

Ref. No	Measure Category	Title/Description	Target 2018/19	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
BC01	Internal Process Quality	Building Control Partnership % valid applications acknowledged in 1 day	90%	95%	98%	98%	97%	100%	99%	98%	97%	100%	99%	98%	96%
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%	95%	100%	93%	100%	100%	96%	97%	100%	97%	100%	100%	100%
BC04	Internal Process Quality	Building Control Partnership % of valid applications checked in 15 days	100%	100%	100%	97%	100%	100%	96%	100%	100%	100%	100%	100%	100%
BC05	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 5 weeks	70%	86%	91%	78%	100%	89%	74%	79%	86%	92%	84%	97%	68%
BC06	Internal Process Quality	Building Control Partnership % Full Plan applications determined within 8 weeks	100%	93%	100%	97%	100%	92%	83%	86%	97%	97%	89%	97%	90%
BC07	Internal Process Quality	Building Control Partnership % of response to site inspection requests within 24 hours	95%	99%	100%	98%	99%	100%	98%	99%	99%	99%	100%	100%	99%
BC09	Customer Satisfaction	Building Control Partnership % of customers overall satisfied with the service, good and above	85%	90%	92%	95%	95%	100%	100%	50%	93%	100%	100%	87%	87%
BC10	Financial Performance	Building Control Partnership % of Full Plan, Building Notice, Regularisation application numbers against Initial Notice application numbers	65%	50%	56%	50%	53%	49%	49%	54%	51%	48%	55%	47%	46%