

Ref. No	Measure Category	Title/Description	Target 2023/24	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
BC01	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 1 day	90%	95%	97%	95%	96%	96%	96%	98%	96%	88%	95%	93%	93%
BC02	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 5 days	100%	100%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BC04	Internal Process Quality	Building Control Partnership % of valid applications checked in 15 days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BC05	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 5 weeks	70%	29%	36%	55%	59%	67%	53%	71%	56%	61%	54%	59%	85%
BC06	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 8 weeks	100%	88%	71%	74%	84%	83%	80%	76%	72%	78%	54%	76%	92%
BC07	Internal Process Quality	Building Control Partnership % of response to site inspection requests within 24 hours	95%	100%	100%	100%	100%	100%	99%	99%	98%	99%	100%	99%	100%
BC09	Customer Satisfaction	Building Control Partnership % of customers overall satisfied with the service, good and above	85%	100%	66%	93%	75%	88%	50%	80%	0%	100%	86%	100%	86%
BC10	Financial Performance	Building Control Partnership % of Full Plan, Building Notice, Regularisation application numbers against Initial Notice application numbers	65%	50%	53%	46%	48%	47%	50%	50%	47%	48%	48%	46%	49%