

Planning Service Performance Standard October – December 2012

Service Standards	Target	Achievement
Percentage of Decisions issued within 3 days of Officer recommendation	95%	97%
Major applications determined within 13 weeks	60%	61%
Minor applications determined within 8 weeks	65%	67%
Other applications determined within 8 weeks	80%	88%
Householder applications determined in 8 weeks	80%	87%
Listed Building and Conservation Area Consents determined within 8 weeks	80%	79%
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%	97%
Delegated decisions	90%	93%
Applications over 13 weeks old without a decision	<45	>46
Customers rating the service good	80%	97%
Percentage of all Applications determined within 26 weeks (in the last 12 months) 'Proposed Government Guarantee'	97%	97%
Percentage of Major Applications determined within 26 weeks (in the last 12 months) 'Proposed Government Guarantee'	97%	86%

Value for Money = 88%