










Performance Indicators

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 157a	% major planning applications determined within 13 wks	Planning	70.39	51.59	60.00			60.00	60.00	60.00	16 of the 20 applications that were not determined within 13 weeks included section 106 agreements that took a long time to conclude.	0.25
NI 157b	% minor planning applications determined within 8 wks	Planning	74.41	82.45	65.00			65.00	65.00	65.00		0.25
NI 157c	% other planning applications determined within 8 wks	Planning	80.42	81.41	80.00			80.00	80.00	80.00		0.25
NI 154	Net. Additional homes provided	Planning	New indicator	414.00	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 159	Supply of ready to develop housing sites	Planning	New indicator	112.00	5 years 100%	n/a	n/a	5 years 100%	5 years 100%	5 years 100%		tbc
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	Planning	New indicator	1.09%	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
SV 156	The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	Planning	75.00	77.00	60.00			60.00	75.00	80.00		10
LPI BC2	% of annual fee income received against the cost of the building control service	Building Control	100.00	86.00	100.00			100.00	100.00	100.00	Due to reduced fees	10
LPI BC1	% of customers satisfied with overall service provided	Building Control	100.00	100.00	95.00			95.00	95.00	95.00		
LPI BC3	% of building regulation applications received which are determined within the prescribed period	Building Control	99.00	100.00	99.00			99.00	99.00	99.00		10
LPI ET1	% of overall impression of the TIC was excellent/good	Economy and Tourism	98.00	81.50	90.00			95.00	95.00	95.00	The 'overall impression' is below our target, from analysing the surveys further it is due to lack of/poor signage. New and improved pedestrian signage has been installed during autumn 2008 so results should improve for 2009.	10
LPI ET3	% overall impression of Underground Passages was excellent/good	Economy and Tourism	New indicator	98.00	90.00		n/a PI not collected in 07/08	95.00	95.00	95.00	The recent investment in the new Heritage Centre and improvements in the interpretation and interactives has greatly improved the attraction. Knowledgeable staff and longer opening hours have also been a contributing factor.	10

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LPI ET4	% stated overall the Quay House Visitor Centre was excellent/good	Economy and Tourism	100.00	92.00	90.00			95.00	95.00	95.00	From those that completed the survey most stated that their experience was excellent/good. The centre stocks a wide variety of gifts and local leaflets and provides an excellent and knowledgeable service.	10
LPI ET5	No. of visitors to Exeter's Underground Passages	Economy and Tourism	New indicator	18737.00	18700.00		n/a PI not collected in 07/08	19600.00	20600.00	21600.00	Total amount of visitors to the centre was not as high as expected. There are issues with internal and external signage which is currently being addressed.	
LPI ET6	No. of visitors to Exeter Visitor Information and Tickets	Economy and Tourism	New indicator	100585.00	100500.00		n/a PI not collected in 07/08	105600.00	110800.00	116400.00		
LPI ET7	% stated overall the Red Coat Guides were excellent/good	Economy and Tourism	New indicator	96.00	95.00		n/a PI not collected in 07/08	95.00	95.00	95.00		
LPI ES1	% of local searches carried out in 7 working days	Estate Services	100.00	99.77	95.00			95.00	97.00	97.00	Very slight drop amounting to three searches in the year	10
LPI AC6	Number of safer parking awards achieved	Administration and Parking	New indicator	20.00	20.00	n/a	n/a	22.00	22.00	22.00		tbc
LPI AC1	% take-up of concessionary fares passes by eligible residents aged 60 and over	Transport	86.00	84.50	88.00			89.00	90.00	90.00		5