



From mountain to sea

Development Management Customer Charter

Service Standards Performance 2020 - 2021



Visitors

Target: 85% of visitors with an appointment are seen within 5 minutes of the agreed time
Compliance: 100%

Note these results are based on the 2019 results due to Covid-19 as no face to face meetings have been held during the pandemic.



Telephone

Target: 85% of calls answered within 12 rings or returned by the end of the next working day
Compliance: 100%



Applications

Target: 85% of planning applications are acknowledged within 3 working days
Compliance: 98% (Quarter 3)



Written Correspondence

Target: 85% of simple general enquires replied to within 5 working days, for more complex enquires we will let you know how long it will take – no more than 20 working days.
Compliance: 100%



Enquiries

Target: 85% of pre application enquiries are acknowledged within 3 working days
Compliance: 86% (Quarter 3)



National Customer Satisfaction

Target: Maintain an overall customer satisfaction rate of 90%
Compliance: 92%

Note these results are based on the 2019 results due to Covid-19.