published prominently** | **4 of 4 done** | **Published prominently (with review)** | **Includes all performance data** |
| **Performance (2024/2025) Q4** | **55.32%** | **79.49%** | **Published prominently (with review)** | **No cases referred to BSD 'Reporting Services'** | **9.8** | **130.23%** | **Published prominently** | **4 of 4 done** | **Published prominently (with review)** | **Includes all performance data** |