

Performance Indicators	05/06	06/07	07/08	09/10	Local Target
Plan Appraisal – Percentage of applications where first substantive response given within 10 working days	42.90%	33.02%	47.07%	33.00%	60%
Plan Appraisal – Percentage of applications where first substantive response given within 15 working days	65.50%	61.28%	78.88%	83.00%	80%
Plan Appraisal – Percentage of applications where decisions are issued within 5 weeks	74.20%	74.14%	72.06%	87.00%	72%
Plan Appraisal – Percentage of applications where decisions are issued within 2 months	90.40%	91.98%	92.35%	97.00%	100%
Percentage of completion certificates issued within 5 working days	97.00%	98.88%	99.00%	96.00%	100%
Customer Satisfaction – Percentage of customers who indicated that they are very satisfied or fairly satisfied with the service provision	95.75%	96.50%	98.12%	100%	95%
Building Notices accepted within 48 hours	Not Measured	Not Measured	100%	100%	100%