

Economy and Development Half Year PI Results 2010/11

SO4: Maximise the potential of all our citizens by tackling social disadvantage and deprivation										
Performance Indicator	Service	Year End 09/10	Actual Q1 10/11	Actual Q2 10/11	Half Year 10/11	Target Half Year 10/11	Performance Half Year 10/11	Compared to Half Year 09/10	Target Year End 10/11	Commentary
LPI AC1 % take-up of concessionary fare passes by eligible residents aged 60 and over	Parking, Engineering & Business Support	87.5	n/a	86.1	86.1	89			89.5	The figure is calculated as a percentage of Exeter's 2008 population figure (2006 figure was used on previous occasions).
SO5: Ensure that Exeter is a buoyant, dynamic and innovative city with sustainable growth										
Performance Indicator	Service	Year End 09/10	Actual Q1 10/11	Actual Q2 10/11	Half Year 10/11	Target Half Year 10/11	Performance Half Year 10/11	Compared to Half Year 09/10	Target Year End 10/11	Commentary
NI157a % of major planning applications processed within 13 weeks	Planning & Building Control	71.43	53.85	66.67	59.09	60			60	
NI157b % of minor planning applications processed within 8 weeks	Planning & Building Control	85.89	70	86.11	78.79	65			65	
NI157c % of other planning applications processed within 8 weeks	Planning & Building Control	87.66	82.61	87.56	85.36	80			80	
SO7: Use resources effectively & provide high performing, value for money services that focus on customer needs										
Performance Indicator	Service	Year End 09/10	Actual Q1 10/11	Actual Q2 10/11	Half Year 10/11	Target Half Year 10/11	Performance Half Year 10/11	Compared to Half Year 09/10	Target Year End 10/11	Commentary
LPI ES1 % of local searches carried out in 7 working days	Estates	100	n/a	100	100	97			97	
SO8: Promote an extremely positive image & reputation & ensure high levels of customer satisfaction										
Performance Indicator	Service	Year End 09/10	Actual Q1 10/11	Actual Q2 10/11	Half Year 10/11	Target Half Year 10/11	Performance Half Year 10/11	Compared to Half Year 09/10	Target Year End 10/11	Commentary
LPI ET1 % of overall impression of the TIC was excellent/good	Economy & Tourism	86	n/a	91	91	95			95	Once Information Centre found, visitor satisfaction is high due to range of services provided.
LPI ET3 % overall impression of Underground Passages was excellent/good	Economy & Tourism	97	n/a	97	97	95			95	A good year for the Underground Passages, the introduction of themed events helped visitor satisfaction.
LPI ET4 % stated overall the Quay House Visitor Centre was excellent/good	Economy & Tourism	96	n/a	96	96	95			95	Visitors enjoyed the newly refurbished Centre and the staff welcome.
LPI ET5 No. of visitors to Exeter's Underground Passages	Economy & Tourism	18505	4891	8171	13062	12750			20600	A busy spring and summer for the Underground Passages, the inclement weather works to the attraction's advantage.
LPI ET6 No. of visitors to Exeter Visitor Information & Tickets	Economy & Tourism	70707	24532	28425	52957	60850			100000	Visitors to the Information Centre are down due to ongoing external signage problems and the economic downturn. New signage was installed late September.