

## Annex 4: Planning & Sustainable development

SP Holder Mike Slater

### Customer based improvement

PI code and description	Previous Outturns					2007/08				Frequency	Q1			Future Targets	
	02/03	03/04	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	08/09	09/10
C1: BV111: Percentage of applicants satisfied with the Planning Service	Not collected	74%	Not collected	Not Collected	81%	83%				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)	New PI	New PI	78%	94%	94%	94%				Annual				94%	100%
Comments and information													Current		
BV204: The percentage of appeals allowed against the authority's decision to refuse planning applications	New PI	New PI	17%	28%	27%	25%				Annual				24%	23%
Comments and information													Current		
% of Telephone calls are answered within customer first standards	New PI	New PI	New PI	New PI	94.12% (53458/ 56797)	95%		Q1 07/08 <b>95.41%</b> (16453/ 17245)	<b>Yes</b> (Q1 06/07 91.32%)	Calls <20sec	16453			95%	95%
									Calls received	17245					
									Annual	95.41%					
Comments and information	<b>Q1</b> 2006/07 = 11967/13105 <b>Q2</b> 2006/07 = 12641/13406 <b>Q3</b> 2006/07 = 11776/12415 <b>Q4</b> 2006/07 = 17074/17871												Current	✓	
Correspondance replied to within 10 days across Planning and Sustainable Development	New PI	New PI	New PI	81% (409/503)	84.88% (275/ 324)	95%		Q1 07/08 <b>89.19%</b> (33/37)	<b>Yes</b> (Q1 06/07 88.79%)	letters replied <10	10	16	7	95%	95%
									letters received	10	19	8			
									Monthly	100%	84%	88%			
Comments and information	<b>Q1</b> 2006/07 = 95/107 <b>Q2</b> 2006/07 = 75/92 <b>Q3</b> 2006/07 = 69/84 <b>Q4</b> 2006/07 = 36/41												Current	✘	
<b>Process based improvement</b>															
PI code and description	Previous Outturns					2007/08				Frequency	Q1			Future Targets	
	02/03	03/04	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	08/09	09/10
P1: BVPI 109a: Percentage of major planning applications determined within 13 weeks.	18%	25.75% [Bottom]	38.46%	64.29%	84.31% (43/51)	65%		Q1 07/08 <b>77.78%</b> (14/18)	<b>No</b> (Q1 06/07 92%)	Requests	7	1	6	70%	75%
									Processed	8	2	8			
									Monthly	87.50%	50.00%	75.00%			
Comments and information	<b>Q1</b> 2006/07 = 12/13 <b>Q2</b> 2006/07 = 7/10 <b>Q3</b> 2006/07 = 9/12 <b>Q4</b> 2006/07 = 15/16												Current	✓	

PI code and description	Previous Outturns					2007/08				Frequency	Q1			Future Targets		
	02/03	03/04	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	08/09	09/10	
P2: BVPI 109b: Percentage of minor planning applications determined within 8 weeks.	39%	40.15% [Bottom]	61.12%	67.32%	73.00% (384/ 526)	75%		Q1 07/08 <b>77.5%</b> (124/ 160)	<b>Yes</b> (Q1 06/07 77%)	Requests	40	42	42	78%	80%	
									Processed	46	57	57				
									Monthly	86.96%	73.68%	73.68%				
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.	53%	58.98% [Bottom]	81.65% [Top]	84.94%	88.12% (1535/ 1742)	90%		Q1 07/08 <b>88.72%</b> (401/ 452)	<b>No</b> (Q1 06/07 88.12%)	Requests	116	136	149	92%	95%	
									Processed	132	152	168				
									Monthly	87.88%	89.47%	88.69%				
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	75%	81%	85.23%	88.00%	90%	90%		Q1 07/08 <b>87.46%</b> (551/ 630)	<b>No</b> (Q1 06/07 90%)	Delegated	157	186	208	90%	90%	
									Apps	186	211	233				
									Total	84.41%	88.15%	89.27%				
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	New PI	New PI	100% (3236/ 3237)	100%		Q1 07/08 <b>100%</b> (872/ 872)	<b>Stable</b> (Q1 06/07 100%)	Total complete	278	299	295	100%	100%	
									Total Searches	278	299	295				
									Monthly	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	New PI	New PI	100% (534/ 534)	100%		Q1 07/08 <b>100%</b> (109/ 109)	<b>Stable</b> (Q1 06/07 100%)	Total complete	39	30	40	100%	100%	
									Total Searches	39	30	40				
									Monthly	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	✓		
<b>Finance based improvement</b>																
PI code and description	Previous Outturns					2007/08				Frequency	Q1			Future Targets		
	02/03	03/04	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	08/09	09/10	
Invoices paid within 30 days in PSD			New PI	New PI	New PI	95%		Q1 07/08 <b>96.61%</b>	<b>Not comp arable</b>	Paid	57			95%	95%	
									Received	59						
									Monthly	96.61%						
Comments and information	New PI												Current	✓		

PI code and description	Previous Outturns					2007/08				Frequency	Q1			Future Targets	
	02/03	03/04	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	08/09	09/10
<b>Staff based improvement</b>															
PI code and description	Previous Outturns					2007/08				Frequency	Q1			Future Targets	
	02/03	03/04	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	08/09	09/10
Percentage of staff in Planning and sustainable development appraised in the last 12 months	-	-	-	52.80%	27.27%	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			Q1 07/08 <b>0.99 days</b>	<b>Yes</b> (Q1 07/08 3.31 days)	Quarterly	0.99 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%	Not target based				<b>Stable</b> (Q1 07/08 0%)	Quarterly	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 <b>71%</b>	<b>Yes</b> (05/06 66%)	Annual (every 18 months)	71%		N/A	75%	
Comments and information													Current	✓	
<b>Indicators not on the Service Plan</b>															
PI code and description	Previous Outturns					2007/08				Frequency	Q1			Future Targets	
	02/03	03/04	04/05	05/06	06/07	Target	Forecast	Actual	Improve		A	M	J	08/09	09/10
BVPI 219b - % of conservation areas with an up to date character appraisal	New PI	New PI	New PI	2.94%	1.00%	2.00%				Annual				0.00%	0.00%
Comments and information													Current		