

SO5: Ensure that Exeter is a buoyant, dynamic and innovative regional city with sustainable growth											
	Service	Year End 07/08	Actual Q1 08/09	Actual Q2 08/09	Half Year	Performance Half Year	Target Half Year	Target Annual 08/09	Compared to 07/08 half year figure	Q2 Commentary	Tolerance
BV109a.02 % major planning applications determined within 13 wks	Planning	70.39	30.00	40.00	35.00	▲	60.00	60.00	×	Performance continues to be affected by S106 agreements, the Council is introducing a	0.25
BV109b.02 % minor planning applications determined within 8 wks	Planning	74.41	79.03	77.46	78.25	★	65.00	65.00	✓		0.25
BV109c.02 % other planning applications determined within 8 wks	Planning	80.42	72.16	83.70	77.93	▲	80.00	80.00	×		0.25
SO7: Use resources effectively and provide high performing, value for money services that focus on customer needs											
		Year End 07/08	Actual Q1 08/09	Actual Q2 08/09	Half Year	Performance Half Year	Target Half Year	Target Annual 08/09	Compared to 07/08 half year figure	Q2 Commentary	Tolerance
LPI AC1 % take-up of concessionary fares passes by eligible residents aged 60 and over	Transport	86.00	87.00	83.00	83.00	●	84.00	88.00	×		5
SO8: Promote an extremely positive image and reputation and ensure high levels of customer satisfaction											
		Year End 07/08	Actual Q1 08/09	Actual Q2 08/09	Half Year	Performance Half Year	Target Half Year	Target Annual 08/09	Compared to 07/08 half year figure	Q2 Commentary	Tolerance
LPI ET1 % of overall impression of the TIC was excellent/good	Tourism	98.00	n/a	81.50	81.50	●	90.00	90.00	×	The 'overall impression' is below our target, from analysing the surveys	10
LPI ET3 % overall impression of Underground Passages was excellent/good	Tourism	n/a	n/a	98.00	98.00	★	90.00	90.00	×	n/a PI not collected in 07/08 The recent investment in the new Heritage Centre and improvements in the	10
LPI ET4 % stated overall the Quay House Visitor Centre was excellent/good	Tourism	100.00	n/a	92.00	92.00	★	90.00	90.00	×	From those that completed the survey most stated that their experience	10
LPI ES1 % of local searches carried out in 7 working days	Land Charges	100.00	100.00	100.00	100.00	★	95.00	95.00	✓	Above target	10