KPO REPORTING – 2026-2027

KPO Targets	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2
	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 (%)	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%)	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 (2026/2027) Q1	**100%**	**87.80%**	**Note 1**	**Note 1**	**0**	**82.10%**	**Published prominently (with review)**	**Includes all performance data**
Performance (2026/2027) Q2	**86.11%**	**87.80%**	**Note 1**	**Note 1**	**Note 1**	**111.06%**	**Note 1**	**Note 1**
Performance (2026/2027) Q3								
Performance (2026/2027) Q4								

Note 1 – to be reported at Q4