

INFORMATION ITEM: PLANNING COMPLIANCE TEAM QUARTERLY REPORT ON ACTIVITY & PERFORMANCE – (January to March 2016)

| Description | No. | Comments |
|---|--------------|---|
| Complaints Received | 109 | The number has fallen by 62 from the last quarter |
| Complaints Resolved (cases closed as % of cases received) | 129 | The number has fallen by 56 from the last quarter |
| Complaints on Hand/Pending | 92/54 | Cases on hand has fallen by 53 since the last quarter and the number of cases pending has fallen by 72 |
| Enforcement Notices Served | | |
| Planning Contravention Notice | 1 | 15/00503/ENFCOU 25A And 25B Lincoln Road |
| Enforcement Notice | 1 | 15/00528/ENFOTH 80 Storrington Way Werrington |
| Operational Development Notice | 5 | 15/00444/ENFEXT 349 Lincoln Road 15/00267/ENFOTH Riga Restaurant 31 Lincoln Road 15/00070/ENFOTH 583 Lincoln Road 15/00146/ENFEXT Land South of 19 Ivatt Way Westwood 14/00468/ENFEXT 3 - 7 Oxford Road Millfield |
| Total Notices Served | 7 | |

| Enforcement Notices Due and Complied With in the Quarter | | |
|---|----------|--|
| Planning Contravention Notice | 1 | 15/00503/ENFCOU 25A And 25B Lincoln Road |
| Stop Notice | 1 | 15/00420/ENFBCN 270 Eastfield Road Eastfield |
| Operational Development Notice | 1 | 15/00005/ENFOTH M A Food Store 41 - 43 Padholme Road Eastfield |
| Change of Use Notice | 1 | 30 Lynton Road New England |
| Temporary Stop Notice | 1 | 15/00420/ENFBCN 270 Eastfield Road Eastfield |
| Total Notices Complied with | 5 | |

| Enforcement Notices Due but Not Complied With in the Quarter | | |
|---|----------|----------|
| Site | Date Due | Comments |
| Total | 0 | |

| Other Notable Outcomes | | |
|---|-----|--|
| Court Action Agreed | | |
| Failure to comply with enforcement notice. Summons Issued | 1 | 15/00005/ENFOTH M A Food Store 41 - 43 Padholme Road Eastfield |
| Total | 1 | |
| Prosecutions | | |
| Type of Offence | No. | Comments, including cost awards |
| Failure to comply with enforcement notice. | 1 | 13/00387/ENFCOU Land To The South East Of Nine Bridges |
| Total | 1 | |

| Performance Measures | | | |
|-----------------------------|---|----------|---------------|
| | Description | % / Time | Comments |
| | % of cases closed within 8 weeks if No Breach found. | 94% | Target of 80% |
| | Average time (weeks) to resolve all cases closed last quarter. | 13 weeks | |
| LPI | % of complaints acknowledged within 3 working days. | 98% | Target of 80% |
| LPI | % of site inspections carried out within 7 days of acknowledgement. | 99 % | Target of 80% |

| Cumulative Compliance Performance | | | |
|---|---------------------------|--------------|----------------|
| Description | Target | This quarter | Yearly average |
| Enforcement cases closed within 8 weeks if no breach found. | 80% within 8 weeks | 94% | 76.1% |
| Acknowledgement of enforcement complaints. | 80% within 3 working days | 98% | 96.8% |
| Enforcement site visits carried out within 7 days of acknowledgement. | 80% within 7 days | 99% | 97.75% |