

SO1: Ensure that there are enough well-designed, well-maintained and affordable homes in the city												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 155	Number of affordable homes delivered (gross)	Housing	57.00	78.00	50.00	★	✓	100.00	100.00	100.00		10
NI 156	Number of households living in Temporary Accommodation	Housing	216.00	176.00	180.00	★	✓	150.00	150.00	150.00		10
NI 158	% non-decent council homes	Housing	17.85	7.97	11.30	★	✓	7.00	7.00	7.00		10
LPI HO12	Total number of homes delivered via enabling	Housing	63.00	74.00	80.00	▲	✓	150.00	150.00	150.00	Although slightly below target this figure reflects a reduction in PSL take on and an increase in Extralet properties.	50
NI 154	Net. Additional homes provided	Planning	New indicator	414.00	New indicator	n/a	n/a	New indicator	New indicator	New indicator		10
NI 159	Supply of ready to develop housing sites	Planning	New indicator	112.00	5 years 100%	n/a	n/a	5 years 100%	5 years 100%	5 years 100%	Housing supply requirement = 1799. Amount that can be built on deliverable housing sites = 2158.	tbc

SO2: Enhance and protect the environment, reducing the causes and minimising the impact of climate change												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 188	Planning to adapt to Climate Change	Environmental Health	New indicator	1.00	New indicator	n/a	n/a	New indicator	New indicator	New indicator	The Council believes it has achieved level 1. We have carefully considered climate change adaptation in a series of our policies and plans, from biodiversity, parks, trees and woodland to risk, emergency planning and the Local Development Framework; and will continue to do so in the future. We also have regard to the plans and strategies of other partner agencies, such as Devon County Council. We will be co-ordinating the key actions from our strategies into an overall programme for climate change adaptation.	10
NI 191	Residual household waste per household (kgs)	Environmental Health	New indicator	494.00	500.00	★	n/a	495.00	492.50	490.00	For the year end figure, the total amount of household waste collected and landfilled or incinerated amounted to 24,745.59 tonnes, which when divided by the up to date denominator of 50093 households = 494 kg per household. Waste arisings have reduced year on year since 2005/06, and this trend should continue in future years.	10
NI 192	Percentage of household waste sent for reuse, recycling and composting	Environmental Health	New indicator	36.40	35.00	★	n/a	37.00	40.00	40.00	This is an initial figure taken from our own weighbridge. Auditable figures will be supplied by DCC 4 to 6 weeks after 31 march 2009.	10














Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 193	Percentage of municipal waste land filled	Environmental Health	New indicator	63.60	65.00	★	n/a	65.00	63.00	60.00	This is an initial figure taken from our own weighbridge. Auditable figures will be supplied by DCC 4 to 6 weeks after 31 march 2009.	10
NI 195	Improvement street and environmental cleanliness (%): a) graffiti b) litter c) detritus d) fly-posting	Environmental Health	New indicator	a) 2.00 b) 2.00 c) 7.00 d) 0.00	a) 2.25 b) 8.00 c) 10.00 d) 0.60	★	n/a	a) 2.10 b) 6.50 c) 8.50 d) 0.50	a) 2.00 b) 6.00 c) 8.00 d) 0.40	a) 1.90 b) 5.50 c) 7.50 d) 0.30	For this year 2008/09 we have achieved a final combined grade of 4%. This is made up of 2% for litter, 2% graffiti, 0% fly-posting and 7% for detritus. Our target for this year was 9%. The lower the percentage score the better the standard of cleanliness. We found that there were increased amounts of detritus in channels and on pathways and roads this year which has been partly contributed to by the extra salt and grit that was spread on the roads during January and February this year.	10
NI 196	Improved street and environmental cleanliness - fly tipping	Environmental Health	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	We found that there were increased amounts of detritus in channels and on pathways and roads this year which has been partly contributed to by the extra salt and grit that was spread on the roads during January and February this year.	n/a
BV63	Average SAP (Energy Efficiency) rating of LA dwellings	Housing	69.31	67.60	70.60	▲	✗	67.96	67.96	67.96	The SAP rating is now calculated using a new methodology (SAP 2005). This means that SAP ratings are now compared against a top score of 100 rather than 120 as before. This has had the effect of reducing the SAP rating score. However, this does not mean our SAP rating has reduced. New targets based on the new methodology will be included in 2009/10.	1.5
LPI CD2	% of essential small reactive works completed within 10 working days	Contracts and Direct Services	94.63	92.39	95.00	●	✗	95.00	97.00	97.00		10







Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 197	Improved Local Biodiversity - proportion of Local Sites where positive conservation management has been or is implemented	Leisure and Museums	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	This figure will be collected and reported by Devon County Council. We are expected to assist in the process by, at least, being willing to provide any local knowledge that we have on County Wildlife Sites.	tbc
NI 185	CO2 reduction from local authority operations	Policy Unit	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	To be reported in July 2009.	10
NI 194	Air quality % reduction in NOx and primary PM10 emissions through local authority's estate and operations	Policy Unit	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	To be reported in July 2009.	10

SO3: Further improve the character of the city and facilities for culture and leisure												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
LPI AC6	Number of safer parking awards achieved	Administration and Parking	New indicator	20.00	20.00	n/a	n/a	22.00	22.00	22.00		0
NI 119	Self reported measures of people's overall health and wellbeing	Communications	New indicator	82.00	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
LPI CD1	% of allotment plots tenanted	Contracts and Direct Services	98.85	100.00	95.00	★	✓	95.00	98.00	98.00		10
NI 8	Adult participation in sport and active recreation	Leisure and Museums	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	This figure will not be available until November 2009. The Active People survey will be undertaken by Sport England.	n/a
NI 10	Visits to Museums and galleries	Leisure and Museums	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	This figure will not be available until November 2009. The Active People survey will be undertaken by Sport England.	10
NI 11	Engagement in the arts	Leisure and Museums	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	This figure will not be available until November 2009. The Active People survey will be undertaken by Sport England.	n/a
BV 170a	Visits to / usage of museums per 1000 population	Leisure and Museums	1920.47	1251.46	1400.00	▲	✗	1400.00	1300.00	2200.00	The Museum closed at the end of 2007, and although a range of other opportunities have been put in place, our estimates of their use has not proved to be accurate. In addition two museum related websites were out of action for some time during the year.	5
BV 170b	No. visits to museums in person per 1000 population	Leisure and Museums	1092.02	176.11	400.00	▲	✗	400.00	180.00	1800.00	See above.	5
BV 170c	No. pupils visiting museums & galleries in organised school groups	Leisure and Museums	20400.00	15895.00	7000.00	★	✗	7000.00	15000.00	15000.00		5

S04: Maximise the potential of all our citizens by tackling social disadvantage and deprivation												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 001	% of people who believe people from different backgrounds get on well	Communication s	New indicator	79.60	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 002	% of people who feel that they belong to their neighbourhood	Communication s	New indicator	48.90	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 017	Perceptions of anti-social behaviour	Communication s	New indicator	15.80	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 022	Perceptions of parents taking responsibility for the behaviour of their children in the area	Communication s	New indicator	31.80	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 023	Perceptions that people in the area treat one another with respect and dignity	Communication s	New indicator	27.70	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 035	Building resilience to violent extremism	Communication s	New indicator	2.70	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 041	Perceptions of drunk or rowdy behaviour as a problem	Communication s	New indicator	34.00	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 042	Perceptions of drug use or drug dealing as a problem	Communication s	New indicator	22.60	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 138	Satisfaction of people over 65 with both home and neighbourhood	Communication s	New indicator	86.50	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 139	Over 65s who receive information, assistance and support to exercise choice and control to live independently	Communication s	New indicator	26.80	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 187	Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating	Environmental Health	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	The baseline and target have been agreed by Government Office South West and placed on the CLG Hub. The reporting period commences 1st April 2009.	10
LPI HO13	Total number of homelessness preventions	Housing	375.00	534.00	94.00	★	✓	600.00	600.00	600.00		25

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
BV 202	The number of people sleeping rough on a single night within the area of the authority	Housing	15.00	5.00	9.00	★	✓	9.00	9.00	9.00	The latest street count was undertaken with officials from the CLG on Thursday 7 May. The new figure represents a lot of hard work by the homelessness team together with a number of external agencies.	10
LPI HO1	Homelessness acceptances as a % of new approaches to housing advice	Housing	9.43	7.76	15.00	★	✓	12.50	12.50	12.50		5
BV11a.02	Women in top 5% earners	Human Resources	18.00	16.98	29.00	▲	✗	29.00	29.00	29.00	Turnover remains static with little opportunity to improve. The number of women has remained at 9 whilst the employees in this category has risen from 52 to 53 therefore reducing the average.	15
BV11b.02	Black/ethnic top 5% earners	Human Resources	4.00	3.77	4.00	▲	✗	4.00	4.00	4.00	Recruitment remains bias free with employment based on competency. Continued emphasis on improving the recruitment website and promoting positive imagery to attract more applicants from diverse backgrounds.	5
BV011c.05	Top 5% earners with a disability	Human Resources	2.00	1.89	2.00	▲	✗	2.00	2.00	2.00	Overall average employment numbers have reduced with little turnover in this area of employment. We are working with Living Options to promote disability and improve access across the Council.	5
BV016a	% employees with a disability	Human Resources	3.34	2.85	5.00	▲	✗	5.00	5.00	5.00	As is the case for all PI's relating to staff numbers there has been a small decline in total establishment which has affected the overall average. Working with Living Options and Mindful Employers has supported our commitment to securing employment for people with disability.	5

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
BV 017a	% employees from ethnic minorities	Human Resources	1.04	1.42	2.00			2.00	2.00	2.00	See BV11b - comments apply.	5
BV 156	The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	Planning	75.00	77.00	60.00			60.00	75.00	80.00		10
BV002.a	Equality Standard Level	Policy	2.00	2.00	3.00			n/a	n/a	n/a	The Equality Standard has been replaced with the Equality Framework so this indicator will no longer be collected after 2008/09.	10
BV002b	The duty to promote race equality	Policy	68.00	63.00	100.00			n/a	n/a	n/a	This is a composite indicator which no longer reflects the full range of our equality duties so this will not be reported after 2008/09.	20
BV 174	Racial incidents per 1000 population	Policy	5.10	3.34	9.00			n/a	n/a	n/a	This indicator is meant to set the context for BV175 rather than be a performance measure in itself.	1
BV 175	% of racial incidents that resulted in further action	Policy	100.00	100.00	100.00			n/a	n/a	n/a	Indicators BV174 and BV175 will no longer be collected after 2008/09.	1
LPI AC1	% take-up of concessionary fares passes by eligible residents aged 60 and over	Transport	86.00	84.50	88.00			89.00	90.00	90.00		5

SO5: Ensure that Exeter is a buoyant, dynamic and innovative regional city with sustainable growth												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 157a	% major planning applications determined within 13 wks	Planning	70.39	51.59	60.00			60.00	60.00	60.00	16 of the 20 applications that were not determined within 13 weeks included section 106 agreements that took a long time to conclude.	0.25
NI 157b	% minor planning applications determined within 8 wks	Planning	74.41	82.45	65.00			65.00	65.00	65.00		0.25
NI 157c	% other planning applications determined within 8 wks	Planning	80.42	81.41	80.00			80.00	80.00	80.00		0.25
NI 170	Previously developed land that has been vacant or derelict for more than 5 years (%)	Planning	New indicator	1.09	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a











SO6: Have strong clear governance arrangements that enable exeter's communities to influence and help shape decisions about their locality												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 003	Civic participation in the local area	Communications	New indicator	13.3	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 004	% of people who feel they can influence decisions in their locality	Communications	New indicator	28.2	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 006	Participation in regular volunteering	Communications	New indicator	26.7	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
LPI CC1	% dwellings which have returned voting registration form (excluding voids)	Corporate Customer Services	96.1	97.37	95	★	✓	95.00	95.00	95.00		5
BV075a	Satisfaction - tenant participation	Housing	73	47.52	74	▲	✗	60.00	60.00	60.00	We are unsure why this level of satisfaction has dropped when the overall STATUS survey results show an increase in satisfaction across all services. Further work will be done to promote the various methods of tenant participation to try and increase the figure in 2010.	5

SO7: Use resources effectively and provide high performing, value for money services that focus on customer needs												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
LPI BC2	% of annual fee income received against the cost of the building control service	Building Control	100.00	86.00	100.00	▲	✗	100.00	100.00	100.00	Due to reduced income.	10
LPI BC3	% of building regulation applications received which are determined within the prescribed period	Building Control	99.00	100.00	99.00	★	✓	99.00	99.00	99.00		10
LPI CD4	% of the 12 working day grass cutting route completed	Contracts and Direct Services	89.83	66.75	100.00	▲	✗	100.00	100.00	100.00	Grass cutting rounds started on Monday 23rd March. None complete within last quarterly period hence no figures to input.	10
NI 14	Reducing avoidable contact: minimising the proportion of customer contact that is of low or no value to the customer	Corporate Customer Services	New indicator	7.80	New indicator	n/a	n/a	New indicator	New indicator	New indicator	This figure is expected to be lower than that of comparators. A benchmarking exercise is being undertaken before setting targets.	tbc
NI 184	Food establishments in the area which are broadly compliant with food hygiene law (%)	Environmental Health	n/a	90.30	75.00	★	n/a new PI for 08/09	92.00	93.00	94.00	The target for broadly compliant premises has been exceeded this year as a result of targeted action. Further work in 2009/10 will see a focus upon those remaining non-compliant premises.	10
BV 86	Cost of waste collection per household	Environmental Health	51.86	53.56	45.47	▲	✗	53.10	54.96	56.89	Presented as an annual outturn figure. The new method of calculating cost per household includes both revenue and capital expenditure due to changes in government requirement whereas the previous method of calculating only required revenue costs. The 2008/09 target was set prior to the change in the methodology of the calculation	10
LPI ES1	% of local searches carried out in 7 working days	Estate Services	100.00	99.77	95.00	★	✗	95.00	97.00	97.00	Very slight drop amounting to three searches in the year.	10
BV 212.05	Average time to re-let local authority housing (in days)	Housing	24.86	23.92	23.00	●	✓	23.00	22.50	22.00		5
LPI HO5	% of responsive repairs completed within target timescales	Housing	92.99	96.80	95.00	★	✓	98.00	98.00	98.00		5
LPI HO7	Arrears as a % of debit	Housing	1.21	1.28	1.50	★	✓	1.30	1.30	1.30		0.5
LPI HO8	Service charge arrears as a % of the total service charge income	Housing	16.10	11.26	14.00	★	✓	12.00	11.00	10.00		0.5

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
LPI HO15	Number of outstanding gas services at period end	Housing	New indicator	4.00	8.00	★	n/a new PI for 08/09	8.00	7.00	6.00		50
BV 12	Days/shifts lost to sickness absence	Human Resources	9.16	9.78	8.00	▲	✗	8.50	8.50	8.00	This indicator will be reported at Scrutiny Resources in June and will require consideration of proposals to further reduce absence to an acceptable level.	5
BV 014	% Employees retiring early (excluding ill-health)	Human Resources	0.95	0.25	0.05	▲	✗	0.20	0.20	0.20	This indicator shows a very small increase and is not considered to be of concern. Early retirement is monitored and approved through Executive with appropriate business cases being established.	5
BV 15	% Employees retiring on grounds of ill health	Human Resources	0.12	0.00	0.20	★	✓	0.20	0.20	0.20		5
LPI HR1	% new staff receiving corporate induction	Human Resources	96.05	92.25	98.00	▲	✗	100.00	100.00	100.00	Induction is carried out over 3 half days. This is currently being reviewed to reduce time spent and to utilise where appropriate e-learning tools to enable corporate induction to be completed for all new starters.	2
LPI HR2	% employees receiving annual appraisal	Human Resources	77.84	97.00	90.00	★	✓	100.00	100.00	100.00		2
LPI HR3	Average no. days training and development per employee	Human Resources	3.39	3.37	3.52	●	✗	3.50	3.50	3.50		5
LPI HR4	No. IT training hrs per employee	Human Resources	2.86	2.31	5.00	▲	✗	3.00	3.00	3.00	There have been significant demands on IT training time such as E-Fims (the Council's new financial system) and Gov-Connect which has required resource allocation and has distracted from mainstream IT skills training. In general IT skills have improved with more general use and awareness therefore target hours per employee has been reduced for future years to reflect the true demand and requirement for training.	10

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
LPI IA3	Compliance with the CIPFA Code of Practice for Internal Audit in Local Government	Internal Audit	New indicator	97.30	95.00	★	n/a	98.00	98.50	99.00		10
LPI IT2	% helpdesk calls responded to within agreed timescale	IT	98.72	98.59	100.00	●	✗	100.00	100.00	100.00		5
LPI TR1	% return on investments against benchmark	IT	103.02	191.18	100.00	★	✓	100.00	100.00	100.00	This indicator is used to measure the performance of the Council's fund manager.	5
NI 179	Value for money - total net value of on-going cash-releasing gains since start of 2008-9	Treasury Services	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	This figure will not be reported until June 2009.	10
NI 180	The number of changes of circumstances affecting HB/CTB entitlement processed within the year	Treasury Services	New indicator	12851.00	10500.00	★	n/a new PI for 08/09	New indicator	New indicator	New indicator		10
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Treasury Services	New indicator	11.00	14.61	★	n/a new PI for 08/09	11.39	11.00	10.00		10
BV 008	% invoices paid within 30 days	Treasury Services	95.58	92.59	97.00	▲	✗	97.00	97.50	97.50	The introduction of a new financial management system from April 2008 has had a negative impact on the payment of invoices particularly in the first quarter. As staff have got used to the new ways of working together with system faults being rectified, performance has improved in quarters 3 and 4.	0
BV 009	% Council Tax collected	Treasury Services	97.33	97.38	97.80	▲	✓	97.00	97.50	97.50	Although the overall yearly target was not achieved, performance has improved significantly in the final quarter and this improved performance should now continue in 2009/10.	0.25
BV 010	% NNDR collected	Treasury Services	98.75	98.06	99.00	●	✓	98.00	99.00	99.40		0.25
BV076d	No. of housing benefit prosecutions & sanctions, per yr, per 1000	Treasury Services	6.06	5.73	4.00	★	✗	6.00	6.00	6.00		20
BV 79bi.05	HB Recovered: Overpayment	Treasury Services	75.72	84.85	80.00	★	✓	83.50	85.00	85.00		5

SO8: Promote and extremely positive image and reputation and ensure high levels of customer satisfaction												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 005	Overall/general satisfaction with the area	Communications	New indicator	83.60	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 021	Dealing with local concerns about ASB and crime	Communications	New indicator	26.50	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 027	Understanding of local concerns about ASB and crime by local council and police	Communications	New indicator	19.30	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 037	Awareness of civil protection arrangements in local area	Communications	New indicator	15.70	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
NI 140	Fair treatment by local services	Communications	New indicator	77.30	New indicator	n/a	n/a	New indicator	New indicator	New indicator		n/a
BV 3	The % of citizens satisfied with the overall services provided	Communications	Not reported in 07/08	55.10	Target not set	n/a	n/a	Target not set	Target not set	Target not set		10
BV119a.02	% residents satisfied with sports and Leisure	Communications	Not reported in 07/08	54.10	Target not set	n/a	n/a	Target not set	Target not set	Target not set		n/a
Bv119c.02	% residents satisfied with museums	Communications	Not reported in 07/08	49.50	Target not set	n/a	n/a	Target not set	Target not set	Target not set		n/a
BV119e.02	% residents satisfied with parks and open spaces	Communications	Not reported in 07/08	72.50	Target not set	n/a	n/a	Target not set	Target not set	Target not set		n/a
LPI BC1	% of customers satisfied with overall service provided	Building Control	100.00	100.00	95.00	★	✓	95.00	95.00	95.00		10
LPI CO2	% residents who get their information about council services from the Exeter Citizen	Communications	74.50	74.50	80.00	●	➔	80.00	80.00	80.00		10
LPI CO8	% residents who feel they are well informed about the council's services	Communications	New indicator	67.70	65.00	★	✓	New indicator	New indicator	New indicator		10
LPI CD9	% of tenants satisfied with the way housing programme works were organised by the council	Contracts and Direct Services	96.00	99.00	99.00	●	✓	99.00	99.00	99.00		10
LPI AB1	Customer satisfaction with direct contact with Bereavement Services	Contracts and Direct Services	96.40	96.43	85.00	★	✓	85.00	85.00	85.00		10
LPI AB2	Customer satisfaction with written information from Bereavement Services	Contracts and Direct Services	96.40	93.75	80.00	★	✗	85.00	85.00	85.00		10
LPI AB3	Customer satisfaction with Bereavement Services website	Contracts and Direct Services	100.00	83.33	80.00	★	✗	85.00	85.00	85.00		10

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
LPI CD10	% tenants provided with the minimum of two weeks notice of planned maintenance on their homes	Contracts and Direct Services	97.00	98.00	100.00			100.00	100.00	100.00		10
LPI CC2	% of customers who were seen within 10 minutes	Corporate Customer Services	83.81	53.53	85			85.00	85.00	85.00	Performance has been affected by the transfer of housing benefits customer services to the Customer Service Centre and a significant increase in demand. As staff are trained in the full range of advice services, performance is improving	3
LPI CC3	% of external phone calls answered in 6 rings	Corporate Customer Services	87.40	79.10	90.00			90.00	90.00	90.00	Results have been affected by the ongoing training issues.	5
NI 182	Satisfaction of businesses with local authority regulation services (%)	Environmental Health	New indicator	95.04	75.00		n/a new PI for 08/09	90.00	92.00	94.00	The user satisfaction score (expressed as a percentage) is very pleasing indicating good satisfaction from businesses in the way we regulate them. There was also an increase in the percentage of business returning their questionnaire.	10
LPI ET1	% of overall impression of the TIC was excellent/good	Economy and Tourism	98.00	81.50	90.00			95.00	95.00	95.00	The 'overall impression' is below our target, from analysing the surveys further it is due to lack of/poor signage. New and improved pedestrian signage has been installed during autumn 2008 so results should improve for 2009.	10
LPI ET3	% overall impression of Underground Passages was excellent/good	Economy and Tourism	New indicator	98.00	90.00		n/a PI not collected in 07/08	95.00	95.00	95.00	The recent investment in the new Heritage Centre and improvements in the interpretation and interactives has greatly improved the attraction. Knowledgeable staff and longer opening hours have also been a contributing factor.	10

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
LPI ET4	% stated overall the Quay House Visitor Centre was excellent/good	Economy and Tourism	100.00	92.00	90.00	★	✗	95.00	95.00	95.00	From those that completed the survey most stated that their experience was excellent/good. The centre stocks a wide variety of gifts and local leaflets and provides an excellent and knowledgeable service.	10
LPI ET5	No. of visitors to Exeter's Underground Passages	Economy and Tourism	New indicator	18737.00	18700.00	★	n/a PI not collected in 07/08	19600.00	20600.00	21600.00	Total amount of visitors to the centre was not as high as expected. There are issues with internal and external signage which is currently being addressed.	10
LPI ET6	No. of visitors to Exeter Visitor Information and Tickets	Economy and Tourism	New indicator	100585.00	100500.00	★	n/a PI not collected in 07/08	105600.00	110800.00	116400.00		10
LPI ET7	% stated overall the Red Coat Guides were excellent/good	Economy and Tourism	New indicator	96.00	95.00	★	n/a PI not collected in 07/08	95.00	95.00	95.00		10
NI 160	Local Authority tenants' satisfaction with landlord services	Housing	New indicator	84.00	85.00	●	n/a PI not collected in 07/08	85.00	85.00	85.00		10
LPI IT3	Availability of ICT service	IT	100.00	99.92	100.00	▲	✗	100.00	100.00	100.00	There was a technical issue with a server which caused a minor service interruption.	0.05
LPI PO1	% of letters from the public which receive a response within 5 days	Policy	98.95	84.75	100.00	▲	✗	100.00	100.00	100.00	This figure is lower than expected because letter monitoring was not undertaken across all service areas throughout the year. This indicator will be reviewed for accuracy and relevance over the coming year.	5