




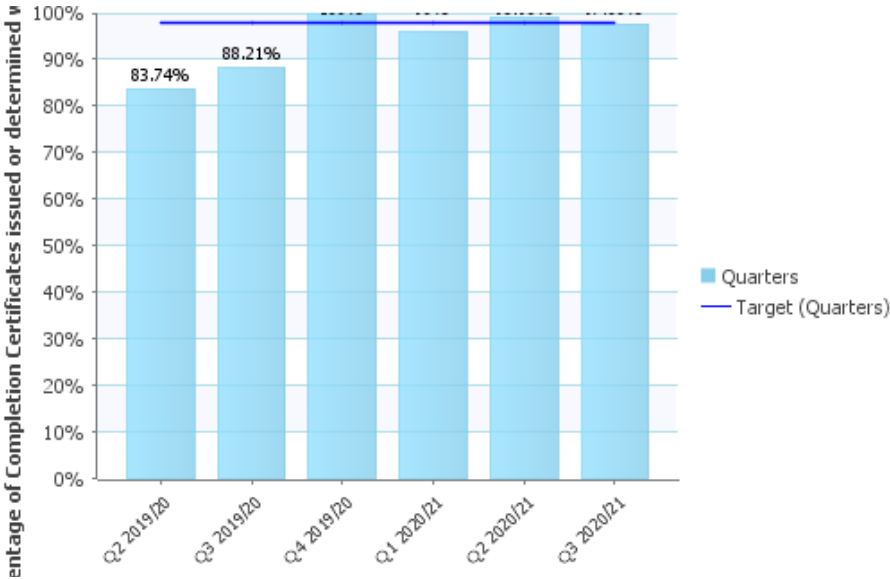


















Building Standards - Economic Development and Regeneration - PI Detailed – Q3 2020/21




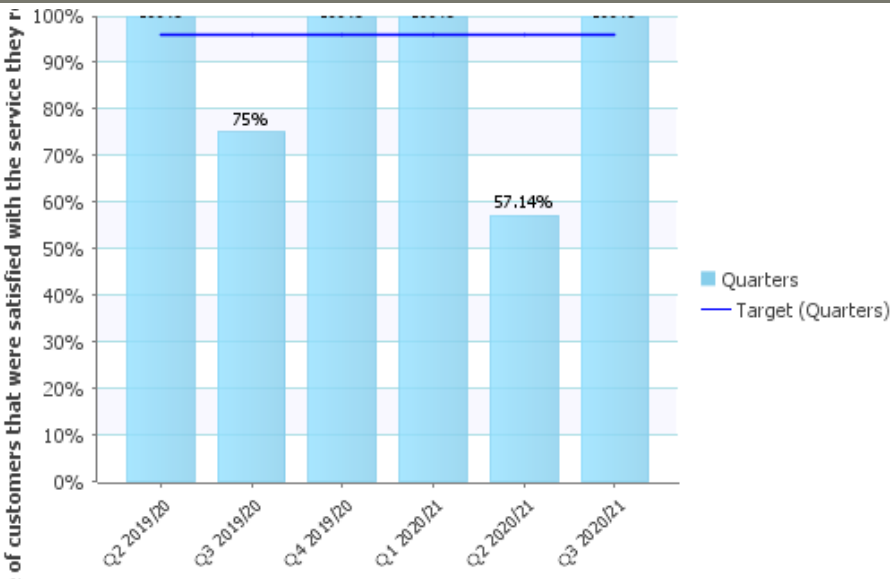


















Average Time Taken To Respond To A Request For a Completion Certificate.				Status																													
Short Term Trend Arrow		Long Term Trend Arrow		Gauge Format Type	Aim to Minimise																												
				<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>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> <tr> <td>Q2 2020/21</td> <td>2.65</td> <td>4</td> <td></td> </tr> <tr> <td>Q3 2020/21</td> <td>7.69</td> <td>4</td> <td></td> </tr> </tbody> </table>			Value	Target	Status	Q2 2019/20	6.1	4		Q3 2019/20	13.71	4		Q4 2019/20	7.88	4		Q1 2020/21	3.48	4		Q2 2020/21	2.65	4		Q3 2020/21	7.69	4	
	Value	Target	Status																														
Q2 2019/20	6.1	4																															
Q3 2019/20	13.71	4																															
Q4 2019/20	7.88	4																															
Q1 2020/21	3.48	4																															
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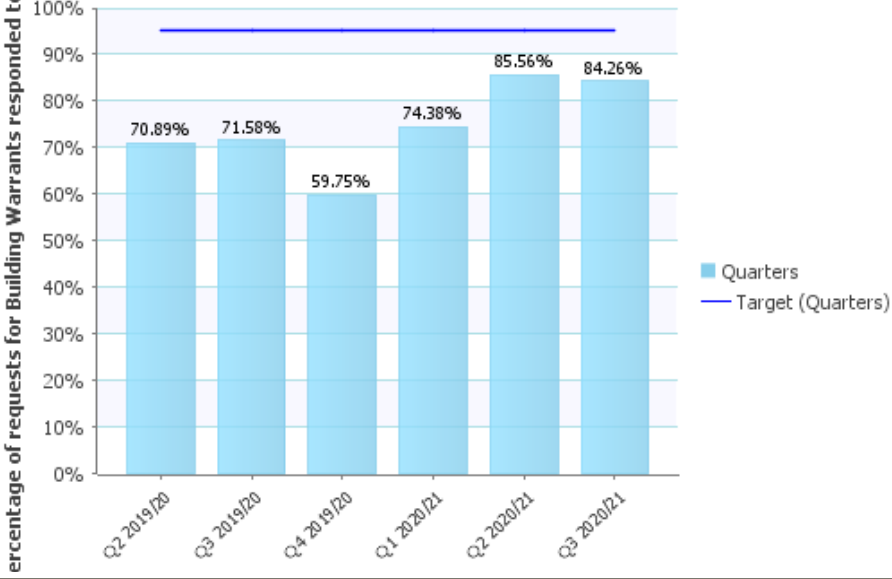


















Managed By	Caitriona McAuley	Assigned To	E&C Building Standards; E&C Protective Services; Scott McKenzie; Craig Wallace
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% of Building Warrants issued or determined within 6 days				Status																													
Short Term Trend Arrow		Long Term Trend Arrow		Gauge Format Type	Aim to Maximise																												
				<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>95.59%</td> <td>95%</td> <td></td> </tr> <tr> <td>Q3 2019/20</td> <td>89.95%</td> <td>95%</td> <td></td> </tr> <tr> <td>Q4 2019/20</td> <td>94.04%</td> <td>95%</td> <td></td> </tr> <tr> <td>Q1 2020/21</td> <td>96.05%</td> <td>95%</td> <td></td> </tr> <tr> <td>Q2 2020/21</td> <td>95.57%</td> <td>95%</td> <td></td> </tr> <tr> <td>Q3 2020/21</td> <td>94.58%</td> <td>95%</td> <td></td> </tr> </tbody> </table>			Value	Target	Status	Q2 2019/20	95.59%	95%		Q3 2019/20	89.95%	95%		Q4 2019/20	94.04%	95%		Q1 2020/21	96.05%	95%		Q2 2020/21	95.57%	95%		Q3 2020/21	94.58%	95%	
	Value	Target	Status																														
Q2 2019/20	95.59%	95%																															
Q3 2019/20	89.95%	95%																															
Q4 2019/20	94.04%	95%																															
Q1 2020/21	96.05%	95%																															
Q2 2020/21	95.57%	95%																															
Q3 2020/21	94.58%	95%																															

Managed By	Caitriona McAuley	Assigned To	E&C Building Standards; E&C Protective Services; Scott McKenzie; Craig Wallace
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% of Completion Certificates issued or determined within 3 working days				Status																													
Short Term Trend Arrow		Long Term Trend Arrow		Gauge Format Type	Aim to Maximise																												
				<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>83.74%</td> <td>98%</td> <td></td> </tr> <tr> <td>Q3 2019/20</td> <td>88.21%</td> <td>98%</td> <td></td> </tr> <tr> <td>Q4 2019/20</td> <td>100%</td> <td>98%</td> <td></td> </tr> <tr> <td>Q1 2020/21</td> <td>96%</td> <td>98%</td> <td></td> </tr> <tr> <td>Q2 2020/21</td> <td>98.96%</td> <td>98%</td> <td></td> </tr> <tr> <td>Q3 2020/21</td> <td>97.66%</td> <td>98%</td> <td></td> </tr> </tbody> </table>			Value	Target	Status	Q2 2019/20	83.74%	98%		Q3 2019/20	88.21%	98%		Q4 2019/20	100%	98%		Q1 2020/21	96%	98%		Q2 2020/21	98.96%	98%		Q3 2020/21	97.66%	98%	
	Value	Target	Status																														
Q2 2019/20	83.74%	98%																															
Q3 2019/20	88.21%	98%																															
Q4 2019/20	100%	98%																															
Q1 2020/21	96%	98%																															
Q2 2020/21	98.96%	98%																															
Q3 2020/21	97.66%	98%																															
Managed By	Caitriona McAuley		Assigned To	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				Status																													
Short Term Trend Arrow		Long Term Trend Arrow		Gauge Format Type	Aim to Maximise																												
				<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>100%</td> <td>96%</td> <td></td> </tr> <tr> <td>Q3 2019/20</td> <td>75%</td> <td>96%</td> <td></td> </tr> <tr> <td>Q4 2019/20</td> <td>100%</td> <td>96%</td> <td></td> </tr> <tr> <td>Q1 2020/21</td> <td>100%</td> <td>96%</td> <td></td> </tr> <tr> <td>Q2 2020/21</td> <td>57.14%</td> <td>96%</td> <td></td> </tr> <tr> <td>Q3 2020/21</td> <td>100%</td> <td>96%</td> <td></td> </tr> </tbody> </table>			Value	Target	Status	Q2 2019/20	100%	96%		Q3 2019/20	75%	96%		Q4 2019/20	100%	96%		Q1 2020/21	100%	96%		Q2 2020/21	57.14%	96%		Q3 2020/21	100%	96%	
	Value	Target	Status																														
Q2 2019/20	100%	96%																															
Q3 2019/20	75%	96%																															
Q4 2019/20	100%	96%																															
Q1 2020/21	100%	96%																															
Q2 2020/21	57.14%	96%																															
Q3 2020/21	100%	96%																															
Managed By	Caitriona McAuley		Assigned To	E&C Building Standards; E&C Protective Services; Scott McKenzie; Craig Wallace																													

% of requests for Building Warrants responded to within 15 days				Status																													
Short Term Trend Arrow		Long Term Trend Arrow		Gauge Format Type	Aim to Maximise																												
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	Value	Target	Status																														
Q2 2019/20	70.89%	95%																															
Q3 2019/20	71.58%	95%																															
Q4 2019/20	59.75%	95%																															
Q1 2020/21	74.38%	95%																															
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