






















Building Control PIs Q1July & August - 2011-12

Report Type: PIs Report
Generated on: 27 September 2011

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	2010/11	Q1 2011/12	July 2011	August 2011	Current Target	Long Term Trend Arrow	Short Term Trend Arrow	Traffic Light Icon	Note
		Value	Value	Value	Value					
BC 1	Check full plan applications within 14 days (Bldg Control)	86%	93%	93%	99%	90%				
BC 2	% of Building Notices accepted in 2 working days (was LPI 47)	97%	93%	100%	98%	93%				
BC 3	% Full Plans approved within statutory time period 2 months - Building Control (was LPI 46)	97.2%	99.7%	100.0%	100.0%	100.0%				
BC 4	Full Plans applications approved first time.	87%	84%	86%	90%	90%				
BC 5	Site Inspections undertaken on day of notification	99.3%	99.4%	Not measured for Months		93.0%				
BC 6	Completion Certifications issued within 5 days of notified satisfactory inspection	84%	92%	91%	87%	80%				
BC 7	An average of 7 inspections undertaken per development.	7.8	Not measured for Quarters	Not measured for Months		7.0				

PI Code	Short Name	2010/11	Q1 2011/12	July 2011	August 2011	Current Target	Long Term Trend Arrow	Short Term Trend Arrow	Traffic Light Icon	Note
		Value	Value	Value	Value					
BC 8	Dangerous structures inspected within 2 hours.	87%	Not measured for Quarters	Not measured for Months		82%				
BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure	100%	100%	100%	100%	95%				
BC 10	Fire Authority Satisfaction	100%	100%	Not measured for Months		80%				
BC 11	% of Market Share within Schedule 1 (figures are for each qtr)	11%	11%	Not measured for Months		60%				
BC 12	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments	81%	79%	Not measured for Months		90%				
BC 13	No. of hours CPD Training by professional staff every year (Annual Target 35hrs)	24.50hrs	3.50hrs	Not measured for Months		8.75hrs				
BC 14	Customers consider the service to be Good/Excellent	86%	84%	Not measured for Months		80%				
BC 15	Income gained through LABC partnership applications to equal income lost to competition in Schedule 2 & 3	4%	1%	Not measured for Months		100%	