















SO1: Ensure there are enough well-designed, well-maintained and affordable homes in the city									
Performance Indicator	Service	Year End 09/10	Year End 10/11	Target 10/11	Performance 10/11	Compared to 09/10	Target 11/12	Target 12/13	Commentary
NI154 Net additional homes provided	Planning & Building Control	303	556	447	★	✓	447	447	
NI159 Supply of ready to develop housing sites	Planning & Building Control	120.49	505	100	★	✓	100	100	Awaiting confirmation of Year End figure.
SO3: Further improve the character of the city and facilities for culture and leisure									
Performance Indicator	Service	Year End 09/10	Year End 10/11	Target 10/11	Performance 10/11	Compared to 09/10	Target 11/12	Target 12/13	Commentary
LPI AC6 Number of safer parking awards achieved	Parking, Engineering & Business Support	23	23	22	★	➔	22	23	
SO4: Maximise the potential of all our citizens by tackling social disadvantage and deprivation									
Performance Indicator	Service	Year End 09/10	Year End 10/11	Target 10/11	Performance 10/11	Compared to 09/10	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	87.5	86.55	89.5	●	✗	90	90	The figure is calculated as a percentage of Exeter's 2008 population figure.
BV156 % LA public buildings accessible to disabled people	Planning & Building Control	78.5	76.9	75	★	✗	80	85	

SO5: Ensure the Exeter is a buoyant, dynamic and innovative regional city with sustainable growth

Performance Indicator	Service	Year End 09/10	Year End 10/11	Target 10/11	Performance 10/11	Compared to 09/10	Target 11/12	Target 12/13	Commentary
NI157a % of major planning applications processed within 13 weeks	Planning & Building Control	71.43	70.21	60	★	✗	60	60	
NI157b % of minor planning applications processed within 8 weeks	Planning & Building Control	85.89	77.73	65	★	✗	65	65	
NI157c % of other planning applications processed within 8 weeks	Planning & Building Control	87.66	84.43	80	★	✗	80	80	

SO7: Use resources effectively & provide high-performing, value for money services focused on custom

Performance Indicator	Service	Year End 09/10	Year End 10/11	Target 10/11	Performance 10/11	Compared to 09/10	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	84.3	100	100	●	✓	100	100	
LPI BC3 % of building regulation applications rec'd which are determined in the prescribed period	Planning & Building Control	100	100	99	★	➔	99	99	
LPI ES1 % of local searches carried out in 7 working days	Estates	100	100	97	★	➔	98	99	Above target.

SO8: Promote an extremely positive image & reputation & ensure high levels of customer satisfaction									
Performance Indicator	Service	Year End 09/10	Year End 10/11	Target 10/11	Performance 10/11	Compared to 09/10	Target 11/12	Target 12/13	Commentary
LPI ET1 % of overall impression of the TIC was excellent/good	Economy & Tourism	86	91	95			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	97	95			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	96	95			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	19854	20600			21600	21600	The amount of people who visit Exeter's Underground Passages has increased from last year, this is primarily due to an increase in themed events and a slight increase in the promotion of the visitor attraction. A new projecting sign is due to be installed spring 2011 to increase visibility of the entrance to the visitor attraction.
LPI ET6 No. of visitors to Exeter Visitor Information & Tickets	Economy & Tourism	70707	76977	100000			105000	110000	The amount of people who visit Exeter Visitor Information & Tickets has increased by just over 8% from the previous year, but has not recovered to previous highs. Improved pedestrian signage and an increase in the range of tickets sold within the Information Centre has helped with this increase. Work will continue to improve the awareness of the Information Centre with local residents, businesses and visitors as well as increase the range of tickets sold.
LPI ET7 % stated overall the Red Coat Guides were excellent/good	Economy & Tourism	90	95	95			95	95	Visitors on a Red Coat Guide, overall enjoyed their tour and had no areas of concern.
LPI BC1 % of customers satisfied with the overall service provided	Planning & Building Control	100	100	95			95	95	