

## STATUTORY INDICATOR FOR VISION THEME: A PROSPEROUS CITY

Statutory Indicator Information			Actuals		Target 2004/05	Forward Targets		
Service	Ref	Description	2003/2004	2004/2005		2005/06	2006/07	2007/08
Planning	BV 109a	Percentage of planning applications determined in line with the Government's new development control targets to determine: a) 60% of major applications in 13 weeks	62%	68%	60%	60%	60%	60%
Planning	BV 109b	Percentage of planning applications determined in line with the Government's new development control targets to determine: b) 65% of minor applications in 8 weeks	77%	76%	65%	65%	65%	65%
Planning	BV 109c	Percentage of planning applications determined in line with the Government's new development control targets to determine: (c) 80% of other applications in 8 weeks.	87%	86%	80%	80%	80%	80%
Planning	BV 111	The percentage of applicants satisfied with the service received (Planning)	79%	N/a	N/a	N/a	N/a	N/a
Planning	BV 200a	Does the Council have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired?	No	Yes	Yes	Yes	Yes	Yes
The Local Plan First Review was adopted on 31 March 2005. Adopted Plan likely to be published by July 2005.								
Planning	BV 200b	If "No" are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within three years?	Yes	N/a	N/a	N/a	N/a	N/a
Planning	BV 204	Percentage of appeals allowed against the authority's decision to refuse planning applications	New	32.6%	36%	36%	36%	33.0%
Planning	BV 205	Quality of service checklist	New	89	94	94	94	100

**LOCAL INDICATOR FOR VISION THEME: A PROSPEROUS CITY**

Local Indicator Information			Actuals		Target 2004/05	Forward Targets		
Service	Ref	Description	2003/2004	2004/2005		2005/06	2006/07	2007/08
Economic Development	Local	Claimant count (unemployment). Percentage of unemployment benefit claimants of working age divided by working age population.	1.76	1.40	N/a	N/a	N/a	N/a
Unemployment year-on-year has continued to decline.								

**STATUTORY INDICATOR FOR VISION THEME: EVERYONE HAS A HOME**

Statutory Indicator Information	Service	Ref	Description	Actuals		Target 2004/05	Forward Targets		
				2003/2004	2004/2005	2005/06	2006/07	2007/08	
	Planning	BV 106	Percentage of new homes built on previously developed land	70%	Not available until June	75%	70%	70%	65%

**STATUTORY INDICATOR FOR VISION THEME: A CULTURAL AND FUN PLACE TO BE**

Statutory Indicator Information			Actuals		Target 2004/05	Forward Targets		
Service	Ref	Description	2003/2004	2004/2005		2005/06	2006/07	2007/08
Arts	BV 119d	The percentage of residents satisfied with the Local Authority arts and activities	54%	N/a	N/a	N/a	N/a	N/a
The satisfaction level is measured through the General User Satisfaction Survey. The next survey will take place in 2006/07								

**LOCAL INDICATOR FOR VISION THEME: A CULTURAL AND FUN PALCE TO BE**

Local Indicator Information			Actuals		Target 2004/05	Forward Targets		
Service	Ref	Description	2003/2004	2004/2005		2005/06	2006/07	2007/08
Festival	Local	Percentage of Festival seats filled	78%	72%	83%	83%	83%	83%
Lower ticket sales on a number of events								
Tourism	Local	No of accommodation bookings made through the TIC	1,182	1,101	1,100	1,100	1,100	1,100
More bookings are now made direct following provision of information provided by TIC or web site								
Tourism	Local	No of visitors on Red Coat Guided tours	12,708	10,715	13,000	13,000	13,000	13,000
Fewer tours due to temporary drop in number of guides								
Tourism	Local	No of visitors to the Quay House Visitor Centre	23,716	23,808	27,000	27,000	27,000	27,000
Maintaining its popularity after the upgrade of the audio-visual presentation								
Tourism	Local	Percentage of overall impression of the TIC was excellent/good	New	100%	80%	80%	80%	90%
Tourism	Local	Percentage stated overall the Quay House Visitor Centre was excellent/good	New	100%	80%	80%	80%	90%
Tourism	Local	Percentage stated overall the Underground Passages were excellent/good	New	96%	80%	N/a	N/a	90%
This PI will not be collected for next year due to the closure of the Underground Passages whilst Princesshay is being developed.								

**STATUTORY INDICATOR FOR VISION THEME: AN ACCESSIBLE CITY**

Statutory Indicator Information			Actuals		Target 2004/05	Forward Targets		
			2003/2004	2004/2005		2005/06	2006/07	2007/08
Service	Ref	Description	2003/2004	2004/2005		2005/06	2006/07	2007/08
Building control	BV 156	The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	22%	46%	40%	53%	60%	60%
This percentage includes car parks where work is currently being carried out								

**LOCAL INDICATOR FOR VISION THEME: AN ACCESSIBLE CITY**

Local Indicator Information			Actuals		Target 2004/05	Forward Targets		
Service	Ref	Description	2003/2004	2004/2005		2005/06	2006/07	2007/08
Transport	Local	Actual take up of eligible students over academic year (transport)	565	637	650	650	650	650
Passes are issued annually over academic year.								
Transport	Local	Average paid to Devonwide per elderly/disabled pass holder per week	37p	36p	< 50p	<50p	<82p	<85p
Performing under target of 50p, which offers good value for the elderly/disabled passholder. Reimbursement expected to rise in 2006/07 to reflect recent government announcement re: free travel from 1 April 2006								
Transport	Local	Average paid to bus operators per student pass holder per week	14p	12p	<20p	<30p	<30p	<30p
Total paid to Stagecoach for 2004/2005 = £4060. Reimbursement next year is expected to rise as it will be based on actual travel, which is now being properly recorded by Stagecoach. So targets have increased								
Transport	Local	Percentage of eligible pensioners obtaining a Devonwide Pass (Concessionary Travel Pass)	60.7%	64%	60%	60%	75%	75%
Take up continues to grow. Take up will increase dramatically in 2006/07 with the proposal to provide free travel for pensioners								
Parking	Local	Percentage of applications for residents' parking processed within 24 hours of receipt	100%	99.75%	98%	98%	98%	98%

**STATUTORY INDICATOR FOR VISION THEME: A CITY THAT CARES FOR THE ENVIRONMENT**

Statutory Indicator Information			Actuals		Target 2004/05	Forward Targets		
Service	Ref	Description	2003/2004	2004/2005		2005/06	2006/07	2007/08
Land Charges	BV 179	The percentage of standard searches carried out in 10 working days.	99.9%	100%	99%	99%	99%	99%



**LOCAL INDICATOR FOR VISION THEME: A CITY THAT CARES FOR THE ENVIRONMENT**

Local Indicator Information			Actuals		Target 2004/05	Forward Targets		
Service	Ref	Description	2003/2004	2004/2005		2005/06	2006/07	2007/08
Building control	Local	Percentage of customers satisfied with overall service provided (Building Control)	100%	95%	95%	95%	95%	95%
Building control	Local	Percentage of annual fee income received against the cost of the building control service	100%	100%	100%	100%	100%	100%
Building control	Local	Percentage of building regulation applications received which are determined within the prescribed period	99%	99.5%	98%	98%	98%	99%
Land Charges	Local	Percentage of local searches carried out in 7 working days	95%	95%	90%	90%	90%	90%
Parking	Local	Percentage of customers happy with appearance and cleanliness	N/a	N/a	96%	96%	96%	96%
Survey from which these figures are obtained was not carried out in 2004/05								

### LOCAL INDICATOR FOR VISION THEME A SAFE CITY

Local Indicator Information			Actuals		Target 2004/05	Forward Targets		
Service	Ref	Description	2003/2004	2004/2005		2005/06	2006/07	2007/08
Parking	Local	Percentage of customers who feel their car is safe in car parks	N/a	N/a	86%	87%	88%	89%
Survey from which these figures are obtained was not carried out in 2004/05								

**LOCAL INDICATOR FOR VISION THEME: EXCELLENCE IN PUBLIC SERVICE**

Local Indicator Information			Actuals		Target 2004/05	Forward Targets		
Service	Ref	Description	2003/2004	2004/2005		2005/06	2006/07	2007/08
Parking	Local	Percentage of standard parking charges recovered in full	63.3%	59.87%	67%	67%	67%	67%