

Planning Service Performance Standard July – September 2012

Service Standards	Target	Achievement
Percentage of Decisions issued within 3 days of Officer recommendation	95%	96%
Major applications determined within 13 weeks	60%	85%
Minor applications determined within 8 weeks	65%	66%
Other applications determined within 8 weeks	80%	86%
Householder applications determined in 8 weeks	80%	88%
Listed Building and Conservation Area Consents determined within 8 weeks	80%	86%
Enforcement Site Visits undertaken within 15 days of complaint receipt	87%	100%
Building Regulation Full Plan applications determined in 2 months	95%	99%
Building Regulation Applications examined within 3 weeks	95%	92%
Delegated decisions	90%	91%
Applications over 13 weeks old without a decision	<45	42
Customers rating the service good	80%	85%
Land charge searches returned within 5 days	100%	100%

Value for Money = 96%