

**Quarterly Performance Report**

APPENDIX

**2004/2005 Quarter 1****ENVIRONMENTAL SERVICES PORTFOLIO****Key to symbols***Targets*

- ^ on or above target
- < within 10% of target
- v below target

*Comparative Performance*

- ^ performance within best quartile
- < performance within mid quartiles
- v performance within worst quartiles

*Trend over time*

- ^ ^ continuous improvement over 3 years
- ^ improvement since equivalent data last year
- < static
- v decline since equivalent data last year
- v v continuous decline in performance over 3 years

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**CS17(1) BV126a Domestic Burglaries per 1,000 households**

*Target :* 3.25

*Result :* 3.175 ^

*Comparative Performance :* No comparative data

*Trend over time :* Improving ^

2002/2003 Quarter 1

2003/2004 Quarter 1 19.4

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**CS20 BV128a Vehicle crimes per 1,000 population**

*Target :* 3.36

*Result :* 3.225 ^

*Comparative Performance :* No comparative data

*Trend over time :* Improving ^

2002/2003 Quarter 1

2003/2004 Quarter 1 12.4

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**DS24 % of conservation advice on development proposals provided within 12 days of request**

*Target :* 100%

*Result :*

*Comparative Performance :* No result to compare

*Trend over time :* No result to compare

2002/2003 Quarter 1 100%

2003/2004 Quarter 1

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**Quarterly Performance Report****2004/2005 Quarter 1****ENVIRONMENTAL SERVICES PORTFOLIO****DS25 % of full plans applications acknowledged in 2 days**

<i>Target :</i>	90%	
<i>Result :</i>	94%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Improving	^
2002/2003 Quarter 1	80%	
2003/2004 Quarter 1		

**DS5(1) BV109a Percentage of major planning applications determined in 13 weeks**

<i>Target :</i>	60%	
<i>Result :</i>	35%	v
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 1	14%	
2003/2004 Quarter 1	50%	

**OUT OF TOLERANCE REPORT**

*Mitigation :* 6 out of 17 majors were decided in 13 weeks. The % figure relates to a small number of cases and is significantly affected by the need to complete S106 Agreements on a number of cases. Work is progressing on a S106 help pack for developers to speed up the S106 process.

*Action :*

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**DS5(2) BV109b Percentage of minor planning applications determined in 8 weeks**

<i>Target :</i>	65%	
<i>Result :</i>	68%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Continuous improvement	^ ^
2002/2003 Quarter 1	45%	
2003/2004 Quarter 1	59%	

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**DS5(3) BV109c Percentage of other planning applications determined in 8 weeks.**

<i>Target :</i>	80%	
<i>Result :</i>	81%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 1	66%	
2003/2004 Quarter 1	83%	

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**2004/2005 Quarter 1**

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**DS53 BV204 % of appeals allowed against the authority's decision to refuse planning applications.**

*Target :* 34%

*Result :* 54% **v**

*Comparative Performance :* No comparative data

*Trend over time :* No trend data

2002/2003 Quarter 1

2003/2004 Quarter 1

**OUT OF TOLERANCE REPORT**

*Mitigation :* This is an adverse figure & more appeals have been allowed than our target of 34%. This quarters figure is unusual and may simply be a reflection of the particular mix of cases during this one quarter.

*Action :*

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**DS54 BV205 Score against a quality of service checklist**

*Target :* 90%

*Result :* 89% **<**

*Comparative Performance :* No comparative data

*Trend over time :* No trend data

2002/2003 Quarter 1

2003/2004 Quarter 1

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**EM4 % of watercourse screens carried out in target time**

<i>Target :</i>	100%	
<i>Result :</i>	99%	<
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Improving	^
2002/2003 Quarter 1	96%	
2003/2004 Quarter 1	75%	

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**HT10 Percentage of emergency call out to village footway lighting within 4 hours**

<i>Target :</i>	100%	
<i>Result :</i>	100%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Static	<
2002/2003 Quarter 1	100%	
2003/2004 Quarter 1		

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**2004/2005 Quarter 1**

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**HT11 Percentage of missing street nameplates replaced within 12 weeks**

*Target :* 100%

*Result :* 85% **v**

*Comparative Performance :* No comparative data

*Trend over time :* No trend data

2002/2003 Quarter 1

2003/2004 Quarter 1

**OUT OF TOLERANCE REPORT**

*Mitigation :* Please briefly explain in the box below

*Action :*

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