APPENDIX 2

Summary of performance against Key Performance Outcomes & Targets - 2017 Q1 to 2019 Q2

KPO		2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2019/20 Q1	2019/20 Q2
1.1	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).	85%	88.94%	89.96%	84.72%	96.90%	98.54%	98.66%	99.49%	97.83%	98.65%
1.2	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).	52.99	58.38%	72.41%	64.29%	81.02%	97.37%	100%	99.14%	96.88%	98.99%
3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).										
3.2	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case										

	responded to by verifier within 5 days.										
4.1	Minimum overall average satisfaction rating of 7.5 out of 10	6.6	6.6	7.2	7.2	7.2	7.2	7.6	7.6	7.6	7.6
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).	99.03%	113.20%	98.13%	104.99	159.09%	95.30%	101.74%	94.17%	97.84%	118.38%
6.1	Details of eBuilding Standards are published prominenently on the verifier's website.										
6.2	75% of each key building warrant related processes being done electronically (Plan checking; BWs and amendments (and plans) issue; Verification during construction; CC acceptance)										
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly).										
7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).										