

**Planning Service Performance Standards January – March 2014**

<b>Service Standards</b>	<b>Target</b>	<b>Achievement</b>
Percentage of Decisions issued within 3 days of Officer recommendation	95%	94%
Major applications determined within 13 weeks	60%	57%
Minor applications determined within 8 weeks	65%	57%
Other applications determined within 8 weeks	80%	84%
Householder applications determined in 8 weeks	80%	89%
Listed Building and Conservation Area Consents determined within 8 weeks	80%	79%
Major applications determined within 13 weeks (over last 2 years)	>30%	55%
Major applications overturned at appeal (over last 2 years)	<20%	85%
Determine all applications within 26 weeks (per annum – Government Guarantee)	100%	95%
Enforcement Site Visits undertaken within 15 days of complaint receipt	87%	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	34
Customers rating the service good	80%	94%