

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - ECONOMY 7 JUNE 2007

PERFORMANCE MANAGEMENT INDICATORS

1.0 PURPOSE OF REPORT

1.1 This report advises Members on the current position on key performance indicators.

2.0 INFORMATION

2.1 Members receive a report every six months on the Key Performance Indicators to measure the performance of the Directorate's work in the important areas of service delivery. Attached to this report are the outturn figures for 2006/07 which are set in the context of the targets previously agreed and in the context of performance in the previous full year, 2005/06. Overall performance to date continues to be positive. Key issues to highlight are as follows:

2.2 *Planning*

The key performance indicators in Planning are the processing of planning applications where the Planning Services Unit have performed significantly above the national target over the last year. This has been an excellent achievement given that workload has been high in terms of both volume and scale of projects. Whilst the proportion of new homes on brownfield sites has fallen from 2005/06, this was entirely expected given that the supply of sites is unfortunately reducing – the performance is still significantly above the national target of 70%. The development plan work is on target but key milestones in the preparation of the Core Strategy will be revised following the Panel report on the Regional Spatial Strategy. Whilst the volume of appeals which has been allowed has risen from 2005/06, it is still within the adopted target. The quality of service checklist indicates a high score and a full 100% score is dependent on further improvements on the electronic delivery of services. In terms of the management of conservation areas, only two out of the five appraisals have been completed to adoption stage as a result of losing our Conservation Planner in January of this year. Recruitment of a successor has proved difficult but hopefully interviews, which are in hand, will result in an appointment shortly.

2.3 *Economy and Tourism*

The volume of activity, as measured by two key indicators, has risen with both the Redcoat Guided Tours and use of the Quay House Visitor Centre having shown a significant rise over 2005/06. Both of these improvements can be attributed to increased publicity and, in the latter case, the provision of more events at the Quay. There is not a report of the Underground Passages' performance because of its closure during 2006/07 – it will re-open in September of this year.

2.4 *Building Control*

Performance and customer satisfaction remain very high but this has dropped slightly from 2005/06 which reflects a very high level of work, arising from the PFI schools and from Princesshay, and a key unfilled vacancy at Senior Building Control Officer level. Unfortunately, this vacancy continues. In terms of access to public buildings, we have failed to meet the 2006/07 target due to a delay on works at St Nicholas Priory, but a series of works in hand this year will significantly improve performance above target. The new Tourist Information Centre and Heritage Centre will deliver fully accessible buildings; work at the Custom House will provide lift access to the upper floor; and work to St Nicholas Priory will also provide enhanced access by the end of the year.

2.5 *Estates*

The work of the land charges team on turning around local searches remains excellent.

2.6 *Administration and Parking Services*

The percentage recovery of standard charges is still above the 2006/07 target figure of 67%, although below the figure achieved in 2005/06. This is simply because more standard charges were written off, either because of an initial query over the issue of the charge, or because an appeal against the charge was successful. The take up of concessionary fares for residents aged 60 and over has risen significantly which reflects the much greater attractiveness of free travel for older people.

3.0 **RECOMMENDATION**

It is recommended that Members note the content of this report.

JOHN RIGBY
DIRECTOR ECONOMY AND DEVELOPMENT

ECONOMY & DEVELOPMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling the report:

None.