

Ref. No	Measure Category	Title/Description	Target 2019/20	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
BC01	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 1 day	90%	95%	97%	97%	97%	97%	93%	94%	95%	96%	97%
BC02	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 5 days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BC03	Internal Process Quality	Building Control Partnership % of valid applications checked in 5 days	95%	98%	97%	100%	90%	97%	97%	96%	100%	98%	93%
BC04	Internal Process Quality	Building Control Partnership % of valid applications checked in 15 days	100%	98%	100%	100%	97%	100%	100%	96%	100%	100%	100%
BC05	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 5 weeks	70%	92%	83%	72%	88%	70%	92%	92%	87%	87%	85%
BC06	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 8 weeks	100%	97%	86%	76%	91%	76%	96%	96%	87%	91%	94%
BC07	Internal Process Quality	Building Control Partnership % of response to site inspection requests within 24 hours	95%	98%	98%	96%	97%	98%	98%	97%	99%	97%	99%
BC08	Internal Process Quality	% Telephone calls answered in working hours – Building Control	95%	97%	97%	97%	98%	98%	98%	98%	97%	97%	97%
BC09	Customer Satisfaction	Building Control Partnership % of customers overall satisfied with the service, good and above	85%	91%	92%	93%	73%	100%	93%	93%	93%	83%	90%
BC10	Financial Performance	Building Control Partnership % of Full Plan, Building Notice, Regularisation application numbers against Initial Notice application numbers	65%	59%	55%	51%	51%	49%	47%	44%	50%	48%	53%