

PROCESSING OF BUILDING WARRANTS



PERFORMANCE INDICATORS

During the month of March 2012

Validated	102	Building Warrant applications with a total value of £3,369,163 Fees – amount due £36,897
Determined	165	Building Warrants and 98 Completion certificate submissions

	target	This month	Last month	since 1 st April 2011
Register valid building warrants within 5 days (validated within current month)	95%	98.0%	96.7%	95.7%
Issue decision notice within 5 days of decision (issue within current month)	80%	93.5%	93.5%	88.3%
Issue completion certificate within 5 days of decision (issue within current month)	80%	98.8%	97.0%	98.0%

During the year from 1 April 2010 to 31 March 2011

Validated	1246	Building Warrant applications with a total value of £100,712,855 Fees – amount due £660,717
Determined (excluding withdrawn)	1181	Building Warrants and 1329 Completion Certificates

	Target	Last Year
Register valid building warrant within 5 days	80%	94.1%
Issue decision notice within 5 days of decision	80%	100%
Issue completion certificate within 5 days of decision	80%	97.2%
Issue acceptance of Certificate of Completion within 5 days of the last inspection.		

The continuous Customer Survey revealed that throughout the fourth quarter of 2011 90.4% of customers were fairly or very satisfied with the service. This compares with 87.3% in the previous quarter and 97.4% in the fourth quarter 2010. We set ourselves a target of 90% of customers being fairly satisfied or very satisfied with the service.