

Ref. No	Measure Category	Title/Description	Target 2018/19	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
BC01	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 1 day	90%	97%	95%	94%	93%	99%	98%	96%	100%	94%	99%	99%	98%
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%	100%	98%	98%	95%	100%	100%	100%	89%	95%	97%	100%
BC04	Internal Process Quality	Building Control Partnership % of valid applications checked in 15 days	100%	100%	100%	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%	89%	74%	79%	69%	86%	77%	82%	85%	80%	100%	97%	90%
BC06	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 8 weeks	100%	94%	87%	94%	83%	89%	89%	87%	95%	90%	100%	100%	90%
BC07	Internal Process Quality	Building Control Partnership % of response to site inspection requests within 24 hours	95%	98%	100%	98%	95%	98%	100%	98%	100%	98%	98%	100%	99%
BC08	Internal Process Quality	% Telephone calls answered in working hours – Building Control	95%	94%	96%	97%	97%	97%	100%	98%	100%	96%	98%	98%	98%
BC09	Customer Satisfaction	Building Control Partnership % of customers overall satisfied with the service, good and above	85%	0%	88%	100%	100%	91%	100%	100%	0%	90%	100%	93%	93%
BC10	Financial Performance	Building Control Partnership % of Full Plan, Building Notice, Regularisation application numbers against Initial Notice application numbers	65%	59%	56%	50%	48%	54%	47%	48%	55%	54%	54%	49%	52%