Customer based improvement		evious Outtui	rns		2008/09				Q1		Future	Targets
PI code and description	05/06	06/07	07/08	Target	Actual	Improve	Frequency	Α	M	J	09/10	10/11
BV111: Percentage of applicants satisfied with the Planning Service	Not Collected	81%	85% (343/404)	84%	N/A	N/A	Annual				86%	88%
											Current	
BV205: Percentage score against Quality of Service Checklist (development control)	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	Annual				25%	23%
											Current	
	New PI (53458/ (625					No	Calls <20sec		17040			
% of Telephone calls are answered within customer first standards		95.63% (62563/ 65424)	95%	Q1 08/09 94.77%	Q1 07/08	Calls received	17980			95%	95%	
		33.07	0.01) 00424)		34.777	95.41%	Annual	94.77%				
											Current	*
Correspondance replied to within 10	81%			95%	Q1	No	letters replied <10	11	9	7		
days across Planning and Sustainable Development	(409/ 503) 84.88% (275/ 324)		92.30% (96/104)		08/09 87.1%	Q1 07/08	letters received	11 10 10	95%	95%		
Sustamable Development				(27/31)	89.19%	Monthly	100%	90%	70%			
											Current	*

Process based imrpovement Pl code and description P1: NPI 157a: Percentage of mijor planning applications determined within 13 weeks. Was BVPI 109a Was BVPI 109b Was BVPI 109b Was BVPI 109b Requests 130 114 81 100% 100% N/A N/A N/A Annual 100% 100% N/A N/A N/A Annual 100% 100% N/A N/A Annual 100% 100% 100% 100% N/A N/A Annual 100% 100% N/A N/A Annual 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% Prequency A M J 09/10 10/11 Prequency A M M J 00/10 10/11 Prequency A M M J 00/10 10/11 Prequency A M M J 00/10 10/11 Prequency A M M J M M M J 00/10 10/11 Prequency A M M J M M M J 00/10 10/11 Prequency A M M J M M M J 00/10 10/11 Prequency A M M J M M M J M M M J 00/11 Prequency A M M J M M M J M M M M J M M M M J M M M M J M	Di code and decomption	Pr	evious Outtu	rns	2008/09			F		Q1	Future Targets		
Process based improvement Previous Outturns 2008/09 Target Actual Improve A M J 09/10 10/11	PI code and description	05/06	06/07	07/08	Target	Actual	Improve	Frequency	Α	М	J	09/10	10/11
Previous Outturns	Percentage of applicants satisfied with Building Control services	97%	95%	100%	100%	N/A	N/A	Annual				100%	100%
Ple code and description Previous Outturns 2008/09 Target Actual Improve A M J 09/10 10/11 Pl. NPI 157a: Percentage of major planning applications determined within 13 weeks. Was BVPI 109a Previous Previ												Current	
Processed Proc	Process based imrpovement												
P1: NPI 157a: Percentage of major olanning applications determined within 8 weeks. Was BVPI 109a Was BVPI 109b Was BVPI 109c Apps 193 185 133 90% 90% 90% 170 170 170 170 170 170 170 170 170 170			evious Outtu	rns		2008/09		Eroguenov		Q1		Future	Targets
P1: NPI 15/a: Percentage of major option of lanning applications determined within 13 weeks. P2: NPI 157b: Percentage of minor planning applications determined within 8 weeks. P3: NPI 157b: Percentage of other option planning applications determined within 8 weeks. P4: NPI 157b: Percentage of other option planning applications determined within 8 weeks. P4: NPI 157b: Percentage of other option planning applications determined within 8 weeks. P4: NPI 157b: Percentage of other option planning applications determined within 8 weeks. P4: NPI 157b: Percentage of other option planning applications determined within 8 weeks. P4: NPI 157b: Percentage of other option planning applications determined within 8 weeks. P4: NPI 157b: Percentage of other option planning applications determined within 8 weeks. P4: NPI 157b: Percentage of other option planning applications determined within 8 weeks. P4: NPI 157b: Percentage of planning decisions delegated to officers P5: NPI 157b: Percentage of planning decisions delegated to officers P5: NPI 157b: Percentage of planning decisions delegated to officers P5: NPI 157b: Percentage of planning decisions delegated to officers P5: NPI 157b: Percentage of planning decisions delegated to officers P5: NPI 157b: Percentage of planning decisions delegated to officers P5: NPI 157b: P6: NPI 157b: P6	ri code and description	05/06	06/07	07/08	Target	Actual	Improve	Frequency	Α	М	J	09/10	10/11
Marking applications determined within 13 weeks. Marking applications determined within 14 weeks. Marking applications determined within 14 weeks. Marking applications determined within 15 weeks. Marking applications determined within 16 weeks. Marking applications determined within 17 within 18 weeks. Marking applications determined within 18 wee	P1: NPI 157a: Percentage of major		04 219/	72 ///0/				Requests	4	5	6		
Was BVPI 109a Current V	planning applications determined	tions determined 64.29% (43/51) (47/64) 70% (98/240) 07/09 Processed 4 7 6	6	75%	75%								
P2: NPI 157b: Percentage of minor olanning applications determined within 8 weeks. Was BVPI 109b Was BVPI 109b Was BVPI 109c Oli 1500/1 1711) Apps 193 185 133 Power Pocessed 190.16% 85.95% 88.72% Power Bull 174 159 118 Apps 193 185 133 Power Bull 174 159 118 Apps 193 185 133 Power Bull 174 175 118 Apps 193 185 185 185 185 185 185 185 185 185 185	Within 13 weeks.					(15/17)	77.78%	Monthly	100.00%	71.43%	100.00%		
P2: NPI 15/6: Percentage of minor planning applications determined within 8 weeks. 67.32% 73.00% (384/526) 75% 21.33% (88/122) 77.78% 77.8% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78% 77.78%		Was BVPI	109a									Current	✓
Current Section Sect	P2: NPI 157b: Percentage of minor	1 6/3/20/- 1		(444/	75%	08/09 72.13%	Q1	Requests	38	31	19	77%	
Was BVPI 109b Was BVPI 109b Current x	planning applications determined							Processed	49	47	26		79%
P3: NPI 157c: Percentage of other planning applications determined within 8 weeks. 84.94% 81.2% (1535/ 1742) 87.60% (1530/ 1711) 92% 87.60% (325/371) 88.72% No Q1 07/08 88.72% Processed 139 131 101 94% 95% Monthly 93.53% 87.02% 80.20% Was BVPI 109c Current × P4: DC1: Percentage of planning decisions delegated to officers P4: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: Percentage of planning decisions delegated to officers P5: DC1: PC2: DC1: PC2: DC1: DC1: DC2: DC2: DC2: DC3: DC3: DC3: DC3: DC3: DC3: DC3: DC3	within 8 weeks.						77.78%	Monthly	77.55%	65.96%	73.08%		
P3: NPI 157c: Percentage of other planning applications determined within 8 weeks. 84.94% (1535/ 1742) (1500/ 1711) (1500		Was BVPI	Was BVPI 109b								Current	×	
Second polanning applications determined within 8 weeks. Second polanning applications determin	P2: NPI 1570: Parcentage of other		00.100/	97 67 9/		Q1		Requests	130	114	81		
Within 8 weeks. 1/42 1/11 (325/371) 88.72% Monthly 93.53% 87.02% 80.20%	planning applications determined	84.94%	(1535/	(1500/	92%			Processed	139	131	101	94%	95%
P4: DC1: Percentage of planning decisions delegated to officers 88.00% 89.14% (2102/2358) 90% 89.14% (2102/2358) 90% 89.14% (451/511) 90% P4: DC1: Percentage of planning decisions delegated to officers P5	within 8 weeks.		1/42)	1/11)				Monthly	93.53%	87.02%	80.20%	1 1	
P4: DC1: Percentage of planning decisions delegated to officers 88.00% 90% 89.14% (2102/2358) 90% 88.00% 90% 89.14% (2102/2358) 90% 88.26% (451/511) 708/09 88.26% (451/511) 70tal 90.16% 85.95% 88.72% 90% 90% 90%		Was BVPI	109c									Current	×
P4: DC1: Percentage of planning decisions delegated to officers 88.00% 90% 90% 90% 90% 90% 90% 90%						Q1	Yes	Delegated	174	159	118		
2358) (451/511) 87.46% Total 90.16% 85.95% 88.72%		88.00%	90%	(2102/	90%	08/09 88.26%	Q1	Apps	193	185	133	90%	90%
Current ×	255.515 Goldward to officers							Total	90.16%	85.95%	88.72%		
					<u> </u>	l						Current	×

PI code and description	Previous Outturns				2008/09				Q1	Future Targets		
ode and description	05/06	06/07	07/08	Target	Actual	Improve	Frequency	Α	М	J	09/10	10/11
COLI89a: Percentage of standard		100%*	100%		Q1 08/09	Stable Q1	Total complete	142	105	78		
searches returned within 7 working days.	New PI	(3236/ 3237)	(2403/ 2403)	100%	100% (325	07/08	Total Searches	142	105	78	100%	100%
uays.		3237)	2403)		/325)	100%	Monthly	100.00%	100.00%	100.00%		
											Current	✓
COLI89b Percentage of non-			100%	100%	Q1 08/09 100 %	Stable Q1 07/08	Total complete	38	24	41	100%	
standard searches returned within 10	New PI 10	100% (534/ 534)	(476/				Total Searches	38	24	41		100%
working days.			476)		(103/ 103)	100%	Monthly	100%	100%	100%		
											Current	✓
BC4: Building Control decision advised within the statutory time limit	97.67%	92.75%	91.33%	95%	Q1 08/09 92 %	No Q1 07/08 95.63%	Monthly	88%	93%	95%	97.00%	99%
											Current	×
Resource based improvemer	nt											
PI code and description		evious Outtu		2008/09			Frequency	Q1			Future	
	05/06	06/07	07/08	Target	Actual	Improve		А	M	J	09/10	10/11
			91.75%		Q1 08/09	No Q1	Paid	19	26	17		
Invoices paid within 30 days in PSD	New PI	New PI	(267/	95%	88.57%	07/08	Received	20	30	20	95%	95%
			291)		(62/70)	96.61%	Monthly	95.00%	86.67%	85.00%		
	New PI										Current	×
Percentage of staff in Planning and sustainable development appraised n the last 12 months	52.80%	27.27%	77.27%	100%	N/A	N/A	Annual				100%	100%
											Current	

Di code and deceriation	Pro	evious Outtu	rns	2008/09			Гиосилопол		Q1	Future Targets		
PI code and description	05/06	06/07	07/08	Target	Actual	Improve	Frequency	А	М	J	09/10	10/11
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	Q1 08/09 2.55 days	No Q1 07/08 0.99 days	Quarterly		2.55 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	Q1 08/09 0.70 days	No Q1 07/08 0 days	Quarterly	0.70 days (i	27.47% of sic	k 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	Annual (every 18 months)				N/A	75%
											Current	
Not on the Service Plan												
PI code and description	Pro		Previous Outturns 2008/09 Q1									
1 1 code and description	0=/00						Frequency					Targets
	05/06	06/07	07/08	Target	Actual	Improve	Frequency	Α	M	J	09/10	10/11
BVPI 219b - % of conservation areas with an up to date character appraisal		1.00%	2.00%	Target 2.00%		Improve N/A	Frequency Annual	A		J		
with an up to date character appraisal		1.00%			Actual			A		J	09/10	10/11
with an up to date character appraisal	2.94%	1.00%			Actual			A		J	09/10 4.00%	10/11
with an up to date character appraisal NPI 185: CO2 Reduction from Local	2.94% Replaces B	1.00% VIP 219b	2.00%	2.00%	Actual N/A	N/A	Annual	A		J	09/10 4.00% Current	2.00%
with an up to date character appraisal NPI 185: CO2 Reduction from Local	2.94% Replaces B	1.00% VIP 219b	2.00%	2.00%	Actual N/A	N/A	Annual	A		J	09/10 4.00% Current 2.00%	2.00%

DI and and description	Previous Outturns			2008/09			Fraguenay		Q1	Future	Targets	
PI code and description	05/06	06/07	07/08	Target	Actual	Improve	Frequency	Α	М	J	09/10	10/11
NPI 188: Adapting to climate change	New PI	New PI	Level 0	Level 1	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	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	Annual				45.00%	65.00%
											Current	