



## NMD BUILDING CONTROL

**REPORT TO: JOINT SERVICES COMMITTEE**

**DATE: 10/02/2022**

**TOPIC: KEY PERFORMANCE INDICATORS**

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### 1 INTRODUCTION

1.1 The purpose of this report is to update members regarding the progress of the partnership and contains no recommendations.

### 2 REPORT

#### 2.1 Key performance indicators

KPI	Year Target	2020/21				2021/22		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Building Regulation Full Plan applications determined in 2 months	95%	98%	99%	99%	97%	100%	97%	98%
Building Regulation Applications examined within 3 weeks	95%	99%	100%	99%	98%	90%	98%	99%
Average time to first response (Days)	10	5	7	7	7	8.5	7.5	8
Market Share - Number of applications %	75%	81%	82%	77%	81%	77%	80%	84%
Market Share - New Housing Completions %	40%	32%	38%	42%	51%	47%	39%	42%
Financial Position	Breakeven	9,506	20,499	55,094	92,546	51,929	81,775	TBA
Number of applications received	N/A	237	356	329	381	379	322	295

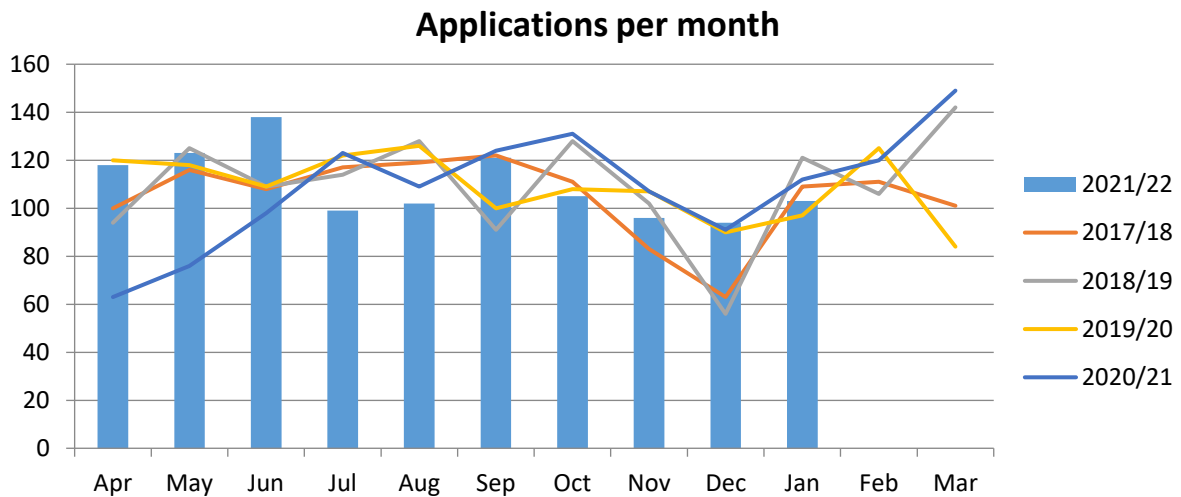
#### 2.2 Market share

Market share has risen to 84% for quarter three which is the highest percentage recorded using the current methodology which was adopted in 2015.

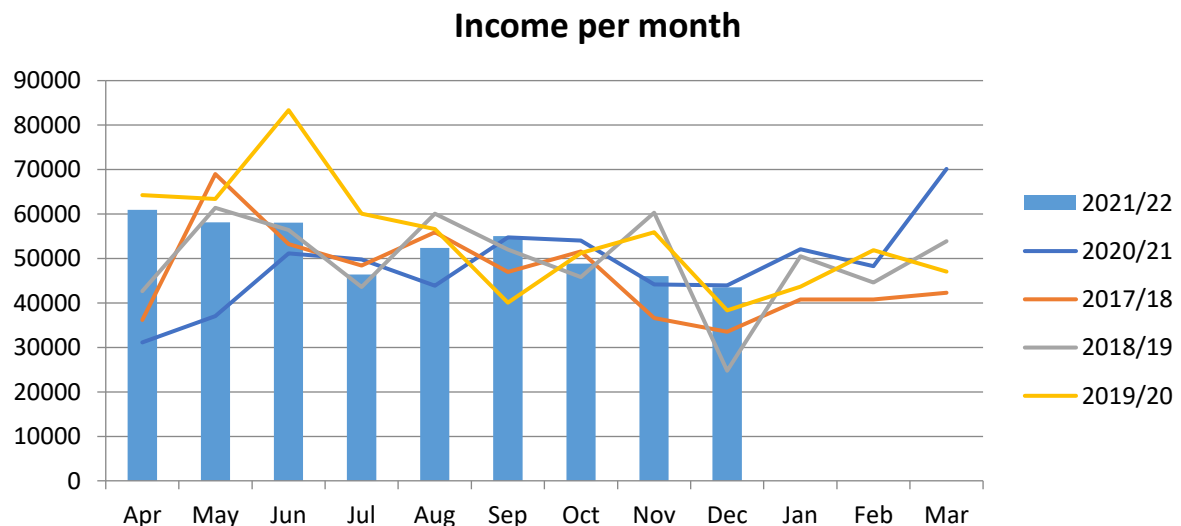
The market share of new housing completions has contoured to be strong at 42% although this is based on a relatively low level of activity in the sector.

### 2.3 Workload

Unexpectedly we have not seen a marked drop in demand in Quarter 3 with Decembers activity being sufficiently strong to ensure income currently exceeds budget expectation at this point in the year.



### 2.4 Financial performance



The net result is that the budget at the end of Q2 is on target at this point taking into account the uneven receipt of fees throughout the year.

## 2.5 Customer Service

The average time to first response for plans examination has remained under the 10 day target and the 21 day is now again within target.