








Performance Indicators 2009/10
Scrutiny Committee - Economy

SO1: Ensure that there are enough well-designed, well-maintained and affordable homes in the city										
Performance Indicator	Service	Year End 08/09	Year End 09/10	Target 09/10	Performance 09/10	Compared to 08/09	Target 10/11	Target 11/12	Target 12/13	Commentary
NI154 Net additional homes provided	Planning & Building Control	414.00	TBC	447.00	N/a	N/a	447.00	447.00	447.00	The 2009/10 end of year figure due end of May.
NI159 Supply of ready to develop housing sites	Planning & Building Control	112.00	TBC	100.00	N/a	N/a	100.00	100.00	100.00	The 2009/10 end of year figure due end of May.
SO3: Further improve the character of the city and facilities for culture and leisure										
Performance Indicator	Service	Year End 08/09	Year End 09/10	Target 09/10	Performance 09/10	Compared to 08/09	Target 10/11	Target 11/12	Target 12/13	Commentary
LPI AC6 Number of safer parking awards achieved	Parking, Engineering & Business Support	20.00	23.00	22.00	★	✓	22.00	22.00	23.00	
SO5: Ensure that Exeter is a buoyant, dynamic and innovative regional city with sustainable growth										
Performance Indicator	Service	Year End 08/09	Year End 09/10	Target 09/10	Performance 09/10	Compared to 08/09	Target 10/11	Target 11/12	Target 12/13	Commentary
LPI AC1 % take-up of concessionary fares passes by eligible residents aged 60 and over	Parking, Engineering & Business Support	84.50	87.50	88.50	★	✓	90.00	90.00	90.00	The figure is calculated as a percentage of Exeter's 2006 population figure.
BV156 % LA public buildings accessible to disabled people	Planning & Building Control	77.00	78.50	60.00	★	✓	75.00	80.00	85.00	
NI170 % of previously developed land that has been vacant or derelict for more than 5 years	Planning & Building Control	1.09	TBC	0.00	N/a	N/a	0.00	0.00	0.00	The 2009/10 end of year figure not yet available.
NI157a % of major planning applications processed within 13 weeks	Planning & Building Control	52.38	71.43	60.00	★	✓	60.00	60.00	60.00	
NI157b % of minor planning applications processed within 8 weeks	Planning & Building Control	86.96	85.89	65.00	★	✗	65.00	65.00	65.00	
NI157c % of other planning applications processed within 8 weeks	Planning & Building Control	88.89	87.66	80.00	★	✗	80.00	80.00	80.00	
SO7 Use resources effectively & provide high performing, value for money services focused on customer needs										
Performance Indicator	Service	Year End 08/09	Year End 09/10	Target 09/10	Performance 09/10	Compared to 08/09	Target 10/11	Target 11/12	Target 12/13	Commentary
LPI BC2 % of annual fee income received against the cost of the building control service (building)	Planning & Building Control	86.00	84.30	100.00	▲	✗	100.00	100.00	100.00	Under recovery is due to the recession and increased price competition from approved inspectors.
LPI BC3 % of building regulation applications rec'd which are determined in the prescribed period	Planning & Building Control	100.00	100.00	99.00	★	➔	99.00	99.00	99.00	
LPI ES1 % of local searches carried out in 7 working days	Estates	99.77	100.00	95.00	★	✓	97.00	98.00	99.00	All searches were carried out within 7 days.

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SO8 Promote an extremely positive image & reputation & ensure high levels of customer satisfaction										
Performance Indicator	Service	Year End 08/09	Year End 09/10	Target 09/10	Performance 09/10	Compared to 08/09	Target 10/11	Target 11/12	Target 12/13	Commentary
LPI ET1 % of overall impression of the TIC was excellent/good	Economy & Tourism	81.50	86.00	95.00		✓	95.00	95.00	95.00	
LPI ET3 % overall impression of Underground Passages was excellent/good	Economy & Tourism	98.00	97.00	95.00		✗	95.00	95.00	95.00	
LPI ET4 % stated overall the Quay House Visitor Centre was excellent/good	Economy & Tourism	92.00	96.00	95.00		✓	95.00	95.00	95.00	Visitors to the Quay House Visitors Centre are always enthusiastic about the service they receive and the Centre itself.
LPI ET5 No. of visitors to Exeter's Underground Passages	Economy & Tourism	18737.00	18505.00	19600.00		✗	20600.00	21600.00	21600.00	Similar visitor number to previous year. Slight reduction due to a reduction in group bookings (coaches no longer able to drop-off in Bus & Coach Station).
LPI ET6 No. of visitors to Exeter Visitor Information & Tickets	Economy & Tourism	100582.00	70707.00	105600.00		✗	100000.00	105000.00	110000.00	Reduction in visitors during the summer period has effected annual visitor figures. The economic situation, and to some extent the weather, has affected the amount of visitors to the city and therefore the centre this summer.
LPI ET7 % stated overall the Red Coat Guides were excellent/good	Economy & Tourism	96.00	90.00	95.00		✗	95.00	95.00	95.00	Two main concerns were that tours were too long in time and that they started too early in the morning. These issues will be addressed when planning the programme for 2010/11.
LPI BC1 % of customers satisfied with the overall service provided	Planning & Building Control	100.00	100.00	95.00		➔	95.00	95.00	95.00	