

| TARGETS | 1.1 | 1.2 | 3.1 | 3.2 | 4.1 | 5.1 | 6.1 | 6.2 | 7.1 | 7.2 |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Local Authority | 95% of first reports (for building warrants and amendments) issued within 20 days - all first reports (including B/w's 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 B/w's 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 costs plus 30%). | Details of eBuilding Standards are published prominently on the verifier's website. | 75% of each key building warrant related processes being done electronically (Plan checking; B/w's and amendments (and plans) issue; Verification during construction; CC | 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 e.g. April 2016 - March 2017). |

KEY PERFORMANCE OUTCOMES 2022-2023

| | | | | | | | | | | |
|-----------------------------|--------|--------|-------------------------------------|----------------------------------------------|-----|---------|-----------------------|-------------|-------------------------------------|-------------------------------|
| East Renfrewshire Quarter 3 | 83.74% | 97.13% | Published prominently (with review) | No cases referred to BSD 'Reporting Service' | 7.8 | 168.27% | Published prominently | 4 of 4 done | Published prominently (with review) | Includes all performance data |
| East Renfrewshire Quarter 4 | 78.90% | 95.95% | Published prominently (with review) | No cases referred to BSD 'Reporting Service' | 7.8 | 146.31% | Published prominently | 4 of 4 done | Published prominently (with review) | Includes all performance data |

KEY PERFORMANCE OUTCOMES 2023-2024

| | | | | | | | | | | |
|-----------------------------|--------|--------|-------------------------------------|----------------------------------------------|-----|---------|-----------------------|-------------|-------------------------------------|-------------------------------|
| East Renfrewshire Quarter 1 | 59.00% | 99.20% | Published prominently (with review) | No cases referred to BSD 'Reporting Service' | 9.2 | 126.58% | Published prominently | 4 of 4 done | Published prominently (with review) | Includes all performance data |
| East Renfrewshire Quarter 2 | 72.94% | 98.63% | Published prominently (with review) | No cases referred to BSD 'Reporting Service' | 9.2 | 167.13% | Published prominently | 4 of 4 done | Published prominently (with review) | Includes all performance data |