

Performance Monitoring

October 2012 – December 2012

Review Period:

Table 2. - Team performance (Technical Support)				
	JOB	Delivery Targets (working days)	Targets Met ✓	Target Not Met *
1.	BOOKING IN OF NEW APPLICATIONS To register new applications onto the database, with unique sequential number (all info avail)	1 day	✓	
2.	FORMAL DECISION To update the office records and create the notification paperwork for the customer	2 days	✓	
3.	INVOICING In liaison with Debtors, raise invoice(s) for outstanding monies / Inspection Fees	5 days	✓	
4.	COMPLETION Verify data and monies received, to enable application(s) to be complete.	5 days	✓	
5.	SEARCHES Send out replies to specific questions received via Con 29's & Local Land Searches	5 Days	✓*	*Occasional slippage at Burnley but extra assistance brought in
6.	DEMOLITION SECTION 80 To record Private and Public Demolitions taking place within the Borough(s)	5 Days	✓	
7.	DANGEROUS BUILDINGS Register dangerous building call out(s) and follow up actions required.	3 Days	✓	