

BUILDINGS STANDARDS SERVICE

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 76 Completion Certificate submissions |

| | Target | This month | Last month | From 1 st April 2011 |
|--|--------|------------|------------|---------------------------------|
| Respond to valid Building Warrant applications within 20 days of validation <small>(response within current month)</small> | 85% | 99.1% | 93.0% | 81.9% |
| Issue Building Warrant approvals within five days of receiving information <small>(issue within current month)</small> | 80% | 89.9% | 89.7% | 86.9% |
| Respond to Completion Certificate submission within 10 days of receipt of submission <small>(respond within current month)</small> | 100% | 99.1% | 98.8% | 97.1% |
| Issue acceptance of Completion Certificate within 5 days of receiving all information and a final site visit <small>(issue within current month)</small> | 80% | 98.6% | 97.9% | 98.2% |

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 <small>(excluding withdrawn)</small> | 1181 | Building Warrants and 1329 Completion Certificate submissions |

| | Target | Actual |
|---|--------|--------|
| Respond to valid Building Warrant applications within 20 days of validation | 80% | 81.1% |
| Issue Building Warrant approvals within five days of receiving information | 80% | 88.6% |
| Respond to Completion Certificate submission within 10 days of receipt | 100% | 98.6% |
| Issue acceptance of Completion Certificate within five days of receiving all information and a final site visit | 80% | 97.2% |

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.