

Ref. No	Measure Category	Title/Description	Target 2016/17	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
BC01	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 1 day	90%	92%	96%	100%	95%	96%	95%	98%	96%	99%	94%	90%	88%
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%	92%	96%	94%	93%	100%	87%	100%	96%	96%	100%	100%	100%
BC04	Internal Process Quality	Building Control Partnership % of valid applications checked in 15 days	100%	96%	92%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%
BC05	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 5 weeks	70%	92%	96%	86%	74%	83%	81%	97%	88%	96%	90%	86%	87%
BC06	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 8 weeks	100%	94%	96%	97%	83%	93%	84%	97%	88%	100%	98%	92%	97%
BC07	Internal Process Quality	Building Control Partnership % of response to site inspection requests within 24 hours	95%	99%	98%	98%	98%	97%	99%	100%	97%	100%	99%	96%	99%
BC08	Internal Process Quality	% Telephone calls answered in working hours – Building Control	95%	98%	98%	98%	98%	98%	98%	96%	96%	97%	97%	97%	99%
BC09	Customer Satisfaction	Building Control Partnership % of customers overall satisfied with the service, good and above	85%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BC10	Financial Performance	Building Control Partnership % of Full Plan, Building Notice, Regularisation application numbers against Initial Notice application numbers	65%	47%	53%	52%	61%	49%	60%	51%	62%	47%	57%	57%	55%