

**Corporate Performance Exception Report - Quarter 1 (Apr - Jun) 2009/10**

Corporate performance indicators showing **no change** in performance when compared to the same quarter last year

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2008 30 Jun 2008	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
<b>Deputy Chief Executive</b>									
None									
<b>Environment &amp; Planning</b>									
Processing of major planning applications determined within 13 weeks	NI 157(a)	100.00%	100.00%	◀▶	96%	NA	NA	93.75%	Static- Has remained at 100% for last three quarters, which is above national targets. Second Quarter running we have achieved 100%.
Processing of other planning applications determined within 8 weeks	NI 157(c)	100.00%	100.00%	◀▶	95%	NA	NA	97.83%	
Has the local planning authority met the milestones which the current Local Development Scheme sets out?	BV 200(b)	YES	YES	◀▶	Meet milestones set out in LDS Maintain up to date character appraisal	YES	YES	YES	Static
Percentage of conservation areas in the local authority area with an up-to-date character appraisal	BV 219(b)	100%	100%	◀▶		100%	100%	100%	Static
<b>Housing, Leisure &amp; Customer Services</b>									
Percentage of repair appointments made that were kept by RBC	HH 018	100.00%	100.00%	◀▶	99%	98.00%	99.00%	100.00%	We endeavour to keep all of the appointments we make with customers and service will only fail due to unforeseen circumstances eg high levels of sick absence.