

Planning Service Performance Standards April – June 2012

Service Standards	Target	Achievement
Percentage of Decisions issued within 3 days of Officer recommendation	90%	93%
Major applications determined within 13 weeks	60%	57%
Minor applications determined within 8 weeks	65%	53%
Other applications determined within 8 weeks	80%	66%
Householder applications determined in 8 weeks	85%	72%
Listed Building and Conservation Area Consents determined within 8 weeks	80%	61%
Enforcement Site Visits undertaken within 15 days of complaint receipt	90%	100%
Building Regulation Full Plan applications determined in 2 months	95%	100%
Building Regulation Applications examined within 3 weeks	95%	85%
Delegated decisions	90%	93%
Applications over 13 weeks old without a decision	<45	36
Customers rating the service good	75%	88%
Land charge searches returned within 5 days	100%	100%

Value for Money = 88%