




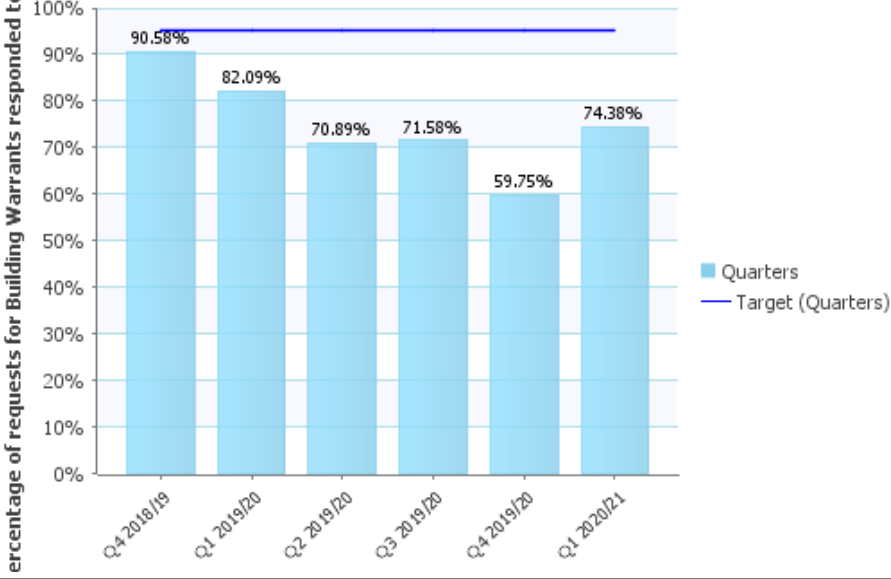


















## Building Standards - Economy and Communities - Economic Growth - PI Detailed – Q1 2020/21 -

Average Time Taken To Respond To A Request For a Completion Certificate.				<b>Status</b>																													
<b>Short Term Trend Arrow</b>		<b>Long Term Trend Arrow</b>		Gauge Format Type	Aim to Minimise																												
				<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Q4 2018/19</td> <td>3.19</td> <td>4</td> <td></td> </tr> <tr> <td>Q1 2019/20</td> <td>3.75</td> <td>4</td> <td></td> </tr> <tr> <td>Q2 2019/20</td> <td>6.1</td> <td>4</td> <td></td> </tr> <tr> <td>Q3 2019/20</td> <td>13.71</td> <td>4</td> <td></td> </tr> <tr> <td>Q4 2019/20</td> <td>7.88</td> <td>4</td> <td></td> </tr> <tr> <td>Q1 2020/21</td> <td>3.48</td> <td>4</td> <td></td> </tr> </tbody> </table>			Value	Target	Status	Q4 2018/19	3.19	4		Q1 2019/20	3.75	4		Q2 2019/20	6.1	4		Q3 2019/20	13.71	4		Q4 2019/20	7.88	4		Q1 2020/21	3.48	4	
	Value	Target	Status																														
Q4 2018/19	3.19	4																															
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<b>Managed By</b>	Caitriona McAuley		<b>Assigned To</b>	E&C Building Standards; E&C Protective Services; Scott McKenzie; Craig Wallace																													

% of Building Warrants issued or determined within 6 days				<b>Status</b>																													
<b>Short Term Trend Arrow</b>		<b>Long Term Trend Arrow</b>		Gauge Format Type	Aim to Maximise																												
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	Value	Target	Status																														
Q4 2018/19	96.61%	95%																															
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Q4 2019/20	94.04%	95%																															
Q1 2020/21	96.05%	95%																															
<b>Managed By</b>	Caitriona McAuley		<b>Assigned To</b>	E&C Building Standards; E&C Protective Services; Scott McKenzie; Craig Wallace																													

% of Completion Certificates issued or determined within 3 working days				<b>Status</b>																													
<b>Short Term Trend Arrow</b>		<b>Long Term Trend Arrow</b>		Gauge Format Type	Aim to Maximise																												
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Q4 2018/19	99.44%	98%																															
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Q4 2019/20	100%	98%																															
Q1 2020/21	96%	98%																															
<b>Managed By</b>	Caitriona McAuley			<b>Assigned To</b>	E&C Building Standards; E&C Protective Services; Scott McKenzie; Craig Wallace																												

Percentage of customers that were satisfied with the service they received from Building Standards				<b>Status</b>																													
<b>Short Term Trend Arrow</b>		<b>Long Term Trend Arrow</b>		Gauge Format Type	Aim to Maximise																												
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	Value	Target	Status																														
Q4 2018/19	100%	96%																															
Q1 2019/20	100%	96%																															
Q2 2019/20	100%	96%																															
Q3 2019/20	75%	96%																															
Q4 2019/20	100%	96%																															
Q1 2020/21	100%	96%																															
<b>Managed By</b>	Caitriona McAuley			<b>Assigned To</b>	E&C Building Standards; E&C Protective Services; Scott McKenzie; Craig Wallace																												

% of requests for Building Warrants responded to within 15 days				<b>Status</b>																													
<b>Short Term Trend Arrow</b>		<b>Long Term Trend Arrow</b>		Gauge Format Type	Aim to Maximise																												
 <p>percentage of requests for Building Warrants responded to within 15 days</p> <p>Legend: ■ Quarters, — Target (Quarters)</p>				<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Q4 2018/19</td> <td>90.58%</td> <td>95%</td> <td></td> </tr> <tr> <td>Q1 2019/20</td> <td>82.09%</td> <td>95%</td> <td></td> </tr> <tr> <td>Q2 2019/20</td> <td>70.89%</td> <td>95%</td> <td></td> </tr> <tr> <td>Q3 2019/20</td> <td>71.58%</td> <td>95%</td> <td></td> </tr> <tr> <td>Q4 2019/20</td> <td>59.75%</td> <td>95%</td> <td></td> </tr> <tr> <td>Q1 2020/21</td> <td>74.38%</td> <td>95%</td> <td></td> </tr> </tbody> </table>			Value	Target	Status	Q4 2018/19	90.58%	95%		Q1 2019/20	82.09%	95%		Q2 2019/20	70.89%	95%		Q3 2019/20	71.58%	95%		Q4 2019/20	59.75%	95%		Q1 2020/21	74.38%	95%	
	Value	Target	Status																														
Q4 2018/19	90.58%	95%																															
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