

Dundee City Council Local Performance Indicators Three Year Comparison Table

(KPI) Performance Indicators	2010/2011		2009/2010		2008/2009	
	Target	Actual	Target	Actual	Target	Actual
The percentage of requests for a Building Warrant responded to within 15 working days	80%	96.03%	80%	81%	80%	75.02%
The percentage of requests for a Building Warrant responded to within 20 working days (New KPI 2009/10)	80%	99%	80%	88%	NA	NA
The average time taken to respond to a completion certificate submission	14 days	2.61days	14days	2.83 days	14 days	3.76 days
The percentage of Building warrants issued (or otherwise determined) within 6 days from receipt of competent plans	80%	93.53%	80%	91.27%	80%	88.66%
The percentage of completion certificates accepted (or otherwise determined) within 3 working days	80%	97.76%	80%	99.16%	80%	96.13%