

Part 2 Performance of Service

Current performance (in relation to 2000-01 Service Plan outcomes and targets)

THREE YEAR OUTCOME	MEASURE OR INDICATOR	PERFORMANCE 2000/01	TARGET 2001/02	TARGET 2003/04
1. Minerals are worked and waste is managed in and by the most appropriate locations and means balancing the demands of society and the industry with the environmental impact	Progress towards adopting a joint minerals and waste local plan for the county.	Start work on plan preparation.	Informal consultation Jan 2002.	Adopted plan by June 2004.
	Land bank of permitted sand and gravel sites	Land bank of at least 8.4m tonnes	Land bank of at least 8.4m tonnes at end of 2001	Land bank of at least 7.21m tonnes
2. County Matter Planning applications will be determined in an efficient and effective manner	Number of departures from the Development Plan Approved (BVPI 108)	20%	<20%	<20%
	Percentage of applications determined in 8 weeks (BVPI 109)	20%	>25%	>25%
	Average time taken to determine County Matter Applications (BVPI 110)	13 weeks	15 weeks	15 weeks
	%age of applicants satisfied with the service (BVPI 111)	N/A	75	80

	Score against best planning practice (BVPI 112)	4/9	5/9	5/9
3. County Council planning applications will be determined in an efficient manner	Percentage of applications determined in 8 weeks	50	55	60
4. Applications processed in an efficient manner and information readily available electronically	Progress in installing computerised DC system	Systems being evaluated	System installed	System fully operative
5. Decisions made by District Councils and adjoining authorities on their plans and on planning applications reflect the policy of the County Council	Percentage of consents granted for applications to which the County Council has objected	N/A	<5%	<5%
	Percentage of consultative responded to within 5 weeks	N/A	>60%	>60%
6. In order to limit harm to the environment and create fair trading conditions, breaches of Planning Control will be investigated and resolved in an expeditious manner	Average frequency of inspection of active minerals and waste sites	5-6 p.a.	8*	10*
	Respond to complaints within two working days	N/A	80*	90*
	Decide action within 6 weeks	N/A	60*	80*
7. The most important archaeological remains are protected and recorded in advance of development	%age of consultations responded to within 2 weeks	>80%	80%	80%
	No. of successful appeals against archaeological planning advice	0	0	0
	No. of sites damaged through authorised development without adequate mitigation	0	0	0
	Percentage of customers satisfied with SMR service	100	90	90

* Assuming new assistant enforcement and site monitoring post not deleted in the latest round of cuts.

N/A Not available