

# BUILDING CONTROL SERVICES

## PERFORMANCE INDICATORS – DECEMBER 2011

|    |   | TARGET     | PERFORMANCE  |
|----|---|------------|--------------|
| 1. | <p>We aim to acknowledge receiving all “full plans” applications within 3 working days.</p> <p><i>(We use this indicator to monitor how quickly “full plans” building regulation applications are acknowledged).</i></p>  | 80%        | 91%          |
| 2. | <p>We aim to decide on “initial notices” within 5 working days.</p> <p><i>(This indicator monitors how quickly we process “initial notices” issued by Approved Inspectors within the private sector).</i></p>   | 100%       | 100%         |
| 3. | <p>We aim to respond to “full plans” applications within 15 working days.</p> <p><i>(The most common way of getting building regulation approval for proposed building work is to submit a “full plans” application. Plans and details are examined by qualified Building Control Surveyors. Where necessary details of any amendments which need to be made are sent out to the applicant or their agent).</i></p>                               | 75%        | 100%         |
| 4. | <p>We aim to inspect building work on the same day when we are asked, before 10.30 am to make an inspection.</p> <p><i>(If people carrying out building work use our Building Control Service we must inspect the work at certain stages. The builder must ask for inspections and any delay could affect the work programme. This indicator monitors how effective Building Control Surveyors are at responding to inspection requests).</i></p> | 100%       | 100%         |
| 5. | <p>We aim to respond to requests to inspect dangerous structures, instigate remedial works and issue notices where deemed necessary and provide full written reports within 24 hours.</p> <p><i>(We provide a responsive service upon receiving requests for inspections from emergency services and members of the public. This indicates how quickly we respond to such requests).</i></p>  | 100%       | 100%         |
| 6. | <p>We aim for our promotions to result in builders using the Building Control Service instead of private inspectors.</p> <p><b>Housebuilders (based on nos. of dwellings)</b><br/> <b>Commercial (based on nos of non-residential applications)</b></p>   | 50%<br>80% | 40.5%<br>50% |
| 7  | <p>Clients satisfied with the overall service</p> <p><i>(Figure taken from our point of delivery customer service cards)</i></p>  | 95%        | 88%          |