

Economy and Development Performance Indicator Results 2007/08											
SO 1: Ensure that there are enough well-designed, well-maintained and affordable homes in the city											
	Service	Year End 06/07	Year End 07/08	Target 07/08	Performance 07/08	Compared to 06/07	Target 08/09	Target 09/10	Target 10/11	Commentary	Tolerance
BV106 % New homes built on 'brownfield'	Planning	80.42	68.60	70.00			n/a	n/a	n/a	Greenfield provision is mainly due to completions at Digby. Indicator will no longer be collected after 07/08.	0.01
SO2: Enhance and protect the environment, reducing the causes & minimising the impact of climate change											
		Year End 06/07	Year End 07/08	Target 07/08	Performance 07/08	Compared to 06/07	Target 08/09	Target 09/10	Target 10/11	Commentary	
BV219b% of conservation areas in the local authority area with an up to date character appraisal.	Planning	70.60	85.00	100.00			n/a	n/a	n/a	Appraisals of three remaining conservation areas delayed due to the designation of two additional areas. Indicator will no longer be collected after 07/08.	0.25
SO3: Further improve the character of the city and facilities for culture & leisure											
		Year End 06/07	Year End 07/08	Target 07/08	Performance 07/08	Compared to 06/07	Target 08/09	Target 09/10	Target 10/11	Commentary	
BV156 % LA public buildings accessible to disabled people	Building Control	55.00	75.00	60.00			60.00	60.00	75.00	The target has been exceeded for our Category A buildings as the authority continues to invest and upgrade facilities. Further work is planned at the RAMM, St Nicholas Priory and The Custom House to increase the figure.	10
SO4: Maximise the potential of all our citizens by tackling social disadvantage and deprivation											
		Year End 06/07	Year End 07/08	Target 07/08	Performance 07/08	Compared to 06/07	Target 08/09	Target 09/10	Target 10/11	Commentary	
LPI AC1 % take-up of eligible residents aged 60 and over	Administration and Car Parks	79.50	87.00	82.50			85.00	85.00	85.00	Data is supplied by DCC. Data is not available until May 12th.	5
LPI AC2 % of standard parking charges recovered in full	Aministration and Car Parks	74.38	79.40	67.00			70.00	75.00	75.00	Performance has improved over the last half-year period. Whilst there was a 15% decrease in the number of Standard Charges issued (1378 this period compared with 1623 last period), cancellations/write-offs decreased by 30% (488 this period compared with 695 last period)	5

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

		Year End 06/07	Year End 07/08	Target 07/08	Performance 07/08	Compared to 06/07	Target 08/09	Target 09/10	Target 10/11	Commentary	
BV109a.02 % major planning applications determined within 13 wks	Planning	75.41	70.39	60.00	★	↘	60.00	60.00	60.00	NI 157 will replace BV109a, BV109b and BV109c from 08/09.	0.25
BV109b.02 % minor planning applications determined within 8 wks	Planning	76.67	74.41	65.00	★	↘	65.00	65.00	65.00	NI 157 will replace BV109a, BV109b and BV109c from 08/09.	0.25
BV109c.02 % other planning applications determined within 8 wks	Planning	84.61	80.42	80.00	★	↘	80.00	80.00	80.00	NI 157 will replace BV109a, BV109b and BV109c from 08/09.	0.25
BV200a Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3 year rolling programme?	Planning	Yes	Yes	Yes	●	→	n/a	n/a	n/a	Indicator no longer collected after 07/08.	10
BV200b. Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Planning	No	No	Yes	▲	→	n/a	n/a	n/a	Core Strategy delayed because of need to wait for the outcome of the Regional Spatial Strategy. Indicator no longer collected in 07/08.	10
BV204 % Planning appeals allowed	Planning	32.10	30.67	33.00	★	↘	n/a	n/a	n/a	Indicator no longer collected after 07/08.	10
BV205 The local authority's score against a 'quality of planning services' checklist.	Planning	94.45	94.40	100.00	●	↘	n/a	n/a	n/a	Indicator no longer collected after 07/08.	6

SO7: Use resources effectively and provide high performing, value for money services that focus on customer needs.											
		Year End 06/07	Year End 07/08	Target 07/08	Performance 07/08	Compared to 06/07	Target 08/09	Target 09/10	Target 10/11	Commentary	
LPI BC2 % of annual fee income received against the cost of the building control service (building)	Building Control	100.00	100.00	100.00		→	100.00	100.00	100.00	Fee income continues to exceed expenditure	10
LPI BC3 % of building regulation applications recieved which are determined in the prescribed period	Building Control	95.00	99.00	99.00			99.00	99.00	99.00		10
LPI ES1 % of local searches carried out in 7 working days	Estate Services	96.00	100.00	90.00			95.00	95.00	97.00	Exceeded target, another good 6 months	10
SO8: Promote an extremely positive image and reputation and ensure high levels of customer satisfaction											
		Year End 06/07	Year End 07/08	Target 07/08	Performance 07/08	Compared to 06/07	Target 08/09	Target 09/10	Target 10/11	Commentary	
LPI ET1 % of overall impression of the TIC was excellent/good	Economy and Tourism	96.00	98.00	90.00			90.00	90.00	92.00	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. Biannual indicator.	10
LPI ET4 % stated overall the Quay House Visitor Centre was excellent/good	Economy and Tourism	98.00	100.00	90.00			90.00	90.00	92.00	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.	10
LPI BC1 % of customers satisfied with the overall service provided	Building Control	95.00	100.00	95.00			95.00	95.00	95.00	Our customer satisfaction survey indicates continuing satisfaction with the service	10