

**EXETER CITY COUNCIL****SCRUTINY COMMITTEE - ECONOMY  
5 JUNE 2008****PERFORMANCE MANAGEMENT INDICATORS: 2007/08****1.0 PURPOSE OF REPORT**

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

**2.0 INFORMATION**

- 2.1 Members receive a report every six months on the Key Performance Indicators to measure the performance of the Directorate's work in the important areas of service delivery. Attached to this report are the outturn figures 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 continues to be positive. Key issues to highlight are as follows:

**2.2 *Planning***

The key performance indicators in Planning are the processing of planning applications where the Planning Services Unit have performed significantly above the national target over the last year. This has been an excellent achievement given that workload has been high in terms of both volume and scale of projects. Whilst the proportion of new homes on brownfield sites has fallen from 2006/07, this was expected given that the supply of sites is unfortunately reducing and much of the housing supply during the year has been focused at Clyst Heath – a Greenfield site. The development plan work is behind target because of delays in the delivery of the Panel report on the Regional Spatial Strategy. In terms of the review of Conservation Areas, we are behind target – largely due to the declaration of two additional Conservation Areas.

**2.3 *Economy and Tourism***

High levels of satisfaction are demonstrated by survey from visitors to the Tourist Information Centre and Quay House Visitor Centre.

**2.4 *Building Control***

Performance and customer satisfaction remain very high. In terms of access to public buildings, the Council has exceeded its target through a range of works carried out. The new Tourist Information Centre and Heritage Centre both deliver fully accessible buildings; recent work at the Custom House provides lift access to the upper floor; and work to St Nicholas Priory provides enhanced access.

**2.5 *Estates***

The work of the land charges team on turning around local searches remains excellent.

**2.6 *Administration and Parking Services***

There has been a decrease in the issuing of Standard Charges as a result of introducing Pay on Foot at Mary Arches and Guildhall Car Parks. The level of cancellations/write offs has decreased significantly. The take up of concessionary

fares for residents aged 60 and over has risen significantly which reflects the much greater attractiveness of free travel for older people.

### **3.0 RECOMMENDATION**

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

**JOHN RIGBY  
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**ECONOMY & DEVELOPMENT DIRECTORATE**

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

Background papers used in compiling the report:

None.