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Report Type: PIs Report

Generated on: 04 May 2010

| 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  | 2006/07 | 2007/08 | 2008/09 | 2009/10 |         |   |   |   | Current Target | Long Term Trend Arrow   | Short Term Trend Arrow  | Traffic Light Icon  | Note  |
|---------|---|---------|---------|---------|---------|---------|---|---|---|----------------|---|---|---|---|
|         |   | Value   | Value   | Value   | Value   | Target  | Status  | Long Trend  | Short Trend   |                |   |   |   |   |
| BC 1    | Check full plan applications within 14 days (Bldg Control)                                  | 94%     | 91%     | 82%     | 97%     | 90%     |    |    |    | 90%            |    |    |    | Achieved with a significant improvement on the previous year.                         |
| BC 2    | % of Building Notices accepted in 2 working days (was LPI 47)                               | 98%     | 84%     | 90%     | 97%     | 93%     |  |  |  | 93%            |  |  |  | As above.   |
| BC 3    | % Full Plans approved within statutory time period 2 months - Building Control (was LPI 46) | 99.0%   | 99.0%   | 99.3%   | 99.2%   | 100.0 % |  |  |  | 100.0%         |  |  |  | Ten applications over time with seven of these in one month due to sickness/holidays. |
| BC 4    | Full Plans applications approved first time.  | 92%     | 95%     | 96%     | 93%     | 90%     |  |  |  | 90%            |  |  |  | Achieved. Increased number of rejections due to staffing and time factors.            |
| BC 5    | Site Inspections undertaken on day of notification  | 98.0%   | 99.0%   | 99.7%   | 99.7%   | 93.0%   |  |  |  | 93.0%          |  |  |  | Achieved. With high satisfaction levels from customers.                               |

| PI Code | Short Name  | 2006/07 | 2007/08  | 2008/09  | 2009/10  |          |        |            |             | Current Target | Long Term Trend Arrow | Short Term Trend Arrow | Traffic Light Icon | Note  |
|---------|---|---------|----------|----------|----------|----------|--------|------------|-------------|----------------|-----------------------|------------------------|--------------------|---|
|         |   | Value   | Value    | Value    | Value    | Target   | Status | Long Trend | Short Trend |                |                       |                        |                    |   |
| BC 6    | Completion Certifications issued within 5 days of notified satisfactory inspection                        |         | 66%      | 75%      | 86%      | 80%      |        |            |             | 80%            |                       |                        |                    | Achieved due to process re-engineering.   |
| BC 7    | An average of 7 inspections undertaken per development.   | 6.7     | 7.4      | 8.4      | 8.4      | 7.0      |        |            |             | 7.0            |                       |                        |                    | Number of inspections above target which will be addressed in future review.  |
| BC 8    | Dangerous structures inspected within 2 hours.  | 100%    | 100%     | 100%     | 85%      | 82%      |        |            |             | 82%            |                       |                        |                    | Achieved including out of hours call outs.  |
| BC 9    | Response Rate to complaints in accordance with the Partnership's Complaints Procedure                     |         |          | 70%      | 100%     | 95%      |        |            |             | 95%            |                       |                        |                    | Low number of complaints.   |
| BC 10   | Fire Authority Satisfaction   |         | 86%      | 96%      | 100%     | 80%      |        |            |             | 80%            |                       |                        |                    | Achieved. This is due to a very good working relationship with the Fire Service across all aspects of service delivery. |
| BC 11   | Local Disability Groups Satisfaction  |         |          | 0%       | 0%       | 80%      |        |            |             | 80%            |                       |                        |                    | Data not collected - P I deleted in 2010/11.  |
| BC 12   | % of Market Share within Schedule 1 (figures are for each qtr)  |         | 37%      | 57%      | 81%      | 60%      |        |            |             | 60%            |                       |                        |                    | Achieved. Significant improvement due in part to increased marketing and ability to offer LABC Warranty.                |
| BC 13   | % of Market Share within Schedule 2 & 3 Domestic and Commercial Developments                              |         | 91%      | 93%      | 84%      | 90%      |        |            |             | 90%            |                       |                        |                    | Increased A I activity particularly in the domestic sector.   |
| BC 14   | No. of hours CPD Training by professional staff every year (Annual Target 35hrs)                          |         | 30.00hrs | 38.50hrs | 36.50hrs | 35.00hrs |        |            |             | 35.00hrs       |                       |                        |                    | Achieved. Significant input in training to facilitate changes to regulations.   |
| BC 15   | Customers consider the service to be Good/Excellent   |         | 84%      | 85%      | 91%      | 80%      |        |            |             | 80%            |                       |                        |                    | Achieved with a high level of positive comments.  |
| BC 16   | Income gained through LABC partnership applications to equal income lost to competition in Schedule 2 & 3 |         |          | 39%      | 5%       | 100%     |        |            |             | 100%           |                       |                        |                    | Failed. Low level of Partner applications due to recession and enlarged Partnership area.                               |

