

## Appendix 2

### Extract from Report submitted to the Overview and Scrutiny Committee 4<sup>th</sup> June 2007 relating to City Development

#### General satisfaction PIs comment

Satisfaction rates in the most recent Best Value survey were lower for many services than recorded performance at the last BV survey. This is true for satisfaction indicator (BV-111) listed below. However, the reason for a decline has been identified, and remedial action has been identified that will hopefully contribute to a rise in satisfaction rates by the next survey.

- **BV-111: Percentage of Planning applicants satisfied with service received**

The focus of the Planning Service over the last year has been on stabilising performance against BV-109 (which relates to time take to process planning applications) to ensure that the Council did not become a Planning Standards Authority. Performance has now stabilised and the service can change its emphasis to customer care improvements. Planned actions include additional resourcing within the service, improved levels of information to customers, web site development, and customer focus groups.

- **BV-165: Percentage of pedestrian crossings with facilities for disabled people**

A thorough, internal inspection audit of 486 pedestrian crossings is currently underway. The city centre crossings have already been inspected, and crossings outside the city centre are now being audited. KPMG have approved the standards/procedure currently being used to audit the crossings, and will use this information as the basis of their own audit, which will start in due course.

- **BV-204: Percentage of appeals allowed against the authority's decision to refuse on planning applications**

In addition to the member and officer training that has been agreed to ensure soundness in decision making, a report was submitted to Overview and Scrutiny Committee (OSC) on Monday 05 March 2007 providing further detail of actions designed to improve the performance of this indicator (compulsory training for panel members, non-compulsory training for non-panel members). The report was approved by OSC, who will receive regular update reports in order to monitor progress.