KPO REPORTING – 2025-2026

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 (2025/2026) Q1	**79.31%**	**86.49%**	**Published prominently (with review)**	**No cases referred to BSD 'Reporting Services'**	**2.3**	**96.88%**	**Published prominently**	**4 of 4 done**	**Published prominently (with review)**	**Includes all performance data**
Performance (2025/2026) Q2	**82.35%**	**68.63%**	**Published prominently (with review)**	**No cases referred to BSD 'Reporting Services'**	**2.3**	**361.51%**	**Published prominently**	**4 of 4 done**	**Published prominently (with review)**	**Includes all performance data**
Performance (2025/2026) Q3	**97.22%**	**84.09%**	**Published prominently (with review)**	**No cases referred to BSD 'Reporting Services'**	**2.4**	**73.02%**	**Published prominently**	**4 of 4 done**	**Published prominently (with review)**	**Includes all performance data**
Performance (2025/2026) Q4	**88.24%**	**94.74%**	**Published prominently (with review)**	**No cases referred to BSD 'Reporting Services'**	**2.3**	**85.08%**	**Published prominently**	**4 of 4 done**	**Published prominently (with review)**	**Includes all performance data**