

# Planning and Sustainable Development

Customer based improvement																
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	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	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)	<b>95.63%</b> (62563/65424)	95%	94%	Q1-2 08/09 <b>94.53%</b> (32484/34362)	<b>No</b> Q1-2 07/08 94.84%	Calls <20sec	17040			15444			95%	95%
								Calls received	17980			16382				
								Annual	94.77%			94.27%				
															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%	90%	Q1-2 08/09 <b>87.72%</b> (50/57)	<b>No</b> Q1-2 07/08 90.38%	letters replied <10	11	9	7	7	7	9	95%	95%
								letters received	11	10	10	8	9	9		
								Monthly	100%	90%	70%	88%	78%	100%		
															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			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	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%	On target	Q1-2 08/09 <b>77.77%</b> (21/27)	<b>Yes</b> Q1-2 07/08 69.23%	Requests	4	5	6	2	3	1	75%	75%
								Processed	4	7	6	2	5	3		
								Monthly	100.00%	71.43%	100.00%	100.00%	60.00%	33.33%		

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	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	09/10	10/11
	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%	75%	Q1-2 08/09 <b>71.32%</b> (184/ 258)	<b>No</b> Q1-2 77.91%	Requests	38	31	19	37	28	31	77%	79%
								Processed	49	47	26	57	36	43		
								Monthly	77.55%	65.96%	73.08%	64.91%	77.78%	72.09%		
	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%	87%	Q1-2 08/09 <b>87.43%</b> (661/ 756)	<b>No</b> Q1-2 07/08 88.87%	Requests	130	114	81	127	103	106	94%	95%
								Processed	139	131	101	147	109	129		
								Monthly	93.53%	87.02%	80.20%	86.39%	94.50%	82.17%		
	Was BVPI 109c													Current	✘	
P4: DC1: Percentage of planning decisions delegated to officers	88.00%	90%	<b>89.14%</b> (2102/ 2358)	90%	90%	Q1 08/09 <b>90.90%</b> (949/ 1044)	<b>Yes</b> Q1-2 07/08 87.69%	Delegated	174	159	118	190	140	168	90%	90%
								Apps	193	185	133	199	151	183		
								Total	90.16%	85.95%	88.72%	95.48%	92.72%	91.80%		
	Was BVPI 109d													Current	✓	
COLI89a: Percentage of standard searches returned within 7 working days.	New PI	100%* (3236/ 3237)	<b>100%</b> (2403/ 2403)	100%	100%	Q1-2 08/09 <b>100%</b> (557/ 557)	<b>Stable</b> Q1-2 07/08 100%	Total complete	325			232			100%	100%
								Total Searches	325			232				
								Monthly	100.00%			100.00%				
	Was BVPI 109e													Current	✓	
COLI89b Percentage of non-standard searches returned within 10 working days.	New PI	100% (534/ 534)	<b>100%</b> (476/ 476)	100%	100%	Q1-2 08/09 <b>100%</b> (197/ 197)	<b>Stable</b> Q1-2 07/08 100%	Total complete	103			94			100%	100%
								Total Searches	103			94				
								Monthly	100%			100%				
	Was BVPI 109f													Current	✓	
BC4: Building Control decision advised within the statutory time limit	97.67%	92.75%	91.33%	95%	<95%	Q1-2 08/09 <b>93%</b>	<b>Yes</b> Q1-2 07/08 92.15%	Monthly	88%	93%	95%	93%	95%	94%	97.00%	99%
	Was BVPI 109g													Current	✘	

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	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	09/10	10/11
<b>Resource based improvement</b>																
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	09/10	10/11
Invoices paid within 30 days in PSD	New PI	New PI	91.75% (267/291)	95%	95%	N/A	<b>Not comparable</b>	Paid	19	26	17	Not available			95%	95%
								Received	20	30	20					
								Monthly	95.00%	86.67%	85.00%	N/A	N/A	N/A		
	New PI														Current	*
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	Q1-2 08/09 <b>6.46 days</b>	<b>No</b> Q1-2 07/08 2.77 days	Quarterly	2.55 days			3.91 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	Q1-2 08/09 <b>2.07 days</b>	<b>No</b> Q1-2 07/08 0 days	Quarterly	0.70 days (27.47% of sick days taken)			1.37 days (35.02% 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	
<b>Not on the Service Plan</b>																
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	09/10	10/11
BVIP 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	