

Planning Service Performance Standard April – June 2013

Service Standards	Target	Achievement
Percentage of Decisions issued within 3 days of Officer recommendation	95%	98%
Major applications determined within 13 weeks	60%	0%
Minor applications determined within 8 weeks	65%	41%
Other applications determined within 8 weeks	80%	76%
Householder applications determined in 8 weeks	80%	83%
Listed Building and Conservation Area Consents determined within 8 weeks	80%	66%
Determine all applications within 26 weeks (per annum – Government Guarantee)	100%	94.7%
Enforcement Site Visits undertaken within 15 days of complaint receipt	87%	92%
Building Regulation Full Plan applications determined in 2 months	95%	100%
Building Regulation Applications examined within 3 weeks	95%	93%
Delegated decisions	90%	93%
Applications over 13 weeks old without a decision	<45	50
Customers rating the service good	80%	92%