

## Planning and planning enforcement

Activity / service request	Standard
Application for planning permission	For applications submitted to the service, decisions will be issued within the following timeframes: Majors - within 13 weeks. Minors - within 8 weeks. Others - within 8 weeks.
Validation of planning applications	We aim to validate 100% of planning applications submitted within 10 working days.
Responses to telephone enquiries	If you contact the service by telephone we aim to provide a response within the following timeframes: Initial response within 1 working day. Full response within 10 working days. In instances where a customer is unavailable, a further two attempts will be made before closing the call.
Responses to correspondence including email enquiries	If you contact the service by letter or email we aim to provide a response within the following timeframes: Acknowledge your query within 4 working days. Respond in full or provide a holding letter within 10 working days.
Response to breaches of planning regulations	If you log a service request in relation to a breach of planning regulations we aim to visit the site within : - Urgent cases - within 24 hours where resources permit, and within a period not longer than 3 working days. High Priority cases - within 3 working days where resources permit and within a period not longer than 5 working days All other cases - within 5 working days where resources permit and within a period not longer than 10 working days.
Acknowledgement of breaches of planning regulations	We aim to acknowledge customers service requests within 3 workings days of receipt.