

### Annex 3: Planning & Sustainable Development

SP Holder		Design, conservation and sustainable development, Development Control, Building Control, Local Land Charges										EMAP		City Strategy						
<b>Customer based improvement</b>																				
PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets		
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09	
C2: BV205: Percentage score against Quality of Service Checklist (development control)	78%	94%	94%	94%	Annual	94%													100%	100%
Comments (please date and initial comments)																		Current	✓	
% of Telephone calls are answered within customer first standards	New PI	New PI	95%	94.12% (53458/ 56797)	< 20sec	11967			12641			11776			17074			95%	95%	
					Received	13105			13406			12415			17871					
					Annual	91.32%			94.29%			94.85%			95.54%					
Comments (please date and initial comments)																		Current	✗	
Correspondance replied to within 10 days	New PI	81% (409/503)	95%	84.88% (275/ 324)	Replied <10 days	27	37	31	21	30	24	12	39	18	18	12	6	95%	95%	
					Letters received	29	40	38	26	40	26	16	43	25	19	14	8			
					Monthly	93%	93%	82%	81%	75%	92%	75%	91%	72%	95%	86%	75%			
Comments (please date and initial comments)																		Current	✗	
<b>Process based improvement</b>																				
PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets		
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09	
P1: BVPI 109a: Percentage of major planning applications determined within 13 weeks.	38.46%	62.90%	60%	86.27% (44/51)	Requests	6	3	3	1	3	4	3	3	3	5	6	4	65%	70%	
					Processed	7	3	3	3	3	4	3	5	4	5	6	5			
					Monthly	85.71%	100.00%	100.00%	33.33%	100.00%	100.00%	100.00%	60.00%	75.00%	100.00%	100.00%	80.00%			
Comments (please date and initial comments)																		Current	✓	
P2: BVPI 109b: Percentage of minor planning applications determined within 8 weeks.	61.12%	67.27%	70%	72.39% (375/ 518)	Requests	27	37	39	28	26	28	23	38	40	28	31	30	75%	80%	
					Processed	34	44	56	56	36	52	38	43	48	34	40	37			
					Monthly	79.41%	84.09%	69.64%	50.00%	72.22%	53.85%	60.53%	88.37%	83.33%	82.35%	77.50%	81.08%			
Comments (please date and initial comments)																		Current	✓	
P3: BVPI 109c: Percentage of other planning applications determined within 8 weeks.	81.65% [Top]	84.37%	85%	87.61% (1528/ 1744)	Requests	127	132	126	130	119	147	108	137	116	139	99	148	90%	95%	
					Processed	140	145	157	160	150	170	133	148	127	152	108	154			
					Monthly	90.71%	91.03%	80.25%	81.25%	79.33%	86.47%	81.20%	92.57%	91.34%	91.45%	91.67%	96.10%			
Comments (please date and initial comments)																		Current	✓	
P4: DC1: Percentage of planning decisions delegated to officers	85.23%	88.00%	90%	90%	Monthly	89.62%	90.00%	91.66%	89%	91.00%	89%	88.00%	91.00%	93%	90.00%	84%	90.81	90%	90%	
Comments (please date and initial comments)																		Current	✓	
COL189a: Percentage of standard searches returned within 7 working days.	New PI	New PI	100%	100%* (3236/ 3237)	Total complete	235	314	327	266	316	279	310	293	187	203	203	303	100%	100%	
					Total Searches	235	314	327	266	316	279	310	293	187	203	204	303			
					Monthly	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.51%	100.00%			
Comments (please date and initial comments)																		Current	✓	
The Actual figure for this indicator is 99.9691%. In accordance with Audit Commisison guidelines the figure should be rounded to 2 decimal places which is why the 'actual' is 100%.																		Current	✓	
					Total complete	32	66	57	49	46	38	46	40	38	39	36	47			

PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09
COL189b Percentage of non-standard searches returned within 10 working days.	New PI	New PI	100%	100%	Total Searches	32	66	57	49	46	38	46	40	38	39	36	47	100%	100%
					Monthly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Comments (please date and initial comments)																		Current	✓
<b>Finance based improvement</b>																			
PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09
Comments (please date and initial comments)																		Current	N/A
<b>Staff based improvement</b>																			
PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09
S1: Number of staff days lost to sickness (and stress) (days/FTE)	9.92	9.19 days	9 days	13.36 days	Quarterly	3.31 days			3.42 days			4.69 days			2.09 days			8 days	7days
Comments (please date and initial comments)																		Current	✗
S2: Number of staff days lost to stress related sickness absence (days/FTE)	-	0.41	Not target based	0.95%	Quarterly	0%			3.72%			0%			0%			Not target based	Not target based
Comments (please date and initial comments)																		Current	N/A
<b>Indicators not on the Service Plan</b>																			
PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09
BV204: The percentage of appeals allowed against the authority's decision to refuse planning applications	42%	28%	25%	27%	Annual	27%												25%	25%
Comments (please date and initial comments)																		Current	✗