

APPENDIX 3 - SERVICE CHARTER RESULTS

STANDARD	DETAILS		Q3		Q2		Q1		Q4		Q3		Q2		Q1	
DEVELOPMENT MANAGEMENT			No of tasks	% in time	No of tasks	% in time	No of tasks	% in time	No of tasks	% in time	No of tasks	% in time	No of tasks	% in time	No of tasks	% in time
1	We will acknowledge all applications within 3 working days of receipt	LEVEL	77	100%	95	100%	79	99%	69	99%	99	97%	85	97%	109	98%
2	We will check all applications for sufficient information within 5 working days of receipt and either: - request further information to validate the application; or - write to confirm the application is valid.	DOWN	80	59%	96	97%	75	97%	73	95%	92	95%	80	78%	111	95%
3	We will do a site visit within 20 working days of receiving a valid planning application.	DOWN	37	49%	54	67%	38	82%	44	86%	51	88%	57	75%	77	79%
4A	We will decide 90% of householder applications within 2 months	DOWN	18	55%	27	78%	13	85%	25	68%	21	62%	12	67%	30	77%
4B	We will decide 80% of all local applications within 2 months	DOWN	85	41%	67	67%	47	53%	89	48%	90	54%	84	48%	72	58%
5	We will issue delegated decisions within 10 working days of the case officer making their recommendation (status changing to pending decision).	DOWN	66	82%	57	84%	50	82%	81	90%	89	84%	71	93%	68	81%
6	We will respond to pre-application enquiries within 20 working days.	DOWN	70	67%	63	73%	72	81%	66	66%	84	83%	75	79%	86	73%
PLANNING AND ACCESS COMMITTEE																
7	The planning committee will at all times operate under the terms of its standing orders and observe the code of conduct for members		YES		YES		YES		YES		YES		YES		YES	
8	We will publish an annual diary of committee meeting dates on our web-site in January of each year.		N/A		N/A		N/A		YES		N/A		N/A		N/A	
9	We will write to anyone who has made a written representation about an application 7 working days before the meeting	DOWN	265	49%	177	100%	92	99%	152	14%	91	100%	0	0	144	100%
10	We will make committee papers available on our web-site and at our headquarters at least 7 working days before the date of each meeting	LEVEL	2	100%	3	UNKNOWN	3	100%	3	100%	4	50%	1	100	4	100%
11	We will publish draft minutes on our web-site within 10 working days of each meeting.	LEVEL	2	50%	3	UNKNOWN	3	100%	3	100%	4	50%	1	100	4	75%
LOCAL REVIEW BODY																
12	We will validate a notice of review within 7 working days of receipt.		1	100%	0		0		0		1	100	0		0	
13	We will make the notice of review available on our web-site and at our headquarters, and notify all interested parties, within 7 working days of the date of receipt of a valid review.		1	100%	0		0		0		1	100	0		0	
14	The local review body will at all times operate under the terms of its standing orders.		YES		0		0		YES		0		0		0	
15	The local review body will aim to decide 80% of all reviews within 2 months.		0	0%	0		0		1	0%	0		0		0	

SERVICE CHARTER RESULTS

STANDARD	DETAILS		Q3	Q2	Q1	Q4	Q3	Q2	Q1							
<b>MONITORING</b>																
16	We will acknowledge notices of initiation of development within 3 working days of receipt.	LEVEL	15	100%	24	100%	38	100%	26	100%	16	100%	17	100%	11	95%
17	We will respond to information submitted to meet conditions on a planning permission within 20 working days.	UP	37	100%	46	92%	67	99%	57	88%	31	97%	45	93%	33	90%
18	We will determine a written request for a non-material variation to a planning permission within 20 working days.	LEVEL	13	100%	13	100%	7	100%	17	94%	9	100%	5	100%	10	90%
<b>ENFORCEMENT</b>																
19	We will acknowledge receipt of written enquiries or complaints within 5 working days	LEVEL	7	100%	11	100%	8	100%	5	100%	1	100%	9	100%	6	100%
20	We will respect the confidentiality of anyone raising a concern about a possible breach of planning control as far as is reasonably and legally possible.		YES		YES		YES		YES		YES		YES		YES	
21	We will write to complainants within 20 working days of receipt of a written enquiry, to advise whether further action will be taken.	UP	3	100%	11	91%	8	87.50%	5	100%	1	100%	9	77%	6	83%
22	We will do an initial inspection of sites within the following timescales: High priority 5 working days Medium priority 15 working days Low priority 20 working days	LEVEL	7	100%	11	100%	8	100%	5	100%	1	100%	9	88%	6	100%
<b>DEVELOPMENT PLANNING</b>																
23	We will write all policy and guidance in clear english		N/A		N/A		N/A		YES		YES		YES		YES	
24	We will continue to produce supplementary planning guidance to support the implementation of our local plan.		N/A		N/A		YES		YES		YES		YES		YES	
25	We will always publish draft guidance on our web-site and consult the public, community councils and other stakeholders for a minimum of 6 weeks.		N/A		N/A		1	100%	1	100%	0		3	100%	0	
26	We will acknowledge receipt of written consultation responses and update responders at key stages of the process.		N/A		N/A		16	100%	35	100%	24	100%	27	100%	0	
27	We will monitor the adopted local plan to review its effectiveness and publish the results on our web-site.		N/A		N/A		YES		YES		YES		YES			