
























# Building Control Pls November - 2009-10

Report Type: Pls Report  
Generated on: 09 December 2009

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

PI Code	Short Name	2008/09		Q1 2009/10		Q2 2009/10		October 2009		November 2009		Current Target	Long Term Trend Arrow	Short Term Trend Arrow	Traffic Light Icon	Note
		Value	Value	Value	Value	Value	Value	Value	Value							
BC 1	Check full plan applications within 14 days (Bldg Control)	82%	98%	98%	98%	98%	98%	98%	98%	100%	90%					
BC 2	% of Building Notices accepted in 2 working days (was LPI 47)	90%	98%	98%	96%	96%	97%	97%	97%	98%	93%					
BC 3	% Full Plans approved within statutory time period 2 months - Building Control (was LPI 46)	99.3%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.2%	100.0%					
BC 4	Full Plans applications approved first time.	96%	97%	97%	94%	94%	91%	91%	91%	93%	90%					
BC 5	Site inspections undertaken on day of notification	99.7%	99.5%	99.5%	99.9%	99.9%	No data for this range	No data for this range	No data for this range	No data for this range	92.0%					Achieved with improvement on previous year
BC 6	Completion Certifications issued within 5 days of notified satisfactory inspection	75%	86%	86%	82%	82%	77%	77%	77%	97%	80%					
BC 7	An average of 7 inspections undertaken per development.	8.4	No data for this range	No data for this range	No data for this range	No data for this range	No data for this range	No data for this range	No data for this range	No data for this range	7.0					Exceeded target - Need to review level of delivery
BC 8	Dangerous structures inspected within 2 hours.	100%	No data for this range	No data for this range	No data for this range	No data for this range	No data for this range	No data for this range	No data for this range	No data for this range	82%					Achieved with an increase in applications
BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure	70%	100%	100%	100%	100%	100%	100%	100%	100%	95%					
BC 10	Fire Authority Satisfaction	96%	100%	100%	100%	100%	No data for this range	No data for this range	No data for this range	No data for this range	80%					Achieved with significant improvement

PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	October 2009	November 2009	Current Target	Long Term Trend Arrow	Short Term Trend Arrow	Traffic Light Icon	Note
		Value	Value	Value	Value	Value					
BC 11	Local Disability Groups Satisfaction	0%	0%	0%	No data for this range	No data for this range	80%				Not recorded due to only one area having Active Disability Group
BC 12	% of Market Share within Schedule 1 (figures are for each qtr)	57%	60%	83%	No data for this range	No data for this range	60%				
BC 13	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments	93%	88%	88%	No data for this range	No data for this range	90%				
BC 14	No. of hours CPD Training by professional staff every year (Annual Target 35hrs)	38.50hrs	9.50hrs	18.00hrs	No data for this range	No data for this range	17.50hrs				
BC 15	Customers consider the service to be Good/Excellent	85%	84%	92%	No data for this range	No data for this range	80%				
BC 16	Income gained through LABC partnership applications to equal income lost to competition in Schedule 2 & 3	39%	5%	8%	No data for this range	No data for this range	100%				Failed due to market slowdown in commercial sector.