

Planning & Regeneration Application Performance 2018-19

All authorities undertaking district level planning in England report performance statistics to the Department for Communities and Local Government on a quarterly basis.

This information is aggregated into the Planning Statistical Release, published quarterly in arrears, and can be used to compare our performance in timeliness of determining planning applications against the average for other local planning authorities across the country.

		Target	Q1 Apr – Jun 2018	Q2 Jul – Sept 2018	Q3 Oct – Dec 2018	Q4 Jan - Mar 2019
Major applications decided within 13 weeks or agreed time	CBC	70%	86%	93%	82%	91%
	DCLG average	60%	88%	88%	89%	88%
Minor applications decided within 8 weeks or agreed time	CBC	80%	85%	93%	91%	94%
	DCLG average	70%	77%	85%	85%	84%
Other applications decided within 8 weeks or agreed time	CBC	90%	88%	95%	97%	97%
	DCLG average	70%	90%	90%	90%	88%

Planning & Regeneration Customer Service Performance 2018-19

Customer Satisfaction Feedback Responses (GovMetric)

	Full Year 2018-19		
	Good	Average	Poor
Phone	96% (-4%)	2% (+2%)	2% (+2%)
Face-to-Face	85% (0%)	5% (-4%)	10% (-3%)
Web	31% (-4%)	16% (0%)	53% (+5%)

Complaints 2018/19

Number of Stage 1 complaints received = 7 (0.58 per month)

3 out of 7 (43%) of Stage 1 complaints progressed to Stage 2

1 out of 10 (10%) of Stage 1 or Stage 2 complaints was Partially Upheld

Praise

Examples of customer comments / praise received during 2018-19

- Haydon Road Residents Association emailed Louise Winson to thank her and Sarah Hallam for their work intervening in the building of an extension where the incorrect tiles were being used. "Please convey our thanks to whoever stepped in to rectify the error. Care and attention of the officers much appreciated".
- A customer emailed to thank Pat Reid following a plans committee meeting to thank him saying "thanks for your balanced and well thought through presentation of the issues and opportunities which our site presents".
- Sharon King received an email from a customer thanking her for "many thanks for taking trouble to get some more data on this topic... it is a pleasure to come across people who get engaged".
- Neil Chantrill received an email from a customer following work on an enforcement case. "Thank you very much for your attention to all the issues we raised".
- Louise Winson received an email of thanks from the university after working on a planning application from them: "I just wanted to drop you a line to thank you and your colleagues for the way in which you presented the University's proposals and responded to Members questions at last night's committee meeting. The University is extremely pleased with the positive outcome and wanted me to express their gratitude to everyone for their valuable input into the preparation of the scheme proposals and the hard work that they put in during the determination process.
- Nola O'Donnell received thanks in an email from a customer following a site visit. "Thank-you for taking the time to meet & talk on Monday. it was lovely to meet you on Monday and I found the whole conversation very interesting and informative".
- Sean Gorman received an email of thanks from a customer following correspondence on the methodology for assessing the concentration of houses in multiple occupation. "Thank you for your prompt and very informative reply".
- A customer emailed Pat Reid to thank him following a number of months of engagement on a planning application. "On reflection it's clear that your presentation and responses to various queries were critical in securing a positive outcome. Then of course there is the significant and thorough work of yours in the lead up to committee. As applicant and indeed planning consultant I have

been very impressed by your positive and consistent commitment to the project and for that I am very grateful”.

- Matthew Reed received feedback from a customer seeking to understand the permissions they would require to make alterations to their property. “That's very helpful, thank you for getting back to us so quickly”.
- Mark Fennell received feedback from a customer that had previously lodged a complaint with the service and who needed to do urgent tree works. “Thank you for responding so quickly”.