

Customer based improvement												
PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
BV111: Percentage of applicants satisfied with the Planning Service	Not Collected	81%	<b>85%</b> (343/404)	84%	N/A	N/A	Annual				86%	88%
											Current	
BV205: Percentage score against Quality of Service Checklist (development control)	94%	94%	94%	94%	N/A	N/A	Annual				100%	100%
											Current	
BV204: The percentage of appeals allowed against the authority's decision to refuse planning applications	28%	27%	29%	25%	N/A	N/A	Annual				25%	23%
											Current	
% of Telephone calls are answered within customer first standards	New PI	94.12% (53458/56797)	<b>95.63%</b> (62563/65424)	95%	Q1 08/09 <b>94.77%</b>	No Q1 07/08 95.41%	Calls <20sec	17040			95%	95%
							Calls received	17980				
							Annual	94.77%				
											Current	✘
Correspondance replied to within 10 days across Planning and Sustainable Development	81% (409/503)	84.88% (275/324)	<b>92.30%</b> (96/104)	95%	Q1 08/09 <b>87.1%</b> (27/31)	No Q1 07/08 89.19%	letters replied <10	11	9	7	95%	95%
							letters received	11	10	10		
							Monthly	100%	90%	70%		
											Current	✘

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	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
Percentage of applicants satisfied with Building Control services	97%	95%	100%	100%	N/A	N/A	Annual				100%	100%
											Current	
<b>Process based improvement</b>												
PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
P1: NPI 157a: Percentage of major planning applications determined within 13 weeks.	64.29%	84.31% (43/51)	<b>73.44%</b> (47/64)	70%	Q1 08/09 <b>88.24%</b> (15/17)	<b>Yes</b> Q1 07/08 77.78%	Requests	4	5	6	75%	75%
							Processed	4	7	6		
							Monthly	100.00%	71.43%	100.00%		
	Was BVPI 109a										Current	✓
P2: NPI 157b: Percentage of minor planning applications determined within 8 weeks.	67.32%	73.00% (384/ 526)	<b>76.03%</b> (444/ 584)	75%	Q1 08/09 <b>72.13%</b> (88/122)	<b>No</b> Q1 77.78%	Requests	38	31	19	77%	79%
							Processed	49	47	26		
							Monthly	77.55%	65.96%	73.08%		
	Was BVPI 109b										Current	✘
P3: NPI 157c: Percentage of other planning applications determined within 8 weeks.	84.94%	88.12% (1535/ 1742)	<b>87.67%</b> (1500/ 1711)	92%	Q1 08/09 <b>87.60%</b> (325/371)	<b>No</b> Q1 07/08 88.72%	Requests	130	114	81	94%	95%
							Processed	139	131	101		
							Monthly	93.53%	87.02%	80.20%		
	Was BVPI 109c										Current	✘
P4: DC1: Percentage of planning decisions delegated to officers	88.00%	90%	<b>89.14%</b> (2102/ 2358)	90%	Q1 08/09 <b>88.26%</b> (451/511)	<b>Yes</b> Q1 07/08 87.46%	Delegated	174	159	118	90%	90%
							Apps	193	185	133		
							Total	90.16%	85.95%	88.72%		
											Current	✘

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	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
COLI89a: Percentage of standard searches returned within 7 working days.	New PI	100%* (3236/ 3237)	<b>100%</b> (2403/ 2403)	100%	Q1 08/09 <b>100%</b> (325 /325)	<b>Stable</b> Q1 07/08 100%	Total complete	142	105	78	100%	100%
							Total Searches	142	105	78		
							Monthly	100.00%	100.00%	100.00%		
										Current	✓	
COLI89b Percentage of non-standard searches returned within 10 working days.	New PI	100% (534/ 534)	<b>100%</b> (476/ 476)	100%	Q1 08/09 <b>100%</b> (103/ 103)	<b>Stable</b> Q1 <b>07/08</b> <b>100%</b>	Total complete	38	24	41	100%	100%
							Total Searches	38	24	41		
							Monthly	100%	100%	100%		
										Current	✓	
BC4: Building Control decision advised within the statutory time limit	97.67%	92.75%	91.33%	95%	Q1 08/09 <b>92%</b>	<b>No</b> Q1 07/08 95.63%	Monthly	88%	93%	95%	97.00%	99%
										Current	✘	

### Resource based improvement

PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
Invoices paid within 30 days in PSD	New PI	New PI	<b>91.75%</b> (267/ 291)	95%	Q1 08/09 <b>88.57%</b> (62/70)	<b>No</b> Q1 07/08 96.61%	Paid	19	26	17	95%	95%
							Received	20	30	20		
							Monthly	95.00%	86.67%	85.00%		
New PI										Current	✘	
Percentage of staff in Planning and sustainable development appraised in the last 12 months	52.80%	27.27%	77.27%	100%	N/A	N/A	Annual				100%	100%
										Current		

PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
S2: Number of staff days lost to sickness (and stress) across Planning (days/fulltime)	9.19 days	13.36 days	7.57 days	<8 days	Q1 08/09 <b>2.55 days</b>	<b>No</b> Q1 07/08 0.99 days	Quarterly	2.55 days			<8 days	<8 days
											Current	✘
Number of Days lost for stress related illness across Planning and Sustainable Development	0.41	0.95%	0.99 days (13.29%)	<2 days	Q1 08/09 <b>0.70 days</b>	<b>No</b> Q1 07/08 0 days	Quarterly	0.70 days (27.47% of sick days taken)			<2 days	<2 days
											Current	✘
% of staff expressing satisfaction with their job (AD Level)	66%	N/A	71%	71%	N/A	N/A	Annual (every 18 months)				N/A	75%
											Current	

### Not on the Service Plan

PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
BVPI 219b - % of conservation areas with an up to date character appraisal	2.94%	1.00%	2.00%	2.00%	N/A	N/A	Annual				4.00%	2.00%
	Replaces BVIP 219b										Current	
NPI 185: CO2 Reduction from Local Authority Operations	New PI	New PI	1.00%	4.00%	N/A	N/A	Annual				2.00%	2.00%
											Current	
NPI 186: Per Capita CO2 emissions in the LA area	New PI	New PI	7.30%	-4.00%	N/A	N/A	Annual				-8.00%	-12.00%
											Current	

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	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
NPI 188: Adapting to climate change	New PI	New PI	Level 0	Level 1	N/A	N/A	Annual				Level 1	Level 2
											Current	
NPI 194: Level of air quality - reduction in Nox and primary PM10 emissions through local authority's estate and operations	New PI	New PI	New PI	2008/09 will set the baseline	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
											Current	
NPI 197: Improved bio-diversity - active management of local sites	New PI	New PI	28% (to be revised Oct 08)	35.00%	N/A	N/A	Annual				45.00%	65.00%
											Current	