

Ref. No	Measure Category	Title/Description	Target 2024/25	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
BC01	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 1 day	90%	88%	91%	80%	55%	66%	74%	62%	77%	74%	63%	60%	57%
BC02	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 5 days	100%	100%	100%	100%	100%	74%	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%	91%	91%	72%	65%	60%	73%	72%	52%	40%	29%	78%	69%
BC06	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 8 weeks	100%	100%	100%	83%	83%	76%	91%	84%	74%	67%	64%	100%	81%
BC07	Internal Process Quality	Building Control Partnership % of response to site inspection requests within 24 hours	95%	98%	99%	98%	99%	100%	99%	100%	99%	99%	99%	98%	89%
BC09	Customer Satisfaction	Building Control Partnership % of customers overall satisfied with the service, good and above	85%	100%	100%	100%	100%	100%	80%	90%	100%	0%	100%	100%	80%
BC10	Financial Performance	Building Control Partnership % of Full Plan, Building Notice, Regularisation application numbers against Initial Notice application numbers	65%	54%	56%	55%	61%	64%	64%	61%	57%	59%	49%	59%	56%