

Building Control Performance Standards Advisory Group

Analysis of Building Control
Performance Indicators 2008/9

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About this Report:

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Summary of findings

The key findings of the analysis are:

- Although the total number of participants in the survey has reduced, those that have participated have been able to submit data for more of the indicators than previously. This suggests that BCBs are establishing systems that enable the compilation of the indicators.
- There is a high level of compliance with the various aspects of best practice service delivery, though only one-third of Building Control Bodies (BCBs) responded 'yes' to all seven questions (BC1).
- There is a wide variation in the proportion of schemes that receive a formal written consultation with the Fire & Rescue Authority, and in the measures of process time. Generally, there is a high level of satisfaction from the Fire & Rescue Authority (BC2).
- The proportion of staff that is qualified and experienced varies, but for most Building Control Bodies it lies in the range 40-80% (BC3).
- On average, members of staff receive around 40 hours of training per year (BC4).
- For domestic schemes, Building Control Bodies typically spend as much time on-site as they planned, but for non-domestic schemes they tend to spend slightly less time than they planned (BC5).
- Most Building Control Bodies had issued completion certificates for all of the projects that had been completed (BC6).
- Customer satisfaction is very high amongst both domestic and non-domestic customers (BC7).
- Although it is not conclusive, comparison of responses for 2008/9 and 2007/8 shows that the performance of BCBs has, if anything, improved over the last year.

Introduction

Background

In April 2004, KPMG was appointed by the Building Control Performance Standards Advisory Group (BCPSAG) and the then Buildings Division of ODPM to undertake a project to construct a set of performance indicators that would:

- assist Building Control Bodies – ie local authorities and Approved Inspectors – to assess their own service quality
- give bodies with a central responsibility or concern for the quality of building control a means of identifying Building Control Bodies whose service characteristics appeared unusually good or poor

A set of indicators was developed and piloted with a sample of local authorities and Approved Inspectors. BCPSAG then published the indicators in 2006 and invited organisations to submit data for 2007/8 (note: whilst around 60% of the Approved Inspectors work to the same financial year as local authorities – ie 1 April to 31 March – the remainder have a different reporting year).

This report describes the findings of the analysis of the second year of the performance indicators – 2008/9. Its format is broadly similar to that of the 2007/8 report, in order to provide consistency, but additional sections have been included to explain how participation rates have changed from one year to the next, and how performance has changed over the two periods.

Data collection process

Data were submitted to BCPSAG during the spring/summer of 2009, using a spreadsheet that local authorities and Approved Inspectors were invited to complete. KPMG was appointed by Communities and Local Government (the Department) on behalf of BCPSAG to analyse the submissions received. Our work has involved four stages:

- Data preparation – combining the data from individual spreadsheets (each with multiple sheets) into a single database.
- Data validation – this was focused on obvious errors and inconsistencies. Our experience of analysing the 2007/8 questionnaires meant that we could resolve a high proportion of errors without recourse to the BCB.
- Data analysis – this involved calculating measures of the distribution of each indicator (median, quartiles and deciles – see page 3 for a technical explanation of these measures).
- Reporting – finally, we have produced this report for BCPSAG to feed back the results of our analysis and also to enable BCPSAG to publish the report so that participants can identify their comparative position on the indicators.

Confidentiality

The Department and BCPSAG were keen to ensure that all organisations could submit data without fear that their data could be identified. This requirement was emphasised to KPMG, and we have sought to ensure that there is no way any individual organisation can be identified from this report. We have done this by:

- Removing all reference to organisation names, and instead inserting a code for each participant. These have been assigned using a random number generator, so there are no patterns in the codes used for particular organisations.
- Removing any data that would enable readers to identify any participant. For example, we have not shown the number of new house building projects as this would clearly identify NHBC.

A full list of which code represents which organisation has been supplied to the Secretary of BCPSAG for the sole purpose of being able to inform participants which code relates to them. Participants will therefore be able to benchmark their performance with that of other organisations.

Those BCBs that participated in the 2007/8 survey have retained the same code for the 2008/9 analysis.

Statistics presented

The main body of the report shows the range of data for all participants, and the data annex then shows the individual data for each participant. Both the main report and the data annex make use of certain measures of the distribution of results. These are:

<i>Measure</i>	<i>Explanation</i>
Lowest decile	10% of results fall below this figure
Lower quartile	25% of results fall below this figure
Median	This is the mid-point – half of results fall below this figure
Upper quartile	75% of results fall below this figure
Highest decile	90% of results fall below this figure

Readers should note that we have calculated the measures of distribution on a purely mathematical basis – we have not made assumptions about the ‘polarity’ of indicators (ie whether a high figure is good or bad).

Limitations

In analysing the results, readers should bear in mind:

- Whilst we have made efforts to ensure the validity of data, our work in this regard has been limited, and the data are made up of unaudited returns made by individual

participants. There is always a danger that individual participants have submitted incorrect data, either by accident or by design.

- Whilst the number of responses received is reasonable, the overall response rate is around one-quarter. There is therefore the possibility of 'response bias' – that is to say that the responses received are not representative of the population as a whole.
- For the survey responses in particular, readers should be aware that some BCBs' figures are derived from relatively few responses, which could affect the results. This is more likely where there are small sample sizes, so we have identified those survey results that are based on a sample of fewer than 10 responses.

Participation in the 2008/9 survey

Submissions were received from 104 separate organisations, comprising 36 Approved Inspectors and 68 local authorities. This represents a response rate of around 50% for Approved Inspectors and less than 20% for local authorities (even after taking into account the joint working arrangements that some BCBs represent).

The overall response rate is disappointing, given the effort put into developing and supporting the indicators by the Department and BCPSAG. This is especially the case for local authorities, where the participation rate has fallen significantly from 2007/8. The table below shows the number of responses received in the two years from local authorities and Approved Inspectors.

	Local authorities	Approved Inspectors	Total
2007/8	107	39	146
2008/9	68	36	104

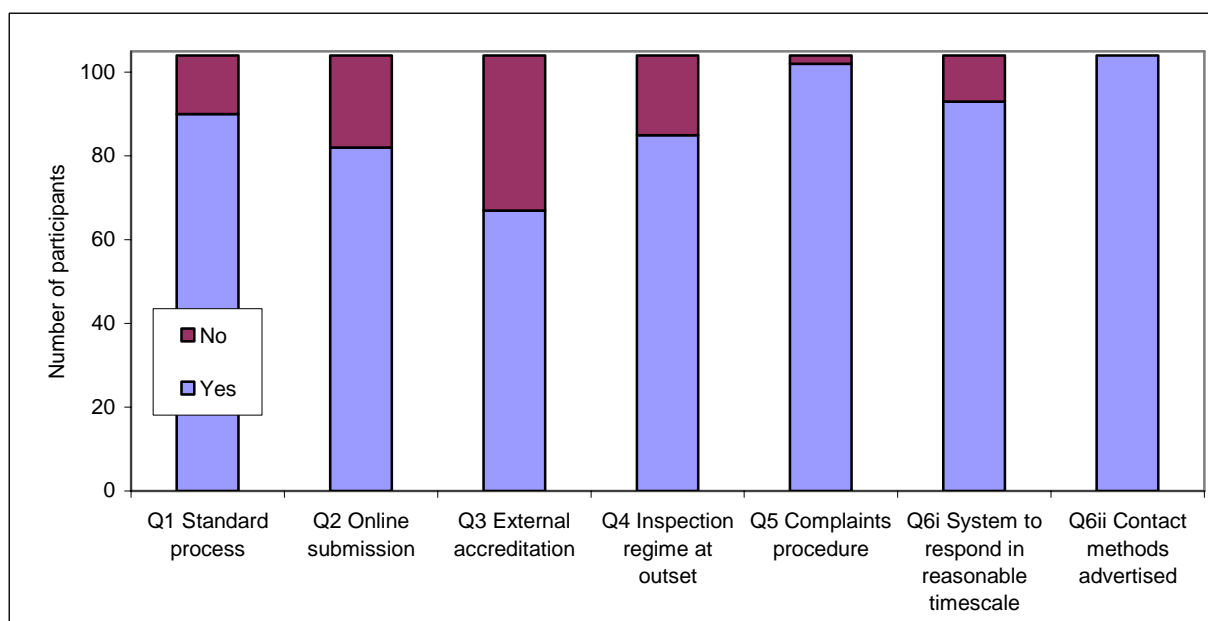
One consequence of the change in response rates is that only 75 of the 2008/9 participants had also submitted data for 2007/8. This makes it more difficult to make reliable comparisons from one year to the next. However, on a more positive note, nine Approved Inspectors and 20 local authorities participated in 2008/9 for the first time.

Analysis

BC1 – Best practice service delivery

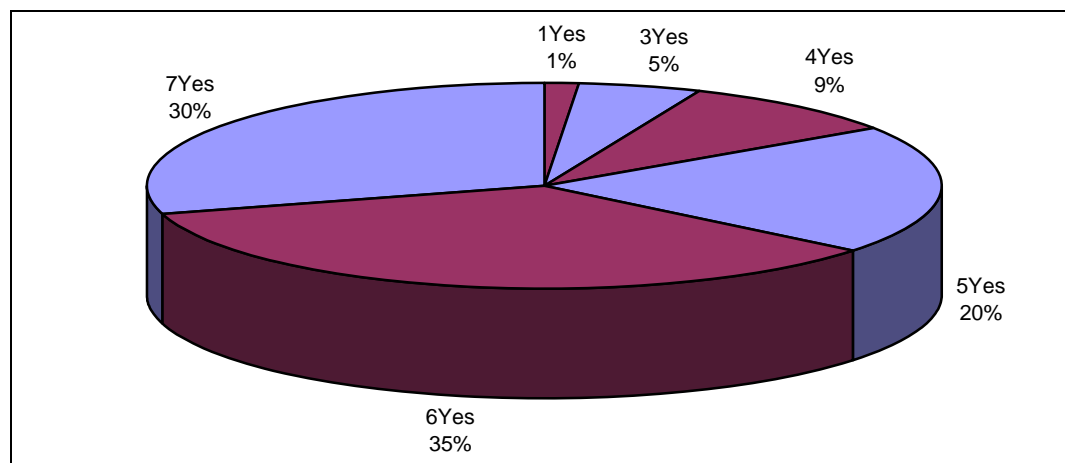
The questionnaire asked for simple Yes/No responses to a series of questions aimed at identifying whether participants were following best practice in service delivery.

The responses are shown below. It is clear that there is a high degree of take-up of best practice, but there is some variation. For instance, all participants answered that they clearly advertised to all customers at the outset of the project and on all relevant correspondence how to make contact using all methods (phone, fax, e-mail and office address). However, over one-third of participants have not been externally accredited (Q3).



Note: based on 104 responses.

Not surprisingly, given the high proportion of positive responses, relatively few participants responded 'yes' to less than five of the questions. Nevertheless, only just over one-third responded 'yes' to all seven questions.



Note: based on 104 responses.

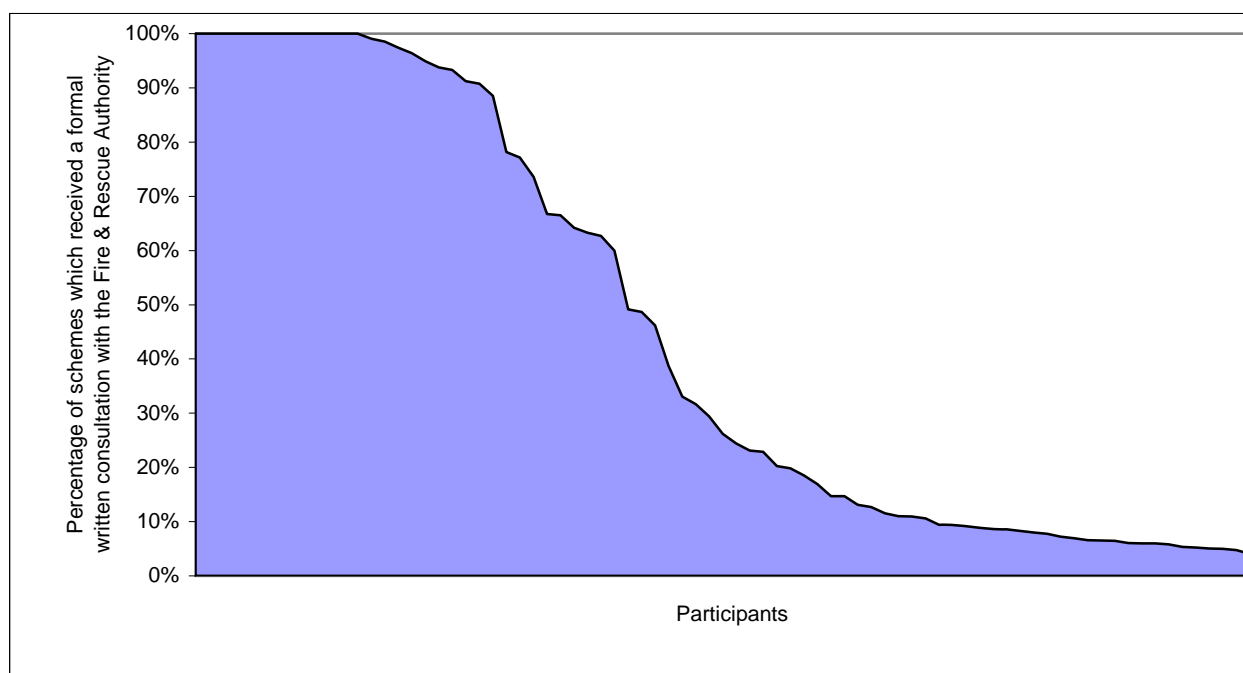
BC2 – Consultation with the Fire & Rescue Authority

BC2 is split into three parts:

- the proportion of schemes where the Building Control Body carries out a formal written consultation with the Fire & Rescue Authority
- the time taken for those elements of the process that are the responsibility of the Building Control Body
- Fire & Rescue Authority perceptions of liaison with the Building Control Body

Formal consultation

The results show that there is a wide range in the proportion of schemes that receive a formal written consultation with the Fire & Rescue Authority. Whilst nearly a quarter of participants responded that 95% or more of schemes receive such a consultation, a half of participants responded that 26% or less receive one. Consultation is required for buildings to which the Regulatory Reform (Fire Safety) Order 2005 applies (or will apply) – ie non-domestic buildings and most blocks of flats.



Note: based on 79 responses.

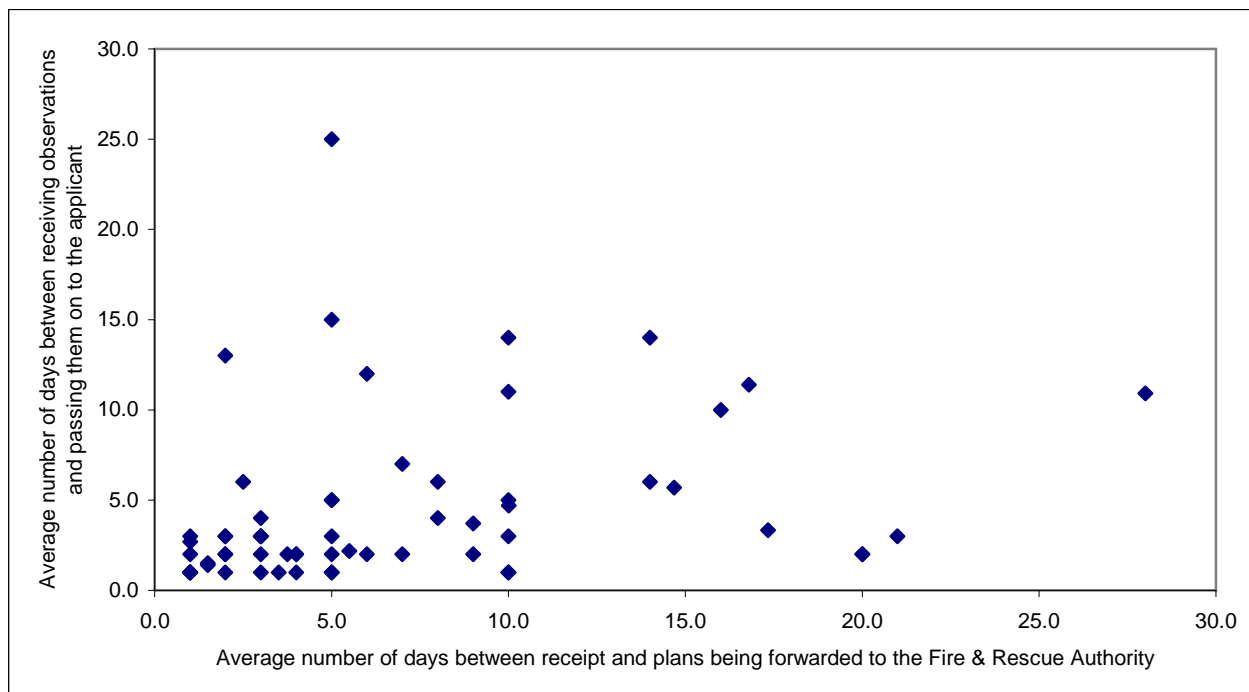
Process time

The questionnaire asked for two measures of process time:

- the average time between receipt of plans and passing them on to the Fire & Rescue Authority

- the average time from receiving observations from the Fire & Rescue Authority and passing them on to the applicant

The following graph shows the responses for these two measures. Out of 63 BCBs, 46 reported timescales of 10 days or fewer for both processes.



Note: based on 71 responses.

Fire & Rescue Authority perceptions

The questionnaire asked Building Control Bodies to survey Fire & Rescue Authorities using a standard set of questions, covering:

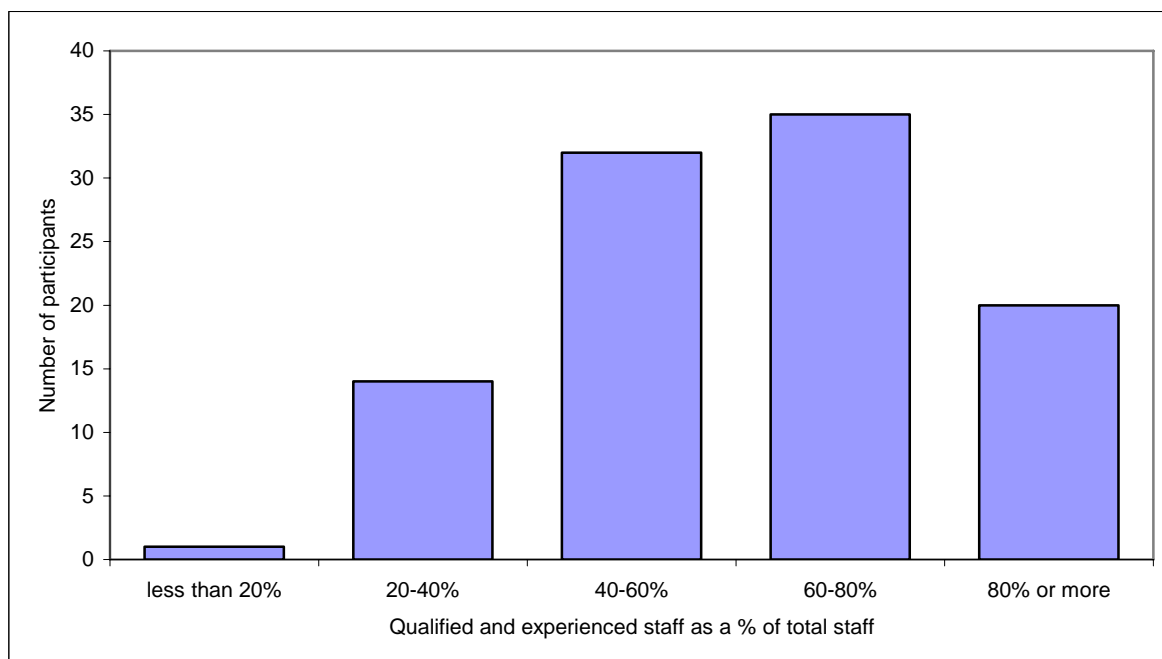
- the adequacy of discussions
- the timeliness of the consultation process
- the effectiveness of on-going dialogue
- the effectiveness in communicating issues that were raised during consultation with the client

As the following table shows, the range of responses was small, with many participants reporting 100% satisfaction.

	Adequacy %satisfied	Timeliness %satisfied	Dialogue %satisfied	Communication %satisfied
Lowest 10%	84%	81%	77%	71%
Lowest 25%	99%	95%	95%	92%
Median	100%	100%	100%	100%
Highest 25%	100%	100%	100%	100%
Highest 10%	100%	100%	100%	100%

BC3 – Staff skills

BC3 asked for details of the number of qualified and experienced staff and the total number of staff involved in the delivery of building control services. The range in the proportion of qualified and experienced staff was 16-100%, with a quarter of participants reporting 75% or more.



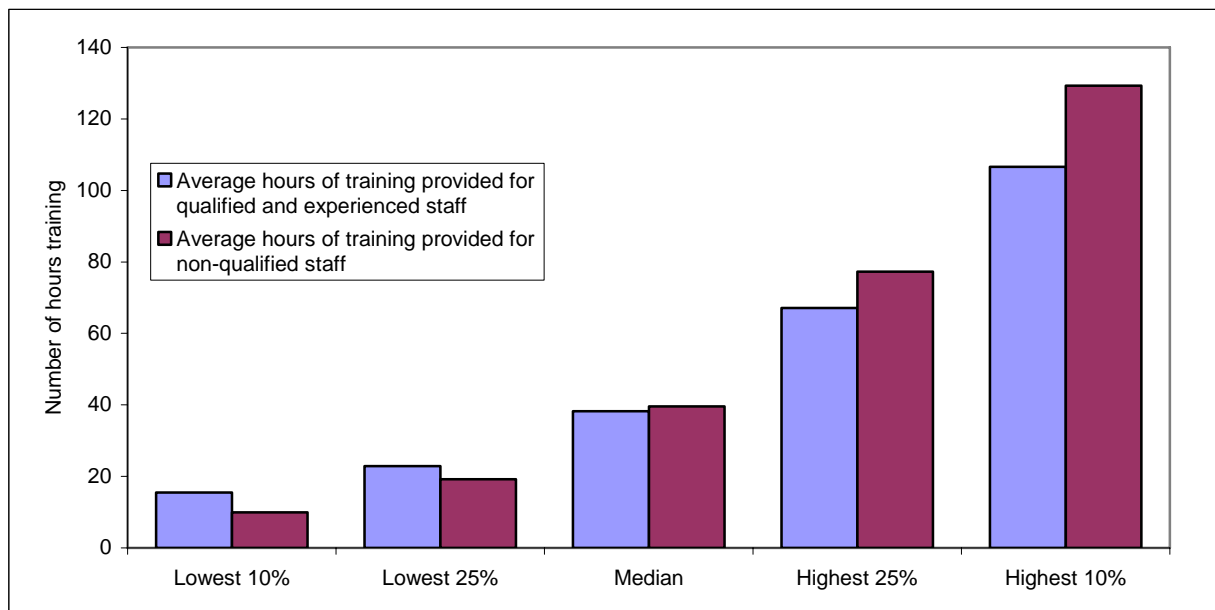
Note: based on 102 responses.

BC4 – Staff development

The survey asked for two measures of the investment that each Building Control Body was making in training. These were:

- the average number of hours of relevant training provided per annum by the Building Control Body per qualified and experienced member of staff
- the average number of hours of relevant training provided per annum by the Building Control Body per non-qualified (including part-qualified) member of staff

The responses received showed a wide range in the volume of training being provided.



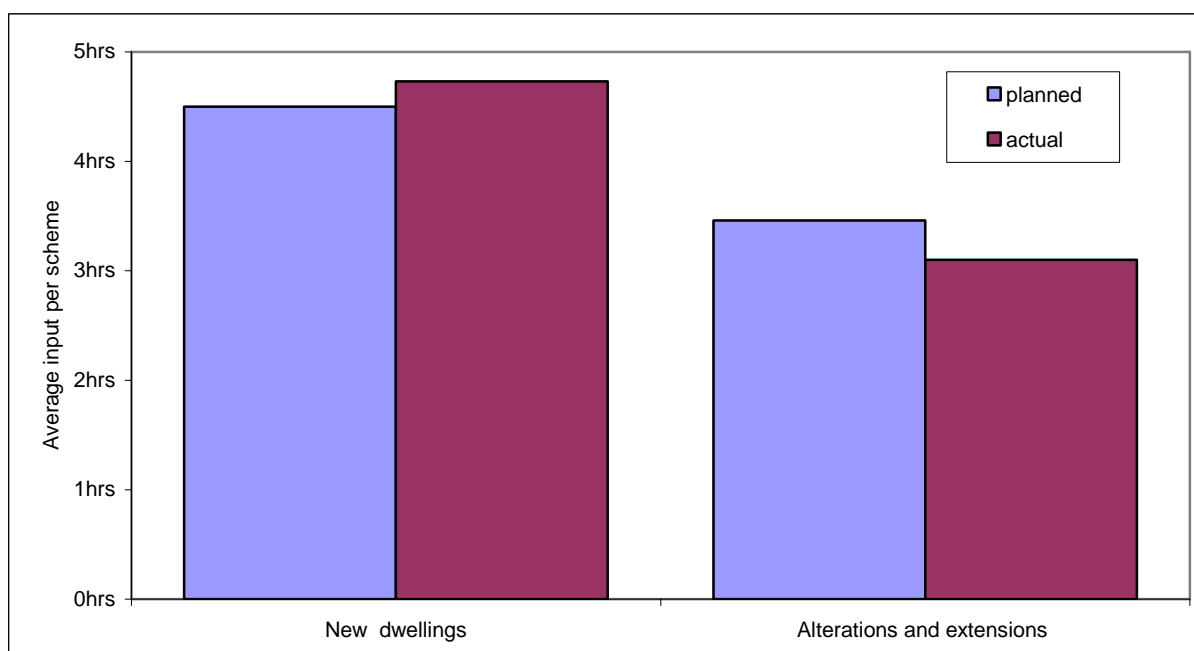
Note: based on 94 and 87 responses for qualified and experienced staff, and other staff respectively.

BC5 – On-site input

BC5 asked for planned and actual input for different types and scales of scheme. One recurring theme that emerged was that, on average, Building Control Bodies input more time on-site than they planned. This is more marked in new dwellings and larger non-domestic schemes.

Domestic work

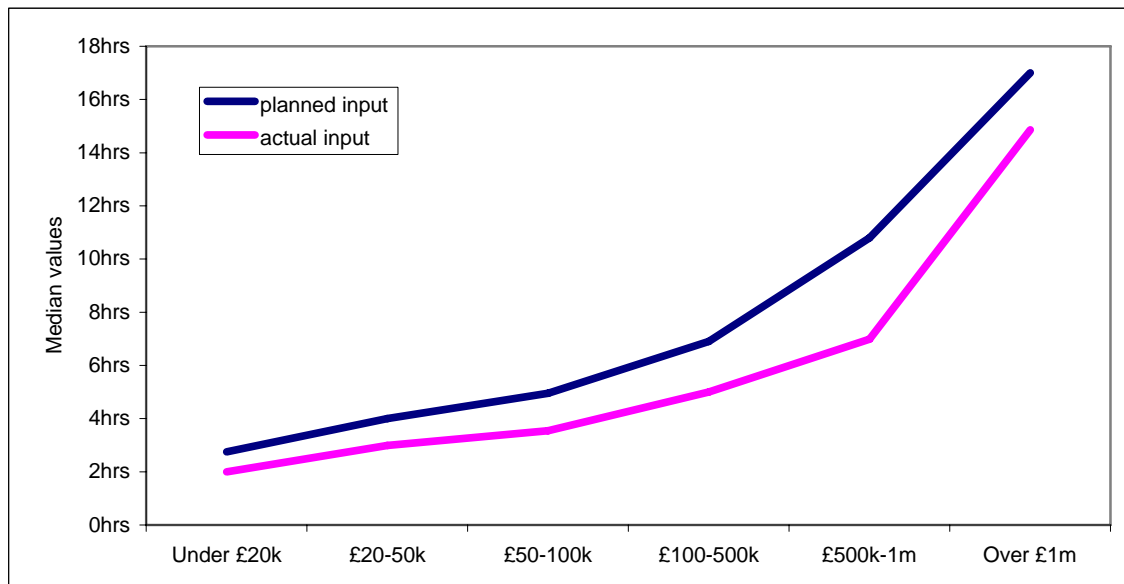
The median values show that the amount of planned on-site input for new dwellings is typically greater than for alterations and extensions. The actual on-site input is very close to planned levels for both new dwellings and alterations and extensions.



Note: based on 33-60 responses.

Non-domestic work

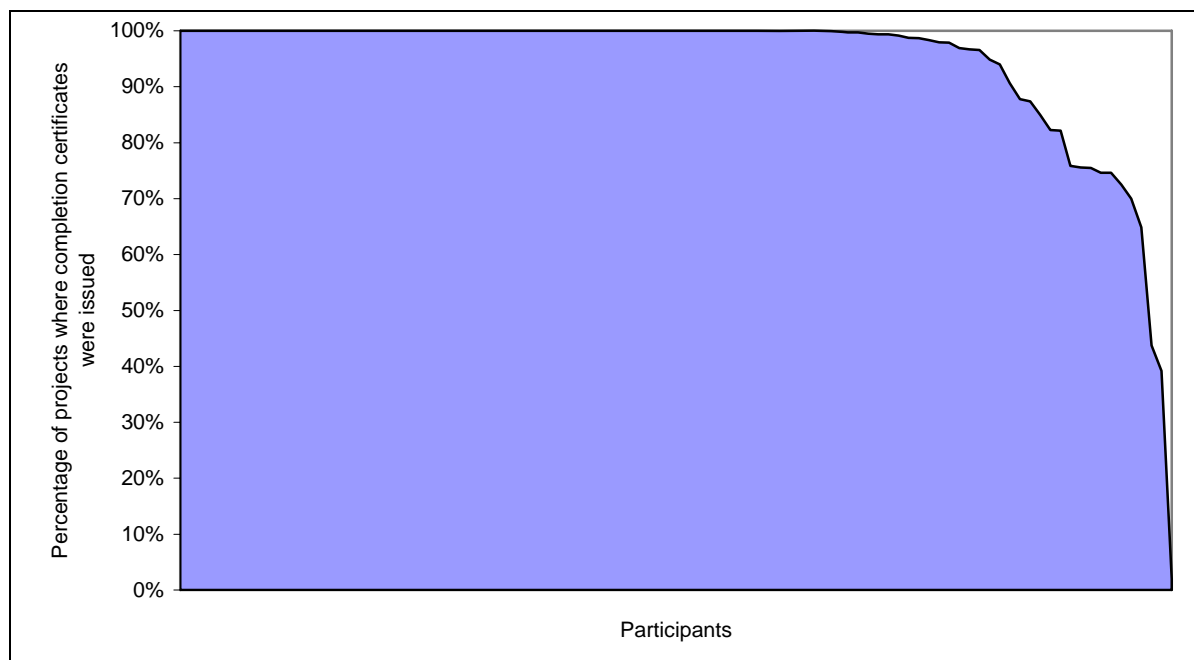
Actual input is typically slightly lower than that planned for all sizes of non-domestic schemes.



Note: based on 15-50 responses.

BC6 – Ensuring compliance

Over three-quarters of participants responded that they had issued completion certificates/final notices on 95% or more of the projects that had been completed. Completion certificates are required for all projects to which the Regulatory Reform (Fire Safety) Order 2005 applies and in other projects where the applicant has requested one. Final notices are issued for all projects where building control is carried out by an Approved Inspector.



Note: based on 99 responses.

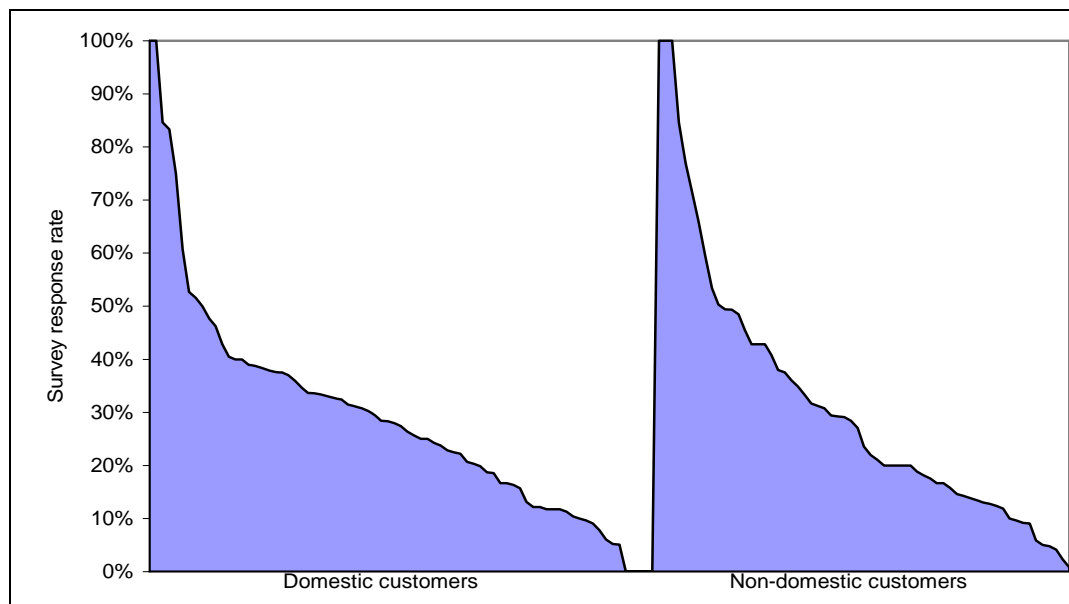
BC7 – Customer satisfaction

The questionnaire asked for information from a standardised customer satisfaction survey. The information requested included response rates for both domestic and non-domestic customer surveys and the satisfaction levels for questions on:

- added value to the finished product
- being helpful and responsive to needs
- applying the Building Regulations professionally
- the overall service

Response rates

The response rates for both domestic and non-domestic surveys varied widely, with ranges of 5-100% for domestic and 1-100% for non-domestic. The medians were 28% and 24% respectively.



Note: based on 72 and 63 responses for domestic and non-domestic customers respectively.

Domestic customers' satisfaction

Whilst the overall range of responses to each of the questions was reasonably small, there were notable variations between some of the different issues. Whether the Building Control Body had added value was the question that elicited the widest range of responses.

	Added value to the finished product	Being helpful and responsive to needs	Applying the Building Regulations professionally	The overall service
	%satisfied	%satisfied	%satisfied	%satisfied
Lowest 10%	76%	87%	92%	89%
Lowest 25%	87%	94%	94%	94%
Median	93%	98%	98%	98%
Highest 25%	100%	100%	100%	100%
Highest 10%	100%	100%	100%	100%

Non-domestic customers' satisfaction

Responses to the survey of non-domestic customers showed a similar range of responses as for domestic customers, and slightly higher satisfaction levels overall.

	Added value to the finished product	Being helpful and responsive to needs	Applying the Building Regulations professionally	The overall service
	%satisfied	%satisfied	%satisfied	%satisfied
Lowest 10%	78%	93%	93%	92%
Lowest 25%	89%	97%	96%	96%
Median	100%	100%	100%	100%
Highest 25%	100%	100%	100%	100%
Highest 10%	100%	100%	100%	100%

Comparisons between 2008/9 and 2007/8

We have been wary of trying to identify changes from 2007/8 to 2008/9 because of the different participant base, the fact that changes from one year to another might not be sustained, and the fact that some changes may be very small. Nevertheless, we thought it might be interesting to compare the range of responses received for some of the performance measures.

The table below shows the median and quartile measures for 2007/8 and 2008/9. On the basis of this, we would conclude that, overall, the performance of BCBs has improved – four of the nine indicators show improvement, four show sustained performance, and only one (BC4 training for non-qualified staff) shows a deterioration.

	BC1 Best practice service delivery	BC2 Consultation with Fire & Rescue Authority		BC3 Staff skills	BC4 Staff training		BC6 Ensuring compliance	BC7 Customer satisfaction	
		Days between receipt and the plans being forwarded to the F&R Authority	Days between receiving observations and passing them on to the applicant		Average hours of training provided for qualified and experienced staff	Average hours of training provided for non-qualified staff		Domestic The overall service	Non-domestic The overall service
	Yes Total								
FY07/08									
Lowest 25%	5	3.3	2.0	50%	21	20	95%	90%	95%
Median	6	5.3	3.8	60%	40	45	100%	96%	100%
Highest 25%	7	10.0	5.0	73%	63	98	100%	100%	100%
FY08/09									
Lowest 25%	5	2.5	2.0	50%	23	19	99%	94%	96%
Median	6	5.0	3.0	61%	38	40	100%	98%	100%
Highest 25%	7	10.0	5.0	76%	67	77	100%	100%	100%
Conclusion	Sustained	Improved	Improved	Sustained	Sustained	Deteriorated	Improved	Improved	Sustained

Definitions of the Building Control Performance Indicators

PI Reference number	BC1
Title	<p>Best practice service delivery</p> <p>Score against a checklist of best practice for building control services.</p>
Rationale	<p>The aim of this performance indicator is to assess the extent to which the building control service meets a set of minimum good practice standards, a number of which reflect the performance standards in the 'Green Book'. This provides some indication about whether it is a customer-focused and well-managed service.</p>
Definition	<p>The checklist below contains six questions, each worth one point, with question six split into two related parts. The Building Control Body should count the number of questions where they answer 'yes'. The maximum score is therefore 7.</p> <ol style="list-style-type: none"> 1) Is a standard process used to ensure that all advice given is recorded by the service provider, and is accessible to the client throughout the life of the project and afterwards? 2) Is the building control service set up for the online submission of plans by applicants and an online response by the Building Control Body? 3) Does the Building Control Body have a recognised external accreditation of service quality? 4) Is there formal adoption of an inspection regime at the outset of each project, and is this notified to the client? 5) Does the Building Control Body have a published complaints procedure which complies with the Performance Standards document and is actively published? 6i) Is there a system in place to ensure that client requests are responded to by a case officer within a reasonable timeframe? 6ii) Is contact by all methods (phone, fax, e-mail and office address) clearly advertised to all customers at the outset of the project and on all relevant correspondence?

PI Reference number	BC2
Title	<p>Consultation with the Fire & Rescue Authority</p> <p>a) Schemes on which the Building Control Body carries out a formal written consultation with the Fire & Rescue Authority, expressed as a percentage of the number of schemes received by the Building Control Body.</p> <p>b) The average number of working days that elapse between:</p> <ol style="list-style-type: none"> i) The Building Control Body receiving the 'plans to be used for consultation purposes' and the plans being forwarded to the Fire & Rescue Authority. ii) The Building Control Body receiving the written observations of the Fire & Rescue Authority and the observations being passed on to the applicant. <p>c) Fire & Rescue Authority perceptions of liaison with the Building Control Body, based on four key questions:</p> <ol style="list-style-type: none"> 1) Are you satisfied with the adequacy of your discussions with the Building Control Body? 2) Were you satisfied that consultation with the Building Control Body was at the most appropriate time in the application process? 3) Are you satisfied with the effectiveness of the on-going dialogue with the Building Control Body? 4) Are you satisfied with the effectiveness of the Building Control Body in communicating the issues raised during consultation to the client?
Rationale	<p>When a building is likely to be used for a purpose that is subject to the fire safety requirements of other legislation, consultation between the relevant bodies is an essential part of the building control procedure.</p> <p>The procedural guidance on Building Regulations and fire safety states that the consultation process should be conducted to ensure that both the Building Control Body and the Fire & Rescue Authority fulfil their roles in an efficient and cost-effective way. This indicator is designed to look at the efficiency of that process.</p>
Definition	<p>The 'plans to be used for consultation purposes' will have been checked by the Building Control Body and will, in the opinion of the Building Control Body, comply with the Building Regulations (Paragraph 2.15 of the Building Regulations and Procedural Guidance Document, February 2001).</p> <p>Therefore, for part b) of the indicator the calculation should be taken from the point at which plans are compliant and not before, to avoid the inclusion of delays due to non-compliant plans.</p> <p>Paragraph 2.22 of the Building Regulations and Procedural Guidance</p>

	<p>Document, February 2001 recommends that the applicant be provided with a copy of the comments and advice provided by the Fire & Rescue Authority.</p> <p>In part bii) of the indicator, 'observations' may include advice which is not a requirement of the Building Regulations and therefore may not be specifically followed up by the Building Control Body, but might be useful additional information for the customer.</p>
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PI Reference number	BC3
Title	Staff skills Qualified and experienced staff as a percentage of the total staff employed by the Building Control Body.
Rationale	This is an indicator of the ability to deliver a quality service by ensuring that the advice provided to applicants has a sound basis and that regulation is consistent and well grounded through the use of appropriately skilled staff.
Definition	<p>To count as 'qualified and experienced' building control staff, individuals should have full corporate membership of an appropriate professional organisation and have at least two years' relevant experience in the building control discipline.</p> <p>Relevant professional organisations are the following:</p> <ul style="list-style-type: none"> • Association of Building Engineers (ABE) • Royal Institution of Chartered Surveyors (RICS) • Institution of Structural Engineers (IStructE) • Institution of Fire Engineers (IFE) • Chartered Institution of Building Services Engineers (CIBSE) • Institution of Civil Engineers (ICE) • Institute of Clerks of Works (ICW) • Chartered Institute of Building (CIOB) <p>'Total staff' is defined as everyone directly employed by the Building Control Body. This will include administrative and other support staff, where they are part of the full staffing complement of the service, as they provide essential support for service delivery.</p> <p>For staff leaving or joining during the 12-month period, calculate on a full-time equivalent basis the proportion of the year that they worked. For example, if someone left three months into the year they would be a 0.25 FTE, or if they served six months it would be 0.5 FTE etc. The same principle applies for anyone who joined, it should be based on the proportion of the year that they worked translated into an FTE figure.</p> <p>If you employ a central team to undertake work such as pre-application advice and plan checking, they should be included in your staffing calculation.</p> <p>Where your service employs staff who undertake other activities which are not related to building control, you should exclude the relevant proportion of their time for these activities from the calculation of the building control staffing complement.</p> <p>Your calculation should include any agency staff or contractors who are brought in for periods of over 5% of the working days available in the 12-</p>

	<p>month period (ie this should be any agency staff or contractors who do more than 12.6 days of work for the service in the 12-month period).</p> <p>Where an element of your service is delivered via a partnering arrangement, this should be reflected in your resource information based on the number of hours of work provided by the partner, translated into an FTE figure.</p>
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PI Reference number	BC4
Title	<p>Staff development</p> <p>a) Average number of hours of relevant training provided per annum by the Building Control Body per qualified and experienced member of staff.</p> <p>b) Average number of hours of relevant training provided per annum by the Building Control Body per non-qualified (including part-qualified) member of staff.</p>
Rationale	<p>Investment in relevant staff training is important to a quality service as it helps to ensure those delivering the service are kept up to date with developments such as changes to regulations, different approaches to measuring compliance with the regulations and changes within the construction industry etc.</p> <p>This also provides an indication of the contribution of the Building Control Body to the up-skilling of staff within the sector generally, which is particularly important given the national recruitment and retention issues.</p>
Definition	<p>Should be calculated as the average number of hours of formal training provided to each qualified and non-qualified member of staff per year. Relevant training is training that is acknowledged by the Building Control Body as relevant to supporting individual development and which is provided by the Building Control Body (ie which they pay for and/or allow staff time to undertake within working hours).</p> <p>Training is classified into two categories:</p> <ul style="list-style-type: none"> • formal activities • informal activities <p>Formal activities are credited on an hour-for-hour basis and include the following:</p> <ul style="list-style-type: none"> • Courses leading to formal qualifications such as degrees and NVQs (this includes qualifications undertaken through distance learning programmes). • Courses organised by a professional institution or employer (which may or may not have been validated by a professional body). • Lecturing on careers or the profession to external bodies. • Preparation and delivery of presentations to colleagues, clients, local groups and national associations. • Attending relevant external seminars or conferences. • Pre-course reading of relevant material provided in advance of a conference, seminar or training course. • Preparation of articles on relevant subjects for publication in professional journals. • Attendance at meetings and events of the professional body of which

	<p>you are a member, eg RICS, ABE.</p> <ul style="list-style-type: none"> • Attendance at national technical committees or working party meetings of a professional nature or representing a relevant institution at external meetings and events. <p>Informal activities are credited on a two-for-one basis, that is two hours of informal study represents one hour of formal study, and includes the following:</p> <ul style="list-style-type: none"> • Reading, for example, professional journals, books, technical publications. • Planning and running an in-house training event. • Mentoring and induction of staff in the workplace. • Part-time responsibilities within unrelated voluntary organisations where this gives opportunities for development which may not be normally available in the workplace, particularly for those not currently employed in a managerial role, such as chairing meetings or dealing with personnel matters. This could include activities such as school governor, Justice of the Peace, member of PTA, or supporting youth groups.
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PI Reference number	BC5
Title	<p>On-site input</p> <p>ai) Average number of hours on site planned for each category of non-domestic work (voluntary indicator).</p> <p>a) Average number of hours on site planned for each category of domestic work (voluntary indicator).</p> <p>bi) Average number of hours on site completed for each category of non-domestic work.</p> <p>bii) Average number of hours on site completed for each category of domestic work.</p>
Rationale	<p>This indicator seeks to quantify the average input of the Building Control Body to the on-site process and helps in providing some reassurance about service quality in terms of ensuring compliance of the building with the Building Regulations.</p>
Definition	<p>This indicator is designed to measure input in relation to hours on site for each project. This will include any visits or inspections that are undertaken, but excludes travel time to sites.</p> <p>In recognition that Building Control Bodies may not have systems in place to collect part a), this will be a voluntary indicator for the first two years of the performance indicator scheme. This should allow for appropriate data capture systems to be developed. It is expected that the Building Control Body will collect the data for part b) of this indicator.</p> <p>The categories of non-domestic work are those listed in the contextual data and relate to construction value bandings (for mixed-use buildings exclude the value of any domestic element):</p> <ul style="list-style-type: none"> Band 1 – Under £20,000 Band 2 – £20,000 - £49,999 Band 3 – £50,000 - £99,999 Band 4 – £100,000 - £499,999 Band 5 – £500,000 - £1 million Band 6 – Over £1 million <p>The Building Control Body should take an average of the number of hours planned and completed for each category of non-domestic work. Clearly, for some Building Control Bodies some of the categories may not be applicable as they will not have undertaken projects in every category of work.</p> <p>The categories of domestic work are those listed in the contextual data.</p>

PI Reference number	BC6
Title	Ensuring compliance Percentage of projects reaching a satisfactory conclusion.
Rationale	This indicator is designed to determine the extent to which the Building Control Body has achieved the core objective of the service, which is to ensure that buildings comply with the Building Regulations.
Definition	This indicator identifies the percentage of projects which were deemed to be complete and for which you were able to issue a completion certificate. In relation to Approved Inspectors, this will relate to the projects which did not need to revert back to the local authority.

PI Reference number	BC7
Title	<p>Customer satisfaction</p> <p>a) Percentage of responses from <u>domestic</u> customers invited to complete a satisfaction survey form.</p> <p>b) Percentage of <u>domestic</u> customers who are satisfied with the service they received from the Building Control Body in terms of:</p> <ul style="list-style-type: none"> • added value to the finished product • being helpful and responsive to needs • applying the Building Regulations professionally • the overall service <p>c) Percentage of responses from <u>non-domestic</u> customers invited to complete a satisfaction survey form.</p> <p>d) Percentage of <u>non-domestic</u> customers who are satisfied with the service they received from the Building Control Body in terms of:</p> <ul style="list-style-type: none"> • added value to the finished product • being helpful and responsive to needs • applying the Building Regulations professionally • the overall service
Rationale	<p>A measure of how well the service met the expectations of its immediate customers and an indication of the quality of the service. It is split into domestic and non-domestic customers in recognition of the differing relationships that exist between the Building Control Body and the different groups of customers. For example, the Building Control Body may have greater contact and with a wider range of customers on non-domestic projects.</p>
Definition	<p>Measured using a standard survey and sent to either all projects that have reached completion within the financial year or, where this is not feasible, a sample of at least 10% of projects in each category of work (see section 5 for further guidance). The survey is the same for domestic and non-domestic customers.</p> <p>‘Customer’ in terms of domestic projects is the person that paid the fee for the building control service.</p> <p>‘Customer’ in terms of non-domestic projects includes the person or organisation that paid the fee for the building control service, plus any other persons or organisations who liaised with the Building Control Body directly on more than three occasions. This may include the architect/designer, builder and site agents.</p>

	The indicator should measure the number who scored each area as 'very satisfied' or 'fairly satisfied' as a percentage of all respondents.
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Data annex

BC1
Best practice service delivery

Participant	Q1 Standard process	Q2 Online submission	Q3 External accreditation	Q4 Inspection regime at outset	Q5 Complaints procedure	Q6i System to respond in reasonable timescale	Q6ii Contact methods advertised	Yes	Total
Lowest 10%									5
Lowest 25%	%Yes	87%	79%	64%	82%	98%	89%	100%	5
Median	%No	13%	21%	36%	18%	2%	11%	0%	6
Highest 25%									7
Highest 10%									7
# of observations									104
A1	yes	yes	no	yes	yes	yes	yes	yes	6
A2	yes	yes	no	yes	yes	yes	yes	yes	6
A4	yes	yes	yes	yes	yes	no	yes	yes	6
A7	yes	yes	no	yes	yes	no	yes	yes	5
B3	yes	yes	yes	yes	yes	yes	yes	yes	7
B7	yes	yes	yes	yes	yes	yes	yes	yes	7
B9	no	no	no	yes	yes	yes	yes	yes	4
C1	yes	yes	yes	yes	yes	yes	yes	yes	7
C2	yes	yes	yes	yes	yes	yes	yes	yes	7
C6	yes	yes	no	yes	yes	no	yes	yes	5
C8	yes	yes	no	yes	yes	yes	yes	yes	6
D2	yes	yes	yes	yes	yes	yes	yes	yes	7
D5	yes	no	yes	yes	yes	yes	yes	yes	6
D7	yes	yes	yes	yes	yes	yes	yes	yes	7
D8	no	yes	yes	yes	yes	yes	yes	yes	6
E1	no	yes	yes	no	yes	yes	yes	yes	5
E3	yes	yes	no	yes	yes	yes	yes	yes	6
E5	yes	no	yes	no	yes	yes	yes	yes	5
E9	yes	yes	yes	yes	yes	yes	yes	yes	7
F1	yes	no	no	yes	yes	no	yes	yes	4
F3	yes	no	no	yes	yes	yes	yes	yes	5
F6	no	no	yes	yes	yes	yes	yes	yes	5
F7	yes	yes	yes	yes	yes	yes	yes	yes	7
F8	yes	no	no	yes	yes	yes	yes	yes	5
G1	yes	yes	yes	yes	yes	yes	yes	yes	7
G3	yes	yes	no	yes	yes	yes	yes	yes	6
G4	yes	no	no	yes	yes	yes	yes	yes	5
G5	yes	yes	yes	yes	yes	yes	yes	yes	7
G6	yes	yes	yes	yes	yes	yes	yes	yes	7
G7	yes	yes	yes	no	yes	no	yes	yes	5
H3	no	yes	yes	yes	yes	yes	yes	yes	6
H4	yes	yes	no	yes	yes	yes	yes	yes	6
H5	no	yes	yes	yes	yes	yes	yes	yes	6
H6	yes	yes	yes	yes	yes	yes	yes	yes	7
H7	yes	no	yes	yes	yes	yes	yes	yes	6
H9	yes	yes	no	yes	yes	yes	yes	yes	6
J2	no	no	yes	no	no	yes	yes	yes	3
J3	yes	no	yes	yes	yes	yes	yes	yes	6
J6	no	no	yes	no	yes	yes	yes	yes	4
J8	yes	yes	yes	yes	yes	yes	yes	yes	7
J9	no	yes	yes	no	yes	yes	yes	yes	5
K1	yes	yes	yes	yes	yes	yes	yes	yes	7
K2	yes	yes	yes	yes	yes	yes	yes	yes	7
K3	yes	yes	no	no	no	yes	yes	yes	4
K4	no	yes	no	yes	yes	yes	yes	yes	5
K5	yes	yes	no	yes	yes	yes	yes	yes	6
K6	yes	yes	yes	yes	yes	yes	yes	yes	7
K7	yes	yes	no	yes	yes	yes	yes	yes	6
K8	yes	yes	no	yes	yes	yes	yes	yes	6
L1	yes	yes	yes	yes	yes	yes	yes	yes	7
L2	yes	yes	no	yes	yes	yes	yes	yes	6
L3	yes	yes	yes	yes	yes	yes	yes	yes	7
L4	yes	yes	no	yes	yes	yes	yes	yes	6

Participant	BC2 Consultation with Fire & Rescue Authority							
	Schemes consulted			Fire and Rescue perceptions				
	Percentage of schemes which received a formal written consultation with the Fire and Rescue Authority	Average number of working days between receipt and the plans being forwarded to the Fire and Rescue Authority	Average number of days between receiving observations and passing them on to the applicant	Adequacy - %satisfied	Timeliness - %satisfied	Dialogue - %satisfied	Communication - %satisfied	Small sample indicator (if fewer than 10 responses)
Lowest 10%	6%	1.0	1.0	84%	81%	77%	71%	
Lowest 25%	9%	2.5	2.0	99%	95%	95%	92%	
Median	26%	5.0	3.0	100%	100%	100%	100%	
Highest 25%	92%	10.0	5.0	100%	100%	100%	100%	
Highest 10%	100%	18.3	11.3	100%	100%	100%	100%	
# of observations	79	65	63	66	66	66	63	
A1	63%	10.0	1.0	100%	83%	83%	67%	
A2	67%	5.0	5.0	100%	100%	60%	60%	small sample
A4	26%							
A7	89%	1.5	1.4					
B3	8%			100%	94%	100%	100%	
B7	13%	16.8	11.4	100%	100%	100%	100%	
B9								
C1	8%	8.0	6.0	100%	100%	100%	100%	
C2				100%	100%	100%	100%	small sample
C6	93%	6.0	2.0	100%	100%	100%	100%	small sample
C8	12%	3.0	4.0	100%	100%	100%	100%	small sample
D2				100%	100%	100%	100%	
D5	91%	6.0	12.0	73%	74%	69%	71%	
D7	100%	5.0	5.0	100%	100%	100%	100%	small sample
D8	13%	10.0	14.0					
E1	99%	3.0	3.0	67%	67%	67%	67%	small sample
E3	15%	5.0	3.0					
E5				100%	100%	100%	100%	
E9	60%							
F1	11%			100%	100%	100%	100%	
F3	6%	2.0	13.0	100%	100%	100%		small sample
F6	100%							
F7	9%			100%	100%	100%	100%	small sample
F8								
G1	77%	17.3	3.3	77%	80%	62%	71%	
G3	100%	3.0	3.0	100%	100%	100%	100%	small sample
G4	24%	45.0	3.0	100%	50%	100%	100%	small sample
G5	49%	10.0	1.0	100%	100%	100%	88%	small sample
G6	46%	5.5	2.2	80%	83%	76%	75%	
G7	97%							
H3								
H4	66%	5.0	1.0	90%	55%	85%	70%	
H5	7%	3.0	2.0					
H6								
H7	9%	9.0	2.0					
H9				100%	100%	100%	100%	small sample
J2	4%	16.0	10.0					
J3	6%	8.0	4.0					
J6	17%	40.0		100%	100%	100%	100%	small sample
J8				100%	100%	100%	100%	small sample
J9	64%	3.0	3.0					
K1	11%	5.0	1.0	100%	100%	100%	100%	
K2								
K3	20%	5.0	25.0	91%	100%	82%	91%	
K4	7%	7.0	2.0	100%	100%	100%	100%	
K5								
K6	100%	1.0	1.0	84%	84%	89%	84%	
K7	7%	1.0	1.0	100%	97%	100%	100%	
K8								
L1	9%	20.0	2.0	100%	100%	100%	100%	small sample
L2								
L3	100%	3.0	1.0	90%	88%	85%	74%	
L4	94%	1.0	2.0	100%	100%	100%	100%	small sample

Participant	BC2							
	Consultation with Fire & Rescue Authority				Fire and Rescue perceptions			
	Schemes consulted							
	Percentage of schemes which received a formal written consultation with the Fire and Rescue Authority	Average number of working days between receipt and the plans being forwarded to the Fire and Rescue Authority	Average number of days between receiving observations and passing them on to the applicant	Adequacy - %satisfied	Timeliness - %satisfied	Dialogue - %satisfied	Communication - %satisfied	Small sample indicator (if fewer than 10 responses)
Lowest 10%	6%	1.0	1.0	84%	81%	77%	71%	
Lowest 25%	9%	2.5	2.0	99%	95%	95%	92%	
Median	26%	5.0	3.0	100%	100%	100%	100%	
Highest 25%	92%	10.0	5.0	100%	100%	100%	100%	
Highest 10%	100%	18.3	11.3	100%	100%	100%	100%	
# of observations	79	65	63	66	66	66	63	
L5	8%	7.0	7.0	100%	100%	100%	100%	
L6	100%	2.5	6.0	100%	100%	100%	100%	small sample
M3				100%	100%	100%	100%	small sample
M4	5%			100%	100%	100%	100%	small sample
M6	99%	4.0	1.0	83%	88%	74%	74%	
M7	15%	10.0	4.7					
M9	100%							
N1	6%	14.0	14.0					
N7	6%	2.0	3.0	100%	95%	100%	100%	
N8	100%			100%	100%	100%	100%	small sample
P1	5%	1.0	1.0	98%	98%	98%	95%	
P3	6%	14.7	5.7	84%	84%	84%	91%	
P5								
P6								
P8	32%	10.0	11.0	84%	82%	78%	80%	
P9	23%	1.0	1.0	75%	75%	75%	75%	small sample
Q4	11%	10.0	3.0	89%	78%	78%	67%	small sample
Q5				100%	100%	100%	100%	
Q7				100%	100%	100%	100%	
R2	9%	1.5	1.5	94%	95%	94%	93%	
R5	39%	5.0	2.0	100%	100%	100%	100%	small sample
S1	7%	2.0	3.0	100%	100%	100%	100%	
S3	5%	28.0	10.9	100%	100%	100%		
S4	91%							
S5	5%			100%	100%	100%	100%	small sample
S6	20%			95%	93%	100%	100%	
S7	33%	3.8	2.0	100%	100%	100%	100%	small sample
S8	96%	14.0	6.0	100%	100%	100%	100%	small sample
S9	78%	1.0	1.0					
T1	29%	21.0	3.0					small sample
T2	100%	5.0	15.0					
T3	23%							
T4	100%	3.5	1.0	100%	100%	93%	93%	
T5	100%	20.0	2.0	100%	100%	100%	100%	small sample
T6	74%	1.0	2.7	92%	97%	99%	97%	
T7				100%	100%	100%	100%	small sample
T8	5%	10.0	5.0					
T9	95%	2.0	2.0					
U1				100%	100%	100%	100%	small sample
U2	19%	19.0		100%	100%	100%	99%	
U3				100%	100%	100%	100%	small sample
U4				100%	100%	100%	100%	small sample
U5								
U6								
U7	63%	9.0	3.7	100%	100%	100%	100%	small sample
U8	100%							
U9	100%	2.0	2.0					
V1	9%	1.0	3.0	100%	100%	100%		
V2		2.0	1.0					
V3	9%	4.0	2.0	100%	100%	100%	100%	small sample
V4	49%	4.0	2.0					

Participant	BC3 Staff skills	BC4 Staff development	
	Qualified and experienced staff as a percentage of total staff	Average hours of training provided for qualified and experienced staff	Average hours of training provided for non-qualified staff
Lowest 10%	33%	15.5	10.0
Lowest 25%	50%	22.9	19.2
Median	63%	38.3	39.6
Highest 25%	76%	67.1	77.3
Highest 10%	88%	106.6	129.2
# of observations	102	94	87
A1	75%	44.7	35.2
A2	82%	28.4	0.0
A4	51%	27.1	27.4
A7	88%	22.9	56.0
B3	55%	94.8	43.6
B7	43%	68.6	58.9
B9	67%	51.5	23.0
C1	100%	65.6	
C2	50%	56.0	149.4
C6	69%	37.8	10.9
C8	79%	32.7	58.6
D2	60%	87.5	289.0
D5	64%	32.9	51.3
D7	76%	100.0	70.0
D8	33%	10.0	8.0
E1	74%	57.0	38.2
E3	50%	122.4	106.3
E5	68%	23.6	175.0
E9	33%	24.0	36.0
F1	43%	20.0	16.9
F3	46%	15.0	12.0
F6	60%	16.6	73.5
F7	67%	32.5	20.0
F8	82%	40.0	40.0
G1	63%	22.9	13.3
G3	26%	41.1	39.8
G4	86%	45.9	366.0
G5	51%	35.0	130.0
G6	51%	34.8	35.8
G7	63%	12.0	31.3
H3	58%		
H4	66%	74.2	18.3
H5	71%	13.4	46.3
H6	43%		
H7	50%	42.3	84.2
H9	67%	124.3	524.8
J2	70%	67.6	72.3
J3	80%	21.9	8.5
J6	59%	20.5	37.3
J8	67%	23.2	15.0
J9	50%	25.0	28.3
K1	75%	44.0	40.0
K2	67%	52.0	20.0
K3	100%	8.5	5.0
K4	33%	82.8	83.8
K5	27%	16.6	19.4
K6	33%		
K7	76%	46.7	69.4
K8	35%	38.7	124.4
L1	59%	104.2	52.0
L2	29%		
L3	77%	99.5	157.3
L4	79%	26.0	20.0

Participant	BC3 Staff skills	BC4 Staff development	
	Qualified and experienced staff as a percentage of total staff	Average hours of training provided for qualified and experienced staff	Average hours of training provided for non-qualified staff
Lowest 10%	33%	15.5	10.0
Lowest 25%	50%	22.9	19.2
Median	63%	38.3	39.6
Highest 25%	76%	67.1	77.3
Highest 10%	88%	106.6	129.2
# of observations	102	94	87
L5	54%	58.6	114.8
L6	54%		
M3	66%	26.8	18.5
M4	88%	28.7	106.7
M6	63%	18.4	31.8
M7	72%	56.9	36.9
M9	34%	22.5	19.8
N1	54%	12.4	14.8
N7	26%	53.5	85.2
N8	60%	55.0	56.7
P1		163.0	489.0
P3	58%	53.1	248.7
P5	16%		
P6	88%	31.5	15.2
P8	40%	12.0	16.0
P9	80%	40.2	
Q4	65%	68.1	57.3
Q5	80%	17.0	7.8
Q7	27%	22.5	4.3
R2	50%	141.4	93.5
R5	100%	57.5	
S1	50%	107.6	64.5
S3	56%	17.9	34.3
S4	53%	11.4	98.0
S5	47%	20.9	18.9
S6	71%	157.5	128.7
S7	100%	78.0	
S8	40%	157.0	93.0
S9	86%		
T1	43%	112.0	61.0
T2	57%	26.6	24.5
T3	100%		
T4	86%	82.2	
T5	100%	29.9	33.3
T6	67%	71.5	39.6
T7			
T8	95%	11.3	6.9
T9	100%	174.3	81.0
U1	78%	22.5	5.9
U2	39%	35.4	48.7
U3	33%	36.3	35.3
U4	67%	35.8	28.0
U5	72%	19.9	6.1
U6	70%	9.4	42.9
U7	50%	126.3	69.0
U8	49%	93.3	16.8
U9	100%	45.0	
V1	28%	32.1	17.7
V2	71%	46.1	
V3	59%		
V4	50%	50.0	89.6

BC5**On-site input****Non-domestic hours planned**

Participant	Band 1 - Under £20,000	Band 2 - £20,000 - £49,999	Band 3 - £50,000 - £99,999	Band 4 - £100,000 - £499,999	Band 5 - £500,000 - £1million	Band 6 - Over £1million
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Lowest 10%	1.0	1.6	1.9	2.8	4.5	8.3
Lowest 25%	1.5	2.0	3.5	5.0	7.5	10.0
Median	2.8	4.0	5.0	6.9	10.8	17.0
Highest 25%	3.2	5.0	7.8	10.5	19.5	44.0
Highest 10%	4.0	6.8	14.5	15.7	39.0	116.0
# of observations	30	33	34	32	30	25

A1						
A2	3.0	9.0	19.0	38.0	48.0	150.0
A4	3.0	5.0	7.0	20.0	48.0	
A7	4.0	6.0	10.0	15.0	26.0	80.0
B3	0.8	0.8	0.9	1.3	2.6	15.0
B7						
B9						
C1	1.3	2.3	3.3	9.0	16.0	18.7
C2	1.1	1.6	1.8	2.0	1.6	1.8
C6						
C8						
D2						
D5						
D7	4.0	6.0	12.0			
D8	6.0	15.6	13.3	15.8	82.5	140.0
E1	1.0	1.1	1.4	1.8	2.4	8.3
E3	3.5	5.0	6.0	7.0	9.0	13.5
E5						
E9						
F1						
F3						
F6						
F7	2.0	2.0	3.0	5.0	10.0	15.0
F8	1.5	2.0	15.0	10.0	20.0	30.0
G1	1.3	2.5	3.5	6.5	16.0	51.5
G3						
G4						
G5						17.0
G6	2.0	2.5	3.0	5.0	7.5	
G7						
H3						
H4						
H5	2.0	3.0	4.0	5.0	6.0	15.0
H6						
H7						
H9						
J2						
J3						
J6						
J8	3.3	3.3	4.0	5.0	5.7	
J9						
K1						
K2						
K3	3.8	4.2	4.9	6.0	7.5	8.3
K4	3.0	4.0	5.0	6.5	8.0	10.0
K5	3.0	4.5	7.0	12.0	18.0	
K6						
K7						
K8	1.0	1.9	3.5	4.5		
L1						
L2	2.5	4.0	4.0	6.8	7.0	10.0
L3						
L4		2.0	4.0	10.0	15.0	44.0

BC5

On-site input

Non-domestic hours planned

Participant	Band 1 -	Band 2 -	Band 3 -	Band 4 -	Band 5 -	Band 6 -
	Under £20,000	£20,000 - £49,999	£50,000 - £99,999	£100,000 - £499,999	£500,000 - £1million	Over £1million
Lowest 10%	1.0	1.6	1.9	2.8	4.5	8.3
Lowest 25%	1.5	2.0	3.5	5.0	7.5	10.0
Median	2.8	4.0	5.0	6.9	10.8	17.0
Highest 25%	3.2	5.0	7.8	10.5	19.5	44.0
Highest 10%	4.0	6.8	14.5	15.7	39.0	116.0
# of observations	30	33	34	32	30	25
L5						
L6						
M3						
M4						
M6						
M7						
M9						
N1						
N7						
N8						
P1						
P3						
P5						
P6						
P8						
P9						
Q4	0.8	1.5	1.9	2.8	4.8	7.0
Q5	3.0	6.0	8.0	8.0	10.0	30.0
Q7						
R2						
R5	3.5	5.5	7.0	14.0	24.0	50.0
S1						
S3						
S4						
S5						
S6	3.0	4.5	6.0	7.5	12.0	30.0
S7		3.0	18.0			
S8	3.0	3.0	4.0	6.0	8.0	10.0
S9		1.6	1.9	3.1	7.9	9.4
T1	2.5	5.0	7.0	10.0	17.0	
T2						
T3						
T4						
T5						
T6						
T7						
T8						
T9						
U1						
U2						
U3						
U4						
U5						
U6						
U7	2.5	4.8	5.5	8.0	11.6	26.0
U8						
U9	1.6		3.6	5.0		
V1	5.0	7.0	9.0	27.5	38.0	
V2		56.0	28.0	12.0	28.0	204.0
V3						
V4						

BC5 (cont)

On-site input

Non-domestic actual hours

Participant	Band 1 - Under £20,000	Band 2 - £20,000 - £49,999	Band 3 - £50,000 - £99,999	Band 4 - £100,000 - £499,999	Band 5 - £500,000 - £1million	Band 6 - Over £1million
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Lowest 10%	0.9	1.0	1.6	2.0	2.2	3.9
Lowest 25%	1.1	1.7	2.0	2.8	4.1	8.3
Median	2.0	3.0	3.5	5.0	7.0	14.9
Highest 25%	3.0	4.6	6.4	8.5	13.6	30.0
Highest 10%	4.0	7.6	11.6	14.3	33.4	79.5
# of observations	53	54	55	53	46	44
A1	1.0	2.0	2.5	3.5	8.0	16.0
A2	3.0	9.0	19.0	39.0	47.0	142.0
A4						
A7	1.0	1.0	2.6	4.3	2.2	11.5
B3	0.7	0.8	0.9	1.3	1.6	15.0
B7	4.2	4.0	3.5	8.2	12.5	31.8
B9						
C1	1.1	3.1	2.0	2.4		
C2	1.2	1.8	1.7	2.7	2.9	3.1
C6						
C8						
D2	4.0	6.0	6.0	7.0	10.0	33.0
D5	2.4	4.7	7.1	11.8	18.9	35.4
D7	4.0	6.0	12.0			
D8	3.7	11.1	8.6	10.3	53.5	91.0
E1	0.9	1.1	1.6	2.2	3.1	9.5
E3	4.5	7.0	6.5	8.0	12.0	18.0
E5						
E9						
F1						
F3						
F6						
F7	2.0	3.0	3.0	5.0		
F8	1.8	2.1	12.8	11.1	17.0	28.0
G1						
G3	3.0	3.0	4.0	5.0	7.0	8.0
G4	4.0	1.0	1.0	1.0	1.3	4.5
G5						18.0
G6	1.9	3.4	2.3	4.2	5.2	
G7						
H3						
H4	0.9	0.8	1.9	4.8	5.6	12.8
H5	1.5	2.0	2.0	2.0	3.0	15.0
H6						
H7	1.2	1.2	1.6	5.4	5.4	2.9
H9						
J2						
J3						
J6						
J8	3.0	4.0	4.7	4.3	5.0	
J9						
K1	2.2	2.9	4.1	6.4	8.9	9.8
K2						
K3	1.8	5.6	6.9	8.8		
K4						
K5						
K6	1.4	2.0	3.2	4.2	1.4	3.6
K7	3.7	3.1	4.9	6.3		
K8	1.3	2.3	3.0	4.6	7.0	29.3
L1	1.0					
L2	2.2	2.7	3.5	5.7	8.0	12.0
L3						
L4		2.0	4.0	10.0	15.0	44.0

BC5 (cont)

On-site input

Non-domestic actual hours

Participant	Band 1 - Under £20,000	Band 2 - £20,000 - £49,999	Band 3 - £50,000 - £99,999	Band 4 - £100,000 - £499,999	Band 5 - £500,000 - £1million	Band 6 - Over £1million
Lowest 10%	0.9	1.0	1.6	2.0	2.2	3.9
Lowest 25%	1.1	1.7	2.0	2.8	4.1	8.3
Median	2.0	3.0	3.5	5.0	7.0	14.9
Highest 25%	3.0	4.6	6.4	8.5	13.6	30.0
Highest 10%	4.0	7.6	11.6	14.3	33.4	79.5
# of observations	53	54	55	53	46	44
L5	5.5	9.8	19.0	24.0	40.0	90.0
L6						
M3						
M4						
M6						
M7						
M9						
N1						
N7						
N8	2.3	3.3	4.3	6.5	9.7	17.0
P1	1.4	3.8	3.4	5.3	5.5	10.0
P3	0.4					
P5						
P6						
P8						
P9	1.0	0.9	1.7	1.9	2.5	3.3
Q4	0.7	1.0	1.7	2.6	4.5	6.5
Q5	0.5	0.4	0.7	0.6	0.6	
Q7						
R2	1.0	1.7	1.1	3.5	4.3	4.9
R5	4.0	6.0	7.0	15.0	25.0	55.0
S1	0.9	1.5	2.0	3.0	2.2	3.7
S3						
S4	2.7	2.7	2.7	2.8		4.5
S5						
S6	3.5	5.0	6.0	8.0	12.0	30.0
S7		2.5	20.0			
S8	3.0	3.0	4.0	5.0	8.0	10.0
S9		1.5	2.0	2.7	4.7	8.4
T1	3.0	4.4	11.0	18.0		
T2						
T3						
T4	1.0	1.4	1.6	3.6	5.4	14.7
T5	1.1	0.5	0.8	2.1	3.2	5.5
T6						
T7						
T8						
T9						
U1						
U2	3.7	4.3	4.7	14.5	10.0	20.8
U3						
U4	1.8	2.1	1.7	4.3	4.0	11.2
U5						
U6						
U7	2.8	4.6	5.3	8.5	14.0	30.0
U8	2.6	3.8	6.2	2.8	36.8	18.3
U9	1.8		2.1	1.0		
V1	4.0	8.0	10.0	20.0	38.0	
V2		50.0	30.0	10.0	30.0	200.0
V3	2.5	3.3	6.0	5.8	6.0	10.3
V4	6.0	7.9	8.3	13.4	19.1	105.4

Participant	BC5 (cont)			
	On-site input			
	Domestic hrs planned		Domestic actual hours	
Dwellings	Alterations and extensions	Dwellings	Alterations and extensions	
Lowest 10%	2.7	1.6	1.6	1.2
Lowest 25%	3.0	2.2	3.0	2.0
Median	4.5	3.5	4.7	3.1
Highest 25%	8.0	5.8	7.6	5.1
Highest 10%	15.8	8.7	14.0	8.2
# of observations	33	38	54	60
A1			2.5	2.5
A2	15.0	7.5	16.0	8.0
A4	8.0	5.0		
A7	8.0	6.0		4.0
B3	0.6	0.8	0.6	0.8
B7			1.3	2.8
B9				
C1	3.5	1.6	3.2	2.1
C2	2.7	2.1	3.8	2.0
C6				
C8				
D2			7.5	4.0
D5			11.8	4.7
D7		5.0		5.0
D8	18.7	16.3	14.1	12.2
E1		0.6		0.6
E3	3.0	5.0	3.0	6.0
E5				
E9				
F1				
F3				
F6				
F7	3.0	2.0	3.0	3.0
F8	3.0	2.5	3.0	3.2
G1	11.0	4.5		
G3			5.0	5.0
G4			7.2	2.0
G5	16.0	5.0	14.0	5.0
G6	3.5	2.5	3.1	2.6
G7				
H3				
H4				
H5	5.0	3.0	5.0	2.5
H6				
H7			2.5	1.4
H9				
J2				
J3				
J6				
J8	4.7	3.7	5.0	3.3
J9				
K1	3.9	2.6	0.6	0.5
K2			7.6	6.6
K3	4.5	2.7	1.9	1.9
K4	3.0	2.0		
K5	8.0	6.0		
K6			3.6	2.7
K7			5.1	3.3
K8	3.0	2.1	2.5	2.4
L1	1.5	1.3	1.5	1.0
L2	8.0	3.6	8.0	3.2
L3			48.0	
L4	11.0	5.0	11.0	5.0

Participant	BC5 (cont)			
	On-site input			
	Domestic hrs planned		Domestic actual hours	
	Dwellings	Alterations and extensions	Dwellings	Alterations and extensions
Lowest 10%	2.7	1.6	1.6	1.2
Lowest 25%	3.0	2.2	3.0	2.0
Median	4.5	3.5	4.7	3.1
Highest 25%	8.0	5.8	7.6	5.1
Highest 10%	15.8	8.7	14.0	8.2
# of observations	33	38	54	60
L5			9.8	5.2
L6				
M3				
M4				
M6				
M7				
M9			6.7	6.4
N1				
N7				
N8			7.2	4.5
P1			4.7	2.9
P3				
P5				
P6				
P8			1.3	0.5
P9				1.0
Q4	2.3	1.5	2.2	1.2
Q5	8.0	3.3	5.0	2.3
Q7				
R2			3.1	2.0
R5		5.0		6.0
S1			2.7	6.0
S3				
S4			3.4	1.2
S5				
S6	7.5	6.0	8.0	6.5
S7		26.0		31.5
S8	4.0	3.0	4.0	3.0
S9		1.8		2.5
T1	4.5	3.0	5.5	3.6
T2	10.0	8.5	10.5	9.8
T3				
T4			4.9	2.8
T5			0.5	1.4
T6				
T7				
T8				
T9				
U1				
U2			4.5	4.3
U3				
U4			4.8	3.3
U5				
U6				
U7	3.0	6.5	3.0	6.3
U8			4.0	1.9
U9	3.3	3.3	2.8	1.8
V1	17.5	9.0	22.0	12.0
V2	150.0	14.0	160.0	15.0
V3			7.0	2.5
V4			67.0	9.5

Participant	BC6 Ensuring compliance	BC7 Customer satisfaction <i>Domestic</i>					
	Percentage of projects where completion certificates issued	Survey response rate	Added value to the finished product	Being helpful and responsive to needs	Applying the Building Regulations	The overall service	Small sample indicator (if fewer than 10 responses)
Lowest 10%	76%	10%	76%	87%	92%	89%	
Lowest 25%	99%	17%	87%	94%	94%	94%	
Median	100%	28%	93%	98%	98%	98%	
Highest 25%	100%	38%	100%	100%	100%	100%	
Highest 10%	100%	51%	100%	100%	100%	100%	
# of observations	99	72	68	70	70	70	
L5	88%						
L6	100%		96%	96%	96%	96%	
M3	100%	31%	5%				
M4	100%	23%	93%	93%	93%	90%	
M6	99%						
M7	100%	16%	99%	99%	99%	99%	
M9	100%	38%	67%	91%	97%	96%	
N1	100%	61%		96%	96%	96%	
N7	100%	24%	91%	94%	95%	95%	
N8	75%	100%	90%	100%	100%	80%	
P1	100%	6%	87%	80%	80%	100%	
P3	65%	10%	94%	94%	94%	94%	
P5	100%						
P6	98%	29%	88%	97%	96%	96%	
P8	100%	48%	82%	83%	81%	82%	
P9	100%	17%	100%	100%	100%	100%	
Q4	100%	41%	90%	96%	98%	99%	
Q5	100%	31%	100%	100%	100%	98%	
Q7	100%						
R2	100%	10%	92%	96%	97%	95%	
R5	100%	11%	100%	100%	100%	100%	small sample
S1	75%	33%	86%	96%	94%	95%	
S3	98%	24%	79%	95%	92%	89%	
S4	100%	36%	100%	94%	92%	97%	
S5	75%						
S6	100%	19%	97%	94%	93%	95%	
S7	100%	43%	100%	100%	100%	100%	small sample
S8	2%	10%	100%	100%	100%	100%	
S9	100%	33%	100%	100%	100%	100%	small sample
T1	73%	20%	88%	98%	98%	94%	
T2	100%	26%	93%	95%	94%	93%	
T3	98%						
T4	100%	12%	100%	100%	100%	100%	small sample
T5	100%	53%		98%	97%	98%	
T6	99%	5%	112%	88%	94%	92%	
T7	100%						
T8	100%	39%	68%	87%	87%	89%	
T9							
U1	100%	34%	100%	83%	98%	98%	
U2	82%						
U3	87%	25%	63%	79%	68%	68%	
U4	100%	46%	83%	86%	93%	91%	
U5	100%		70%	100%	100%	100%	
U6	99%	8%					
U7	100%						
U8	100%	31%	88%	100%	100%	100%	
U9	100%	75%	92%	100%	100%	100%	
V1	100%	12%	97%	100%	99%	97%	
V2	100%						
V3	85%		85%	100%	100%	100%	
V4	100%						

BC7 (cont)

Customer satisfaction

Non-domestic

Participant	Survey response rate	Added value to the finished product	Being helpful and responsive to needs	Applying the Building Regulations professionally	The overall service	Small sample indicator (if fewer than 10 responses)
Lowest 10%	9%	78%	93%	93%	92%	
Lowest 25%	14%	89%	97%	96%	96%	
Median	24%	100%	100%	100%	100%	
Highest 25%	43%	100%	100%	100%	100%	
Highest 10%	65%	100%	100%	100%	100%	
# of observations	63	63	64	63	64	
A1	43%	96%	100%	100%	100%	
A2	22%	100%	100%	100%	100%	
A4	29%	100%	100%	100%	100%	small sample
A7						
B3	13%	100%	100%	100%	100%	small sample
B7	27%	100%	100%	100%	100%	
B9						
C1	14%	100%	100%	100%	100%	small sample
C2	38%	100%	100%	100%	100%	
C6						
C8	24%	100%	100%	100%	100%	
D2						
D5	5%	92%	97%	95%	90%	
D7						
D8	5%					
E1	32%	100%	100%	100%	100%	
E3						
E5	20%	90%	93%	88%	90%	
E9						
F1	49%	89%	100%	100%	100%	
F3	20%	100%	100%	100%	100%	small sample
F6						
F7	85%	100%	100%	100%	100%	
F8	15%	96%	95%	95%	96%	
G1	50%	97%	100%	100%	100%	
G3						
G4	28%					
G5	29%	97%	94%	97%	97%	
G6	49%	89%	95%	95%	95%	
G7	100%		100%		100%	
H3						
H4	17%	50%	100%	100%	100%	small sample
H5						
H6						
H7						
H9						
J2	18%	75%	100%	100%	100%	small sample
J3						
J6	13%	87%	91%	95%	97%	
J8	71%	100%	100%	100%	100%	small sample
J9	20%	86%	100%	86%	86%	small sample
K1	17%	100%	100%	100%	100%	
K2						
K3	41%	100%	95%	90%	95%	
K4						
K5	18%	100%	100%	100%	100%	small sample
K6						
K7	10%	80%	83%	83%	100%	small sample
K8	38%	67%	100%	100%	100%	small sample
L1		90%	90%	100%	90%	
L2						
L3	35%	77%	91%	100%	95%	
L4	31%	100%	100%	100%	100%	small sample

BC7 (cont)

Customer satisfaction

Non-domestic

Participant	Survey response rate	Added value to the finished product	Being helpful and responsive to needs	Applying the Building Regulations professionally	The overall service	Small sample indicator (if fewer than 10 responses)
Lowest 10%	9%	78%	93%	93%	92%	
Lowest 25%	14%	89%	97%	96%	96%	
Median	24%	100%	100%	100%	100%	
Highest 25%	43%	100%	100%	100%	100%	
Highest 10%	65%	100%	100%	100%	100%	
# of observations	63	63	64	63	64	
L5						
L6	31%	96%	96%	96%	96%	
M3						
M4	36%	85%	92%	92%	92%	
M6	66%	89%	94%	95%	92%	
M7	16%	100%	100%	100%	100%	small sample
M9	77%	68%	95%	95%	95%	
N1						
N7	12%	92%	100%	100%	100%	
N8	100%	90%	100%	100%	95%	
P1		100%	100%	100%	100%	small sample
P3	1%	100%	100%	100%	100%	small sample
P5						
P6	20%	100%	100%	100%	100%	small sample
P8						
P9	19%	100%	100%	100%	100%	
Q4	43%	83%	100%	96%	96%	
Q5	2%	100%	100%	100%	100%	small sample
Q7						
R2	10%	100%	100%	100%	100%	small sample
R5	4%	100%	100%	100%	100%	small sample
S1	9%	71%	100%	86%	83%	small sample
S3	33%	33%	100%	100%	100%	small sample
S4						
S5						
S6	29%	100%	100%	100%	100%	
S7	43%	100%	100%	100%	100%	small sample
S8		100%	100%	100%	100%	
S9						
T1	20%	89%	97%	100%	94%	
T2	12%	95%	91%	89%	96%	
T3						
T4	13%	100%	100%	100%	100%	
T5	53%	91%	97%	100%	91%	
T6	6%	100%	100%	100%	100%	small sample
T7	59%	100%	95%	95%	100%	
T8	100%	100%	100%	100%	100%	small sample
T9						
U1						
U2						
U3	48%	88%	100%	100%	88%	
U4	45%	92%	96%	96%	96%	
U5						
U6	9%	100%	100%	100%	100%	
U7	21%	100%	100%	100%	100%	small sample
U8	14%	100%	100%	100%	100%	small sample
U9						
V1						
V2						
V3						
V4						

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