

**INFORMATION ITEM: PLANNING COMPLIANCE TEAM QUARTERLY REPORT ON ACTIVITY & PERFORMANCE – Qtr 2 (Jul-Sept 2014)**

Description	No.	Comments
Complaints Received	156	<i>The number of cases received was 6 above the average for a quarter</i>
Complaints Resolved (cases closed as % of cases received)	140 (89.74%)	<i>The number of cases closed was 10 below the average for a quarter and we closed 16 less than we received</i>
Complaints on Hand/Pending	164/114	Cases on hand has fallen by 18 since Last Quarter and the number of cases pending has fallen by 19.
<b>Enforcement Notices Served</b>		
Type of Notice	No.	Comments
Planning Contravention Notice	1	Requisition for information
Enforcement Notice	1	Change of use and operational development
Operational Development Notice	1	Physical building works
Change of Use Notice	2	Unauthorised use is required to end
<b>Total Notices Served</b>	<b>5</b>	<b>Two less than last quarter</b>
<b>Enforcement Notices Complied With</b>		
Type of Notice	No.	Comments
S215 Untidy land and buildings	1	Overgrown garden and poorly maintained buildings
Operational Development Notice	3	Physical building works
<b>Total Notices Complied with</b>	<b>4</b>	<b>1 more than last quarter</b>

<b>Court Action Agreed</b>		
Type of Notice	No.	Comments
None		
<b>Prosecutions</b>		
Type of Notice	No.	Comments, including cost awards
None		

<b>Performance Measures</b>			
	Description	% / Time	Comments
	% of cases closed within 8 weeks if No Breach found.	76%	10% less than last quarter - Target of 80%
	Average time (weeks) to resolve all cases closed last quarter.	23 weeks	Up by 8 weeks
LPI	% of complaints acknowledged within 3 working days.	99%	2% more than last quarter - Target of 80%
LPI	% of site inspections carried out within 7 days of acknowledgement.	95%	3% less than last quarter - Target of 80%

<b>Cumulative Compliance Performance</b>			
Description	Target	This quarter	Yearly average
Enforcement cases closed within 8 weeks if no breach found.	80% within 8 weeks	76%	79.6%
Acknowledgement of	80% within 3 working days	99%	97.5%

enforcement complaints.			
Enforcement site visits carried out within 7 days of acknowledgement.	80% within 7 days	95%	97.1%