

## Performance Statistics

Code	Indicator	Actual 05/06	Actual 06/07	Target 07/08	April – June 07	July – Sept 07	Oct – Dec 07	Jan – Mar 08
<b>BV109a</b>	Percentage of major applications determined within 13 weeks	58.63%	61.7%	62%	67.3%	58.3%	61.2%	61.5%
<b>BV109b</b>	Percentage of minor applications determined within 8 weeks	68.56%	70.3%	69%	74.4%	68.3%	57.5%	68.8%
<b>BV109c</b>	Percentage of all other applications determined within 8 weeks	85.18%	84.5%	84%	88.1%	79.5%	74.3%	80.6%
<b>BV111</b>	Percentage of applicants satisfied with the service received	N/A	58%	N/A	N/A	N/A	N/A	N/A
<b>BV204</b>	Percentage of appeals allowed against the Authority's decision to refuse on planning applications	25.55%	28.1%	23%	26.7%	37.5%	35.2%	15.9%
<b>BV205</b>	Quality of service checklist	94.4%	94.4%	100%	N/A	N/A	N/A	N/A
<b>LECCC004</b>	Percentage of visitors waiting less than 10 minutes at a reception point	99.46%	99.3%	99%	100%	100%	100%	100%