

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 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 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 KPDs and associated targets (annually covering previous year e.g. April 2016 – March 2017).
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KEY PERFORMANCE OUTCOMES 2024-2025

East Renfrewshire Quarter 3	27.75%	95.73%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.4	158.05%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
East Renfrewshire Quarter 4	36.36%	94.30%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.4	215.44%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data

KEY PERFORMANCE OUTCOMES 2025-2026

East Renfrewshire Quarter 1	83.57%	90.20%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	10.0	300.68%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data
East Renfrewshire Quarter 2	86.67%	92.86%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	10.0	165.78%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data