

Resources Performance Indicators & Targets

Planning & Development, Building Control, and Museums

PI number	PI description	EOY 19/20 Target	Q2 19/20		Q2 18/19		Q2 17/18		Comments
			Target	Actual	Target	Actual	Target	Actual	
LI 238 (Quarterly, Cumulative)	Ipswich Museum & Gallery - Visitor figures (includes general visitors)	52000	26720	40951	26865	29112	23132	27454	Very good Q.2 visitor figures for Ipswich Museum due to large takeover events such busy Summer activity programme and the Art Gallery (Marvellous machines exhibition).
LI 239 (Quarterly, Cumulative)	Christchurch Mansion - Visitor figures	43000	27100	45015	24400	25858	24831	25724	The Q.2 visitor figures at Christchurch Mansion are extremely good, building on a successful Q.1 performance. The Elmer Trail, popular Summer activities programme and the opening of the Made in Suffolk exhibition have all contributed to this.
LI 240 (Quarterly, Cumulative)	Ipswich Museum & Gallery - School visitor figures	4500	1450	2432	1960	1084	1692	1900	A lot of work has been focused on the schools programme and the Q.2 performance indicates an early reverse of the declining attendances seen in previous periods. The school visit figures are significantly above the target for the year.
LI 241 (Quarterly, Cumulative)	Christchurch Mansion - School visitor figures	1050	350	964	550	327	450	758	As per school visits at Ipswich Museum the number of school visits has increased, due in part to the number of schools participating in pilot sessions for new learning sessions.
LI 242 (Quarterly, Cumulative)	Income generation (£ net): Schools admissions	23850	6651	4742	7156	1155	6060	5643	Whilst school visit numbers have increased there has not been a commensurate rise in income due to the increased number of teacher led visits that are facilitated free of charge.
LI 243 (Quarterly, Cumulative)	Income generation (£ net): Hirings	18800	9400	4138	9400	8154	3400	5260	Only 44% of income target generated up to Q.2 for venue hire. A number of factors that contribute to this are under review, including marketing of weddings.
LI 288	Building Control: % Application Plan checking within 21 days	90	90	87.5	90	81.8	90	93.4	Plan check performance dropped marginally over summer months - due to temporary vacancies and department annual summer leave commitments .

LI 289	Building Control: % Completion Certificates issued in 5 days	90	90	95	90	94.3	90	98.1	Performance achieved is within Key Performance Indicator target requirements.
LI 290	Building Control: % Inspections (on the date inspection is requested)	98	98	98.5	98	98.4	98	99	Performance maintained at current level and is within Key Performance Indicator target requirements.
LI 105 (Reducing)	% of appeals allowed against the authority's decision to refuse planning applications	30	30	0	30	0	30	50	A continued strong performance for appeals with 100% of appeals being dismissed in favour of the Council's decision to refuse applications. This indicates that the quality of decision making is good and we are well within the government target which allows a maximum of 10% of all decisions being overturned.
NI 157	Processing of planning applications as measured against targets for "major", "minor" and "other" application types (%)	90	90	99	90	99	90	99	A continued strong performance for the speed of determining planning applications through the second quarter. Majors – 90% (1 out of time), Minors 100%, and all other applications at 100% within set timeframes. As a total that represents one application out of 152 applications that went out of time in the second quarter, and for the first 6 months of the year this equates to only 3 applications out of time out of 337.