

Ref. No	Measure Category	Title/Description	Target 2017/18	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
BC01	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 1 day	90%	95%	92%	90%	96%	96%	94%	100%	98%	96%	93%	91%	92%
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%	92%	100%	100%	100%	100%	100%	98%	100%	100%	100%	99%
BC04	Internal Process Quality	Building Control Partnership % of valid applications checked in 15 days	100%	100%	96%	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%	81%	84%	71%	71%	79%	74%	90%	87%	77%	81%	92%	90%
BC06	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 8 weeks	100%	94%	87%	88%	86%	89%	79%	90%	92%	91%	89%	92%	96%
BC07	Internal Process Quality	Building Control Partnership % of response to site inspection requests within 24 hours	95%	100%	96%	98%	97%	99%	99%	99%	99%	99%	99%	99%	98%
BC08	Internal Process Quality	% Telephone calls answered in working hours – Building Control	95%	100%	99%	95%	94%	94%	91%	92%	92%	92%	91%	88%	92%
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%	65%	65%	76%	62%	52%	51%	59%	62%	49%	60%	63%	58%

