

EXETER CITY COUNCIL**SCRUTINY COMMITTEE - ECONOMY
7 NOVEMBER 2007****PERFORMANCE MANAGEMENT INDICATORS****1. PURPOSE OF REPORT**

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

2. INFORMATION

2.1 Members receive a report every six months on the Key Indicators to measure the performance of the Directorate's work in the important areas of service delivery. Attached to this report are figures at the half-year point for 2007/08 which are set in the context of the targets previously agreed and in the context of performance in the previous full year, 2006/07. Overall performance to date is broadly positive. Key issues to highlight are as follows:

Planning

2.2 There are a number of national performance indicators on which the Council's planning performance is judged. The Council continues to perform very well against its statutory targets for dealing with minor planning applications. Performance on major applications has been more challenging in the first half of the year and reflects accompanying work on complex Section 106 agreements; in one case, a protracted wait for amended plans and in another, a deferral for a site inspection visit.

Economy & Tourism

2.3 Again progress to date is generally good. Particularly positive are the volumes of visitors taking part in redcoat tours. The poor weather over much of the summer did however impact significantly on visitor volumes to the Quay House Visitor Centre, particularly in the second quarter. Customer satisfaction with the Tourist Information Centre (despite its unfavourable location in the first half of 2007/08) and the Quay House Visitor Centre, meanwhile, remains very high. Feedback on the Underground Passages, accessed from the new location in Paris Street, will be available at the year-end.

Building Control

2.4 Yearly figures are reported for all building control performance indicators. In the meantime, colleagues report that good progress on achieving building access is being maintained. The target to make the service self-financing continues to be achieved. Customer feedback remains very positive and despite work around Princesshay and having a long-standing senior vacancy, the service continues to deliver in a timely fashion.

Land Charges

- 2.5 Achievement at the half-year point remains very encouraging with 100% of local searches carried out within 7 days.

Administration & Parking Services

- 2.6 The percentage of standard parking charges recovered at the half-year point continues to be comfortably above the target figure, though slightly lower than the figure achieved at the equivalent point last year. This reflects a modest increase in charges that were either originally issued in error or overturned on appeal.
- 2.7 Take-up rates among 'over 60's' residents for the concessionary bus travel pass in Exeter have continued to increase steadily. Latest half-year figures are expected from the Devonwide Office in the next few weeks, but take up rates are expected to be slightly ahead of target. It is interesting to note that Exeter's take-up rate, comfortably in excess of 80%, is significantly higher than partner districts in the Devonwide scheme (where take-up rates among the 'over 60s' population range from around 60 – 70%).

3. RECOMMENDED

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

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

Background papers used in compiling this report:-

None.