

**Planning Service Performance Standard January – March 2012**

<b>Service Standards</b>	<b>Target</b>	<b>Achievement</b>
Percentage of Decisions issued within 3 days of Officer recommendation	90%	96%
Major applications determined within 13 weeks	60%	55%
Minor applications determined within 8 weeks	65%	69%
Other applications determined within 8 weeks	80%	82%
Householder applications determined in 8 weeks	85%	85%
Listed Building and Conservation Area Consents determined within 8 weeks	80%	89%
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%	87%
Delegated decisions	90%	89%
Applications over 13 weeks old without a decision	<45	31
Customers rating the service good	75%	97%
Land charge searches returned within 5 days	100%	100%

A "Good Two Star Service" as rated by the Audit Commission

Value for Money = 96%