

PROCESSING OF PLANNING APPLICATIONS



PERFORMANCE INDICATORS

During the month of March 2012

Received 105 Planning Application fees amounted to £35,970 and Advert fees of £5,000

Determined 110 Approved 98 Refused 6 Other 6

Online applications received 25% of all applications received.
Number of pre-application enquiries received 26.
Number of screening and scoping opinions received 5.

	target	This month	Last month	since 1 st April 2011
Register valid planning applications within 5 days (validated within current month)	85%	98.7%	89.9%	84.6%
Notify applicant within 5 days if application is invalid (notification within current month)(officers may seek to extend period of invalidity to obtain necessary material or information)	80%	88.9%	90.0%	85.6%
Issue decision notice within 3 days of decision (not including applications awaiting legal agreements) (issue within current month)	80%	98.4%	100%	96.9%
Register valid planning applications within 1 day (validated within current month) T & CP(Development Management Procedures)(Scotland) Act 2008 Part 3 Section 14		16.5%	14.1%	

During the year from 1 April 2010 to 31 March 2011

Received 1249 Planning Application fees amounted to £605,175 and Advert fees of £61,800

Determined 1142 Approved 1072 Refused 56 Other 14

	Target	Last Year	Previous Year
Register valid planning applications within 5 days	80%	91.1%	70.0%
Notify applicant within 5 days if application is invalid	80%	88.7%	67.0%
Issue decision notice within 3 days of decision (not including application awaiting legal agreements)	80%	99.2%	100%

The continuous Customer Survey revealed that throughout the fourth quarter of 2011 77.0% of customers were fairly or very satisfied with the service. This compares with 72.7% in the previous quarter and 62.6% in the fourth quarter 2010.