



Planning Services

Service Standard	Your contribution – how you can help us
Development Control	
We will decide 67% of minor planning applications within eight weeks	<u>Ensure that forms are completed in accordance with our guidance notes, and that plans and drawings are accurate</u>
We will resolve 83% of other planning applications within eight weeks	<u>Ensure that forms are completed in accordance with our guidance notes, and that plans and drawings are accurate</u>
We will restrict departures from the Local Plan to below 0.7% of all planning decisions granted a year	
We will despatch 90% of Planning Committee decisions within 48 hours	
Trees & Landscape	
We will decide applications on tree work in Conservation Areas within six weeks	<u>Ensure that application forms are completed accurately</u>
We will aim to reach a decision on Tree Preservation Orders within eight weeks	
We will make Hedgerow Regulation decisions within six weeks	<u>Ensure that application forms are completed accurately</u>
We will give arboricultural advice within 14 days of a request	Give us as much information as you can regarding your request
We will carry out site visits within three working days of receiving a complaint, if required	Give us as much information as you can regarding your complaint
Enforcement	
We will begin investigating planning enforcement complaints within three days and report back within 21 days	Give us as much information as possible regarding your complaint

We will make an initial assessment of planning enforcement complaint cases within 10 days of receipt of a complaint	Give us as much information as possible regarding your complaint
Building Control	
We will register and acknowledge all Building Regulation applications within 48 hours	Ensure that the correct forms are completed in accordance with our guidance, and that plans and drawings are accurate
We will check full Building Regulations applications within 15 days	Ensure that the correct forms are completed in accordance with our guidance, and that plans and drawings are accurate
We will undertake all Building Control inspections within 24 hours, if received before 10am, or the next day if received after 10am	Ensure your call is received before 10am if you require an urgent inspection
Inspect dangerous structures within two hours of notification	Telephone the Building Control office as quickly as possible in the event of an incident