

Economy and Development

EST Estate Services

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Performance	Performance Q2 0708	Target Q2 0708	Annual Target 0708	Compared to 0607 half year figure	Commentary
± LPI ES1 % of local searches carried out in 7 working days	96.00	96.00	100.00	100.00	★	90.00	90.00	→	Exceeded target, another good performance.

PLA Planning

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Performance	Performance Q2 0708	Target Q2 0708	Target Annual 0708	Compared to 0607 half year figure	Commentary
BV109a.02 % major planning applications determined within 13 wks	75.41	41.67	62.50	52.08	▲	60.00	60.00	✗	
BV109b.02 % minor planning applications determined within 8 wks	76.67	72.60	78.85	75.72	★	65.00	65.00	✔	
BV109c.02 % other planning applications determined within 8 wks	84.61	82.18	82.00	82.09	★	80.00	80.00	✗	

ET Economy and Tourism

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half year Performance	Performance Q2 0708	Target Q2 0708	Target Annual 0708	Compared to 0607 half year figure	Commentary
MI ET1 No. of visitors on Red Coat guided tours	15139.00	5097.00	6719.00	11816.00	★	9830.00	15139.00	✔	Another good summer for the Red Coat Guides. The amount of people attending tours on an organised group booking have boosted visitor figures.
MI ET2 No. of visitors to Quay House Visitor Centre	25937.00	8789.00	10596.00	19385.00	●	20204.00	25937.00	✘	Visitors to the Quay House have reduced this quarter, primarily due to poor weather. The Historic Quayside is reliant on good weather!
ET Economy and Tourism : LPI ET1 % of overall impression of the TIC was excellent/good	96.00	?	98.00	98.00	★	90.00	90.00	✔	From the people who completed this question, almost all people indicated their overall impression was either excellent/good. Considering our location over the past couple of years, this is a great achievement.
ET Economy and Tourism : LPI ET3 % overall impression of Underground Passages was excellent/good	?	?	?	?	?	90.00	90.00	?	Cannot complete as Exeter's Underground Passages have only just re-opened.

ET Economy and Tourism : LPI ET4 % stated overall the Quay House Visitor Centre was excellent/good	98.00	?	100.00	100.00	★	90.00	90.00	✔	Excellent results from the annual customer survey. Visitors are allowed to browse the Visitor Centre and when they ask staff a question their knowledge is excellent.
AC Administration and Parking									
	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Performance 0708	Performance Q2 0708	Target Q2 0708	Target Annual 0708	Compared to 0607 half year figure	Commentary
LPI AC1 % take-up of eligible residents aged 60 and over	79.50			?	?	82.00	83.00		Q2 results expected very shortly from Devonwide administrators - expected to be on profile.
LPI AC2 % of standard parking charges recovered in full	74.38				★	67.00	67.00	✘	Performance is favourable compared with target. The slight fall in standard parking charges recovered, compared with this time last year, reflects a modest increase in charges that were either originally issued in error or overturned on appeal.

