

Ref. No	Measure Category	Title/Description	Target 2020/21	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
BC01	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 1 day	90%	91%	98%	99%	96%	99%	99%	98%	98%	100%	93%	88%	90%
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%	91%	100%	92%	100%	95%	97%	96%	98%	100%	100%
BC04	Internal Process Quality	Building Control Partnership % of valid applications checked in 15 days	100%	100%	100%	97%	100%	100%	100%	98%	100%	100%	100%	100%	100%
BC05	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 5 weeks	70%	79%	85%	89%	92%	91%	84%	88%	80%	83%	85%	86%	96%
BC06	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 8 weeks	100%	79%	85%	96%	97%	96%	90%	94%	87%	100%	95%	88%	100%
BC07	Internal Process Quality	Building Control Partnership % of response to site inspection requests within 24 hours	95%	99%	99%	99%	100%	98%	98%	99%	99%	98%	99%	99%	99%
BC08	Internal Process Quality	% Telephone calls answered in working hours – Building Control	95%	92%	98%	98%	98%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BC09	Customer Satisfaction	Building Control Partnership % of customers overall satisfied with the service, good and above	85%	91%	100%	100%	100%	89%	84%	95%	85%	83%	90%	100%	87%
BC10	Financial Performance	Building Control Partnership % of Full Plan, Building Notice, Regularisation application numbers against Initial Notice application numbers	65%	52%	44%	48%	52%	47%	53%	51%	64%	54%	48%	48%	51%