

Annex 4: Planning & Sustainable Development

SP Holder	Mike Slater	Work plans	Design, conservation and sustainable development, Development Control, Building Control, Local Land Charges										EMAP	City Strategy				
Customer based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
C2: BV205: Percentage score against Quality of Service Checklist (development control)	-	Yes	New PI	New PI	78%	94%	94%	94%		Annual							100%	100%
Comments (please date and initial comments)														Current				
% of Telephone calls are answered within customer first standards			New PI	New PI	New PI	New PI	95%			< 20sec	11967			12641			95%	95%
										Received	13105			13406				
										Annual	91.32%			94.29%				
Comments (please date and initial comments)														Current	*			
Correspondance replied to within 10 days			New PI	New PI	New PI	81% (409/503)	95%	90%		Replied <10 days	27	37	31	21	30	24	95%	95%
										Letters received	29	40	38	26	40	26		
										Monthly	93%	93%	82%	81%	75%	92%		
Comments (please date and initial comments)														Current	*			
Process based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
P1: BVPI 109a: Percentage of major planning applications determined within 13 weeks.	1.2, 8.1, 8.2, TY, CPA2, P&T	Yes	18%	25.75% [Bottom]	38.46%	62.90%	60%	80%		Requests	6	3	3	1	3	4	65%	70%
Comments (please date and initial comments)										Processed	7	3	3	3	3	4		
										Monthly	85.71%	100.00%	100.00%	33.33%	100.00%	100.00%		
P2: BVPI 109b: Percentage of minor planning applications determined within 8 weeks.	1.2, 8.1, 8.2, TY, CPA2, P&T	Yes	39%	40.15% [Bottom]	61.12%	67.27%	70%	65%		Requests	27	37	39	28	26	28	75%	80%
Comments (please date and initial comments)										Processed	34	44	56	56	36	52		
										Monthly	79.41%	84.09%	69.64%	50.00%	72.22%	53.85%		
P3: BVPI 109c: Percentage of other planning applications determined within 8 weeks.	1.2, 8.1, 8.2, TY, CPA2, P&T	Yes	53%	58.98% [Bottom]	81.65% [Top]	84.37%	85%	85%		Requests	127	132	126	130	119	147	90%	95%
Comments (please date and initial comments)										Processed	140	145	157	160	150	170		
										Monthly	90.71%	91.03%	80.25%	81.25%	79.33%	86.47%		
P4: DC1: Percentage of planning decisions delegated to officers	-	Yes	75%	81%	85.23%	88.00%	90%	90%		Monthly	89.62%	90.00%	91.66%	89%	91.00%	89%	90%	90%
Comments (please date and initial comments)														Current	✓			

PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
COLI89a: Percentage of standard searches returned within 7 working days.	1.2	Yes	New PI	New PI	New PI	New PI	100%	99.9%		Total complete	235	314	327	266	316	279	100%	100%
										Total Searches	235	315	327	266	316	279		
										Monthly	100.00%	99.68%	100.00%	100.00%	100.00%	100.00%		
Comments (please date and initial comments)	COLI 89a and b have replaced BVPI 179. The definition has changed from standard searches returned with 10 working days to standard search returned within 7 working days. COLI89b has added an extra element which monitors non-standard searches.														Current	✘		
COLI89b Percentage of non-standard searches returned within 10 working days.	1.2	Yes	New PI	New PI	New PI	New PI	100%	100%		Total complete	32	66	57	49	46	38	100%	100%
										Total Searches	32	66	57	49	46	38		
										Monthly	100%	100%	100%	100%	100%	100%		
Comments (please date and initial comments)	COLI 89a and b have replaced BVPI 179. The definition has changed from standard searches returned with 10 working days to standard search returned within 7 working days. COLI89b has added an extra element which monitors non-standard searches.														Current	✓		
Finance based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
Comments (please date and initial comments)	All indicators for this section of the balanced scorecard are not reported														Current			
Staff based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
S1: Number of staff days lost to sickness (and stress) (days/FTE)	8.8	Element of corp. PI	-	-	9.92	9.19 days	9 days	10		Quarterly	3.31 days			3.42 days			8 days	7days
Comments (please date and initial comments)															Current	✘		
S2: Number of staff days lost to stress related sickness absence (days/FTE)	8.8	Element of corp. PI	-	-	-	0.41	Not target based	2%		Quarterly	0%			3.72%			Not target based	Not target based
Comments (please date and initial comments)															Current	N/A		
Indicators not on the Service Plan																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
BV204: The percentage of appeals allowed against the authority's decision to refuse planning applications	-	Yes	New PI	New PI	42%	28%	25%	25%		Annual							25%	25%
Comments (please date and initial comments)															Current			