

Customer based improvement																			
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	O	N	D	09/10	10/11
BV111: Percentage of applicants satisfied with the Planning Service	Not Collected	81%	85% (343/404)	84%	N/A	N/A	N/A	Annual/ Tri-annual										86%	88%
																	Current		
BV205: Percentage score against Quality of Service Checklist (development control)	94%	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	N/A	Annual										25%	23%
																	Current		
% of Telephone calls are answered within customer first standards	New PI	94.12% (53458/56797)	95.63% (62563/65424)	95%	94%	Q1-3 08/09 94.94% (44780/47168)	Yes Q1-3 07/08 94.71%	Calls <20sec	17040			15444			12296			95%	95%
								Calls received	17980			16382			12806				
								Annual	94.77%			94.27%			96.02%				
																	Current	*	
Correspondance replied to within 10 days across Planning and Sustainable Development	81% (409/503)	84.88% (275/324)	92.30% (96/104)	95%	85%	Q1-3 08/09 82.28% (65/79)	No Q1-3 07/08 89.04%	letters replied <10	11	9	7	7	7	9	5	6	4	95%	95%
								letters received	11	10	10	8	9	9	9	7	6		
								Monthly	100%	90%	70%	88%	78%	100%	56%	86%	67%		
																	Current	*	
Percentage of applicants satisfied with Building Control services	97%	95%	100%	100%	N/A	N/A	N/A	Annual										100%	100%
																	Current		
Process based improvement																			
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	O	N	D	09/10	10/11
P1: NPI 157a: Percentage of major planning applications determined within 13 weeks.	64.29%	84.31% (43/51)	73.44% (47/64)	70%	76%	Q1-3 08/09 76.92% (30/39)	Yes Q1-3 07/08 70.91%	Requests	4	5	6	2	3	1	4	3	2	75%	75%
								Processed	4	7	6	2	5	3	6	4	2		
								Monthly	100.00%	71.43%	100.00%	100.00%	60.00%	33.33%	66.67%	75.00%	100.00%		
Was BVPI 109a																	Current	✓	

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P2: NPI 157b: Percentage of minor planning applications determined within 8 weeks.	67.32%	73.00% (384/ 526)	76.03% (444/ 584)	75%	75%	Q1-3 08/09	No Q1-3 07/08 77.82%	Requests	38	31	19	37	28	31	20	26	33	77%	79%
						Processed		49	47	26	57	36	43	37	34	39			
						Monthly		77.55%	65.96%	73.08%	64.91%	77.78%	72.09%	54.05%	76.47%	84.62%			
Was BVPI 109b																	Current	✘	
P3: NPI 157c: Percentage of other planning applications determined within 8 weeks.	84.94%	88.12% (1535/ 1742)	87.67% (1500/ 1711)	92%	87%	Q1-3 08/09	Stable Q1-3 07/08 87.83%	Requests	130	114	81	127	103	106	77	73	79	94%	95%
						Processed		139	131	101	147	109	129	98	79	90			
						Monthly		93.53%	87.02%	80.20%	86.39%	94.50%	82.17%	78.57%	92.41%	87.78%			
Was BVPI 109c																	Current	✘	
P4: DC1: Percentage of planning decisions delegated to officers	88.00%	90%	89.14% (2102/ 2358)	90%	90%	Q1-3 08/09	Yes Q1-3 07/08 88.6%	Delegated	174	159	118	190	140	168	168	123	134	90%	90%
						Apps		193	185	133	199	151	183	183	136	151			
						Total		90.16%	85.95%	88.72%	95.48%	92.72%	91.80%	91.80%	90.44%	88.74%			
Current																	✓		
COLI89a: Percentage of standard searches returned within 7 working days.	New PI	100% (3236/ 3237)	100% (2403/ 2403)	100%	100%	Q1-3 08/09	Stable Q1-3 07/08 100%	Total complete	325			232			305			100%	100%
						Total Searches		325			232			305					
						Monthly		100.00%			100.00%			100.00%					
Current																	✓		
COLI89b Percentage of non-standard searches returned within 10 working days.	New PI	100% (534/ 534)	100% (476/ 476)	100%	100%	Q1-3 08/09	Stable Q1-3 07/08 100%	Total complete	103			94			98			100%	100%
						Total Searches		103			94			98					
						Monthly		100%			100%			100%					
Current																	✓		
BC4: Building Control decision advised within the statutory time limit	97.67%	92.75%	91.33%	95%	<95%	Q1-3 08/09 92.78%	Yes Q1-3 07/08 90.22%	Monthly	88%	93%	95%	93%	95%	94%	87%	93%	97%	97.00%	99%
Current																	✘		

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Resource based improvement																			
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	O	N	D	09/10	10/11
Percentage of staff in Planning and sustainable development appraised in the last 12 months	52.80%	27.27%	77.27%	100%	85%	N/A	N/A	Annual										100%	100%
																	Current		
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	> 8 days	Q1-3 08/09 11.35 days	No Q1-3 07/08 5.74 days	Quarterly	2.55 days			3.91 days			4.75 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	4 days	Q1-3 08/09 2.69 days	No Q1-3 07/08 0.51 days	Quarterly	0.70 days (27.47% of sick days taken)			1.37 days (35.02% of sick days taken)			0.62 days (13.07% 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	N/A	Annual (every 18 months)										N/A	75%
																	Current		
Not on the Service Plan																			
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	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	O	N	D	09/10	10/11
BVPI 219b - % of conservation areas with an up to date character appraisal	2.94%	1.00%	2.00%	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	N/A	Annual										2.00%	2.00%
																	Current		

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NPI 186: Per Capita CO2 emissions in the LA area	New PI	New PI	7.30%	-4.00%	N/A	N/A	N/A	Annual										-8.00%	-12.00%
																		Current	
NPI 188: Adapting to climate change	New PI	New PI	Level 0	Level 1	N/A	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	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	N/A	Annual										45.00%	65.00%
																		Current	