

Appendix 1

Development Services PI data

Exceptions

Generated on: 19 March 2010



Development Services Development Control

Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value			
SO	SO - Consistent and acceptable levels of customer service will be provided by the Service reviewing its internal procedures and customer care. AS - The percentage of planning applications dealt with within two months.	SDS1ai DC - Percentage of householder applications dealt with within 2 months during quarter	80%	74%	75%				90.91%	67.24%	43.2%	Several recent initiatives including legislative changes, ePlanning, PSIF action plan, and Local Plan implementation have affected workloads and performance.	
AS													
SO	SO - Consistent and acceptable levels of customer service will be provided by the Service reviewing its internal procedures and customer care. AS - The percentage of planning applications dealt with within two months.	SDS1bi DC - Percentage of non householder applications dealt with within 2 months during quarter	50%	30%	34%				41.27%	36.23%	14.66%	Several recent initiatives including legislative changes, ePlanning, PSIF action plan, and Local Plan implementation have affected workloads and performance.	
AS													
SO	SO - Consistent and acceptable levels of customer service will be provided by the Service reviewing its internal procedures and customer care. AS - The percentage of planning applications dealt with within two months.	SDS1ci DC - Percentage of all applications dealt with within 2 months during quarter	60%	47%	49%				59.53%	45.41%	25.95%	Several recent initiatives including legislative changes, ePlanning, PSIF action plan, and Local Plan implementation have affected workloads and performance.	
AS													