

Annex 4: Planning & Sustainable development

SP Holder	Mike Slater
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Customer based improvement

PI code and description	Previous Outturns			2007/08				Frequency	Q1			Q2			Future Targets	
	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	J	A	S	08/09	09/10
C1: BV111: Percentage of applicants satisfied with the Planning Service	Not collected	Not Collected	81%	83%	On target			Annual/ Tri-annual							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%	On target			Annual							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%	On target			Annual							24%	23%
Comments and information															Current	
% of Telephone calls are answered within customer first standards	New PI	New PI	94.12% (53458/56797)	95%	95%	Q1-2 07/08 94.84% (32501/34268)	Yes (Q1-2 06/07 92.82%)	Calls <20sec Calls received Annual	16453 17245 95.41%	16048 17023 94.27%					95%	95%
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%	90%	Q1-2 07/08 90.38% (47/52)	Yes (Q1-2 06/07 85.43%)	letters replied <10 letters received Monthly	10 10 100%	16 19 84%	7 8 88%	4 4 100%	6 6 100%	4 5 80%	95%	95%
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			Future Targets	
	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	J	A	S	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%	Below 65%	Q1-2 07/08 69.23% (27/39)	No (Q1-2 06/07 82.61%)	Requests Processed Monthly	7 8 87.50%	1 2 50.00%	6 8 75.00%	2 6 33.33%	5 6 83.33%	6 9 66.67%	70%	75%
Comments and information	Q1 2006/07 = 12/13 Q2 2006/07 = 7/10 Q3 2006/07 = 9/12 Q4 2006/07 = 15/16														Current	✓

PI code and description	Previous Outturns			2007/08				Frequency	Q1			Q2			Future Targets			
	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	J	A	S	08/09	09/10		
P2: BVPI 109b: Percentage of minor planning applications determined within 8 weeks.	61.12%	67.32%	73.00% (384/ 526)	75%	75%	Q1-2 07/08 77.91% (261/ 335)	Yes (Q1-2 06/07 67.72%)	Requests	40	42	42	47	45	45	78%	80%		
								Processed	46	57	57	57	62	56				
								Monthly	86.96%	73.68%	73.68%	82.46%	72.58%	80.36%				
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%	Below 90%	Q1-2 07/08 88.87% (830/ 934)	Yes (Q1-2 06/07 85.64%)	Requests	116	136	149	143	161	125	92%	95%		
								Processed	132	152	168	156	181	145				
								Monthly	87.88%	89.47%	88.69%	91.67%	88.95%	86.21%				
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%	90%	Q1-2 07/08 87.69% (1147/ 1308)	No (Q1-2 06/07 90%)	Delegated	157	186	208	191	221	184	90%	90%		
								Apps	186	211	233	219	249	210				
								Total	84.41%	88.15%	89.27%	87.21%	88.76%	87.62%				
Comments and information	Q1 2006/07 = 90.33% Q2 2006/07 = 89.67% Q3 2006/07 = 90.67% Q4 2006/07 = 88.42%														Current	✘		
COLI89a: Percentage of standard searches returned within 7 working days.	New PI	New PI	100% (3236/ 3237)	100%	100%	Q1-2 07/08 100% (1606/ 1606)	Stable (Q1-2 06/07 100%)	Total complete	278	299	295	269	289	176	100%	100%		
								Total Searches	278	299	295	269	289	176				
								Monthly	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	✓		
COLI89b Percentage of non-standard searches returned within 10 working days.	New PI	New PI	100% (534/ 534)	100%	100%	Q1-2 07/08 100% (247/ 247)	Stable (Q1-2 06/07 100%)	Total complete	39	30	40	48	50	40	100%	100%		
								Total Searches	39	30	40	48	50	40				
								Monthly	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			Future Targets			
	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	J	A	S	08/09	09/10		
Invoices paid within 30 days in PSD	New PI	New PI	New PI	95%	95%	Q1-2 07/08 95.24% (120/ 126)	Not comp arable	Paid	15	20	15	17	29	17	95%	95%		
								Received	15	29	15	20	29	18				
								Monthly	100.00%	68.97%	100.00%	85.00%	100.00%	94.44%				
Comments and information	New PI														Current	✓		

PI code and description	Previous Outturns			2007/08				Frequency	Q1			Q2			Future Targets					
	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	J	A	S	08/09	09/10				
Staff based improvement																				
PI code and description	Previous Outturns			2007/08				Frequency	Q1			Q2			Future Targets					
	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	J	A	S	08/09	09/10				
Percentage of staff in Planning and sustainable development appraised in the last 12 months	-	52.80%	27.27%	100%	100%			Annual								100%	100%			
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	<10 days	Q1-2 07/08 2.77 days	Yes (Q1-2 07/08 6.73 days)	Quarterly	0.99 days (per FTE)			1.78 days (per FTE)			<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%	Not target based		Q1-2 07/08 0% (no days)	Stable (Q1-2 07/08 0%)	Quarterly	0% (0 days per FTE)			0% (0 days per FTE)			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		N/A	
% 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			Future Targets					
	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	J	A	S	08/09	09/10				
BVPI 219b - % of conservation areas with an up to date character appraisal	New PI	2.94%	1.00%	2.00%	2.00%			Annual								0.00%	0.00%			
Comments and information															Current					