

Annex 3: Planning & Sustainable development

SP Holder Mike Slater

Customer based improvement

PI code and description	Previous Outturns			2007/08			Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	06/07	Target	Actual	Improve		A	M	J	J	A	S	O	N	D	J	F	M	08/09	09/10
C1: BV111: Percentage of applicants satisfied with the Planning Service	Not collected	Not Collected	81%	83%	07/08 85%	Yes 06/07 81%	Annual/ Tri-annual	85%												85%	88%
Comments and information	This indicator is officially reported to the Audit Commission every 3 years. However it is now reported internally on an annual basis.																		Current	✓	
C2: BV205: Percentage score against Quality of Service Checklist (development control)	78%	94%	94%	94%	07/08 94%	Stable (06/07 94%)	Annual	94%												94%	100%
Comments and information																			Current	✓	
BV204: The percentage of appeals allowed against the authority's decision to refuse planning applications	17%	28%	27%	25%	07/08 29%	No (06/07 27%)	Annual	29.00%												24%	23%
Comments and information																			Current	✗	
% of Telephone calls are answered within customer first standards	New PI	New PI	94.12% (53458/ 56797)	95%	07/08 95.63% (62563/ 65424)	Yes (06/07 94.12%)	Calls <20sec	16453			16048			14656			15406			95%	95%
							Calls received	17245			17023			15521			15635				
							Annual	95.41%			94.27%			94.43%			98.54%				
Comments and information	Q1 2006/07 = 11967/13105 Q2 2006/07 = 12641/13406 Q3 2006/07 = 11776/12415 Q4 2006/07 = 17074/17871																		Current	✓	
Correspondance replied to within 10 days across Planning and Sustainable Development	New PI	81% (409/503)	84.88% (275/ 324)	95%	07/08 92.30% (96/104)	Yes (06/07 84.88%)	letters replied <10	10	16	7	4	6	4	7	4	7	10	8	13	95%	95%
							letters received	10	19	8	4	6	5	8	6	7	10	8	13		
							Monthly	100%	84%	88%	100%	100%	80%	88%	67%	100%	100%	100%	100%		
Comments and information	Q1 2006/07 = 95/107 Q2 2006/07 = 75/92 Q3 2006/07 = 69/84 Q4 2006/07 = 36/41																		Current	✗	

Process based improvement

PI code and description	Previous Outturns			2007/08			Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	06/07	Target	Actual	Improve		A	M	J	J	A	S	O	N	D	J	F	M	08/09	09/10
P1: BVPI 109a: Percentage of major planning applications determined within 13 weeks.	38.46%	64.29%	84.31% (43/51)	65%	07/08 73.44% (47/64)	No (06/07 84.31%)	Requests	7	1	6	2	5	6	3	5	4	3	5	0	70%	75%
							Processed	8	2	8	6	9	3	9	4	3	6	0			
							Monthly	87.50%	50.00%	75.00%	33.33%	83.33%	66.67%	100.00%	55.56%	100.00%	100.00%	83.33%	#DIV/0!		
Comments and information	Q1 2006/07 = 12/13 Q2 2006/07 = 7/10 Q3 2006/07 = 9/12 Q4 2006/07 = 15/16																		Current	✓	
P2: BVPI 109b: Percentage of minor planning applications determined within 8 weeks.	61.12%	67.32%	73.00% (384/ 526)	75%	07/08 76.03% (444/ 584)	Yes (06/07 73%)	Requests	40	42	42	47	45	45	40	34	37	26	21	25	78%	80%
							Processed	46	57	57	57	62	56	51	50	42	39	32	35		
							Monthly	86.96%	73.68%	73.68%	82.46%	72.58%	80.36%	78.43%	68.00%	88.10%	66.67%	65.63%	71.43%		
Comments and information	Q1 2006/07 = 105/137 Q2 2006/07 = 88/148 Q3 2006/07 = 101/129 Q4 2006/07 = 90/112																		Current	✓	
P3: BVPI 109c: Percentage of other planning applications determined within 8 weeks.	81.65% [Top]	84.94%	88.12% (1535/ 1742)	90%	07/08 87.67% (1500/ 1711)	No (06/07 88.12%)	Requests	116	136	149	143	161	125	143	131	109	126	80	81	92%	95%
							Processed	132	152	168	156	181	145	162	147	129	149	100	90		
							Monthly	87.88%	89.47%	88.69%	91.67%	88.95%	86.21%	88.27%	89.12%	84.50%	84.56%	80.00%	90.00%		
Comments and information	Q1 2006/07 = 394/442 Q2 2006/07 = 393/477 Q3 2006/07 = 362/409 Q4 2006/07 = 386/414																		Current	✗	
P4: DC1: Percentage of planning decisions delegated to officers	85.23%	88.00%	90%	90%	07/08 89.14% (2102/ 2358)	No (06/07 90%)	Delegated	157	186	208	191	221	184	199	182	160	184	118	112	90%	90%
							Apps	186	211	233	219	249	210	216	206	175	190	138	125		
							Total	84.41%	88.15%	89.27%	87.21%	88.76%	87.62%	92.13%	88.35%	91.43%	96.84%	85.51%	89.60%		
Comments and information	Q1 2006/07 = 90.33% Q2 2006/07 = 89.67% Q3 2006/07 = 90.67% Q4 2006/07 = 88.42%																		Current	✗	
COL189a: Percentage of standard searches returned within 7 working days.	New PI	New PI	100% (3236/ 3237)	100%	07/08 100% (2403/ 2403)	Stable (06/07 100%)	Total complete	278	299	295	269	289	176	217	163	77	94	123	123	100%	100%
							Total Searches	278	299	295	269	289	176	217	163	77	94	123	123		
							Monthly	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
Comments and information	Q1 2006/07 = 876/876 Q2 2006/07 = 861/861 Q3 2006/07 = 790/790 Q4 2006/07 = 709/710																		Current	✓	

PI code and description	Previous Outturns			2007/08			Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	06/07	Target	Actual	Improve		A	M	J	J	A	S	O	N	D	J	F	M	08/09	09/10
COL189b Percentage of non-standard searches returned within 10 working days.	New PI	New PI	100% (534/534)	100%	07/08	Stable (06/07 100%)	Total complete	39	30	40	48	50	40	42	34	27	25	55	46	100%	100%
					Total Searches		39	30	40	48	50	40	42	34	27	25	55	46			
					Monthly		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Comments and information	Q1 2006/07 = 155/155 Q2 2006/07 = 133/133 Q3 2006/07 = 124/124 Q4 2006/07 = 122/122																			Current	✓
Finance based improvement																					
PI code and description	Previous Outturns			2007/08			Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	06/07	Target	Actual	Improve		A	M	J	J	A	S	O	N	D	J	F	M	08/09	09/10
Invoices paid within 30 days in PSD	New PI	New PI	New PI	95%	07/08	Not comp arable	Paid	15	20	15	17	29	17	27	22	34	11	22	38	95%	95%
					Received		15	29	15	20	29	18	28	22	37	14	25	39			
					Monthly		100.00%	68.97%	100.00%	85.00%	100.00%	94.44%	96.43%	100.00%	91.89%	78.57%	88.00%	97.44%			
Comments and information	New PI																			Current	✗
Staff based improvement																					
PI code and description	Previous Outturns			2007/08			Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	06/07	Target	Actual	Improve		A	M	J	J	A	S	O	N	D	J	F	M	08/09	09/10
Percentage of staff in Planning and sustainable development appraised in the last 12 months	-	52.80%	27.27%	100%	07/08	Yes (06/07 77.27%)	Annual	77.27%												100%	100%
					77.27%																
Comments and information																				Current	✗
S2: Number of staff days lost to sickness (and stress) across Planning (days/fulltime)	-	9.19 days	13.36 days	<10 days	07/08 7.57 days	Yes (06/07 13.36 days)	Quarterly	0.99 days (per FTE)			1.78 days (per FTE)			2.97 days			1.74 days			<10 days	<10 days
Comments and information	Q1 2006/07 = 3.31 days Q2 2006/07 = 3.42 days Q3 2006/07 = 4.69 days Q4 2006/07 = 2.09 days																			Current	✓
Days lost for stress related illness as a % of sickness days taken	-	0.41	0.95%	2 days	07/08 13.29% (0.99 days)	No (06/07 0.95%)	Quarterly	0% (0 days per FTE)			0% (0 days per FTE)			17.17% (0.51 days)			28.07% (0.48 days)			Not target based	Not target based
Comments and information	Q1 2006/07 = 0% Q2 2006/07 = 3.72% Q3 2006/07 = 0% Q4 2006/07 = 0%																			Current	✓
% of staff expressing satisfaction with their job (AD Level)		66%	N/A	70%	2007/08 71%	Yes (05/06 66%)	Annual (every 18 months)	71%												N/A	75%
Comments and information																				Current	✓
Indicators not on the Service Plan																					
PI code and description	Previous Outturns			2007/08			Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	06/07	Target	Actual	Improve		A	M	J	J	A	S	O	N	D	J	F	M	08/09	09/10
BVPI 219b - % of conservation areas with an up to date character appraisal	New PI	2.94%	1.00%	2.00%	07/08 2%	Yes (06/07 1%)	Annual	2%												0.00%	0.00%
Comments and information																				Current	✓