

Planning Service Standard

Request for service	Planning service standards	National or local standard
Individual Email acknowledgement	2 working days	Local
Individual Email response	10 working days or 20 working days	Local
Emails into planning@ Inbox	7 working days	Local
Local Plans Inbox and Housing Strategy Inbox	7 working days	Local
Enforcement Inbox	7 working days	Local
Planning Services Feedback @ Inbox	10 working days or 20 working days	
S106 inbox	10 working days	Local
Tree Inbox	10 working days	Local
Pre-application enquiries – Householder	20 working days	Local
Pre-application enquiries - other	8 weeks	Local
From receipt of applications to validation	10 working days	Local
Call backs via phone call.	2 working days	Local
Copy of documents/planning histories/S106 agreements	10 working days	Local
Determination of planning and allied applications	8/13/16 weeks/PPA date/EOT date	National