




















































Building Control PIs Year End 2009-10

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	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%						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%						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%						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%						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%						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)		30.00h rs	38.50h rs	36.50h rs	35.00h rs				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.	