

Economy and Development Half Year PI Results 2011/12

SO5: Ensure that Exeter is a buoyant, dynamic and innovative city with sustainable growth										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
NI157a % of major planning applications processed within 13 weeks	Planning & Building Control	70.21	60	66.67	64.29	60	★	✓	60	
NI157b % of minor planning applications processed within 8 weeks	Planning & Building Control	77.73	71.11	86.11	74.11	65	★	✗	65	
NI157c % of other planning applications processed within 8 weeks	Planning & Building Control	84.43	77.22	87.56	80.63	80	★	✗	80	
SO7: Use resources effectively & provide high performing, value for money services that focus on customer needs										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
LPI ES1 % of local searches carried out in 7 working days	Estates	100	100	100	100	97	★	✓	97	Above target
SO8: Promote an extremely positive image & reputation & ensure high levels of customer satisfaction										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
LPI ET1 % of overall impression of the TIC was excellent/good	Economy & Tourism	91	91	94	94	95	●	✓	95	The Information Centre exceeded last years actual performance and was only 1% down on this year's target.
LPI ET3 % overall impression of Underground Passages was excellent/good	Economy & Tourism	97	97	96	96	95	★	✗	95	Staff at the Underground Passages continue to provide a good service to visitors, the half year result is 1% above the annual target.
LPI ET4 % stated overall the Quay House Visitor Centre was excellent/good	Economy & Tourism	96	96	96	96	95	★	➔	95	A good performance for the Quay House Visitor Centre staff, in continuing to be recognised for good customer service.
LPI ET5 No. of visitors to Exeter's Underground Passages	Economy & Tourism	19854	5165	8164	13329	12750	★	✓	20600	A small increase in group bookings has helped maintain visitor numbers. New external pedestrian signage is being installed this autumn which should help increase visitor numbers.
LPI ET6 No. of visitors to Exeter Visitor Information & Tickets	Economy & Tourism	76977	24895	28401	53296	60850	▲	✓	100000	Performance has been good this summer, visitors to the Information Centre are up by over 300 visitors on the same period from last year. We expect to exceed last years performance, though the target of 100,000 is probably over ambitious in the light of annual trends.