

Planning Service Performance Standard October – December 2013

Service Standards	Target	Achievement
Percentage of Decisions issued within 3 days of Officer recommendation	95%	98%
Major applications determined within 13 weeks	60%	55%
Minor applications determined within 8 weeks	65%	56%
Other applications determined within 8 weeks	80%	73%
Householder applications determined in 8 weeks	80%	82%
Listed Building and Conservation Area Consents determined within 8 weeks	80%	68%
Major applications determined within 13 weeks (over last 2 years)	>30%	55%
Major applications overturned at appeal (over last 2 years)	<20%	71%
Determine all applications within 26 weeks (per annum – Government Guarantee)	100%	97%
Enforcement Site Visits undertaken within 15 days of complaint receipt	87%	84%
Building Regulation Full Plan applications determined in 2 months	95%	100%
Building Regulation Applications examined within 3 weeks	95%	90%
Delegated decisions	90%	91%
Applications over 13 weeks old without a decision	<45	53
Customers rating the service good	80%	88%