

Ref. No	Measure Category	Title/Description	Target 2018/19	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
BC01	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 1 day	90%	98%	96%	98%	96%	98%	99%	98%	96%	77%	91%	97%	95%
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%	96%	100%	99%	100%	100%	68%	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%	71%	92%	84%	62%	48%	64%	35%	62%	89%	75%	89%	56%
BC06	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 8 weeks	100%	83%	92%	95%	90%	54%	94%	48%	69%	89%	88%	89%	84%
BC07	Internal Process Quality	Building Control Partnership % of response to site inspection requests within 24 hours	95%	100%	100%	99%	99%	100%	100%	99%	100%	100%	100%	100%	99%
BC09	Customer Satisfaction	Building Control Partnership % of customers overall satisfied with the service, good and above	85%	96%	100%	100%	100%	81%	N/A	80%	95%	100%	91%	88%	63%
BC10	Financial Performance	Building Control Partnership % of Full Plan, Building Notice, Regularisation application numbers against Initial Notice application numbers	65%	49%	42%	47%	53%	55%	61%	51%	52%	50%	47%	49%	48%