






Population							
	Critical success factor	Measurement	Target	Actual April-September 2004	On target?	Responsible officer	Comments
Customer centred							
Citizen focused							
Community led	Community Engagement with preparation of Local Development Framework (Statement of Community Involvement SCI)	<ul style="list-style-type: none"> • Number of meetings • Number of attendees • Numbers consulted/ responding 	Consultation on SCI scheduled last quarter of year	Preparatory work being undertaken.		J Corby	
Developing and empowering the people							


Population cont'd

	Critical success factor	Measurement	Target	Actual April-September 2004	On target?	Responsible officer	Comments
Management and organisation	Achievement against BVPIs (80%)	BVPI monitoring on 10 indicators.	80% achievement on all indicators	BVPIs 10 in total 4 only measured at end of year. 5 achieved target 1 missed target. Of those measured quarterly 83% achieved target.		DKT/JC	BVPI monitoring of performance is on target. New policy agreed by Regeneration Committee 9 th September to focus on brownfield development.
		<ul style="list-style-type: none"> LPI monitoring on 16 indicators 		LPIs 16 in total. 1 not measured quarterly. 8 achieved target. 7 missed target. Of these measured quarterly 53% hit or on target		DKT/JC	Action being taken to improve performance on LPIs. Staff issues in Econ, Dev which caused delay in enquiry response now resolved. Enforcement backlog being tackled which should enable response rate to new enquiries being met.






Health

	Critical success factor	Measurement	Target	Actual April-September 2004	On target?	Responsible officer	Comments
Customer centred	Allocation of Disabled Facilities Grant	No. of grants awarded.	Full use of capital allocation (4,200,000)	Full grant was committed.		J Corby	
	Completion of Phase II Contaminated Land Strategy	Completion of survey.				J Corby	Staff issues now resolved. Priority area of workload to achieve completion of strategy.
Citizen focused							
Community led							
Finance and resources							
Developing and empowering the people							
Management and organisation							




Crime




	Critical success factor	Measurement	Target	Actual April-September 2004	On target?	Responsible officer	Comments
Customer centred							
Citizen focused	Produce Design Statement including "designing out" crime policies	Production of design guide as part of LDF.	Target date for completion agreed in part of Local Development Scheme with GONE.	Continued preparatory work on LDF and residential design guide.		J Corby	Work on-going with DCC and other Durham Districts on residential design guide, which will include "crime", and be part of core policy of LDF.
Community led							
Finance and resources							
Developing and empowering the people							
Management and organisation							

Environment




	Critical success factor	Measurement	Target	Actual April-September 2004	On target?	Responsible officer	Comments
Customer centred	Satisfaction with Planning Service	Questionnaires to customers, applicants/agents (100%) BVPI 111	85%	No survey undertaken so far in 2004.		D Townsend	Last survey 2003/04. 100% survey to commence March 2005.
Citizen focused	Significant progress towards development of the Local Development Framework, including: <ul style="list-style-type: none"> Local Development Scheme Development Strategy Urban Capacity Study 	Production of: <ul style="list-style-type: none"> LDS DS UCS 	End of March 2005	LDS agreed by Regeneration Committee 9 th July 2004 and submitted to GONE. UCS agreed by Regeneration Committee 9 th September 2004.		J Corby	All aspects on or ahead of target.
Community led							
Finance and resources							
Developing and empowering the people							
Management and organisation	Delivery of Planning Service	BVPI 109 on Development Control performance	Major applications 60% Minor applications 65% Others 80%	64% 66% 80%	  	D Townsend	

Economy

	Critical success factor	Measurement	Target	Actual April-September 2004	On target?	Responsible officer	Comments
Customer centred							
Citizen focused	Production of Economic Strategy	Production of Strategy	End of March 2005	Brief for consultants agreed by Regeneration Committee 3 rd November 2004.		S Dawson	Project back on target.
Community led	Review and implementation of Town Centre/Market Town Strategies.	Production of Town Centre Strategy	End of March 2005	Report to Regeneration Committee 3 rd November 2004. Extensive work undertaken including:- <ul style="list-style-type: none"> • retail assessment • town centre master planning • public engagement. 		R Hope / J Corby	
	Implementation of Weardale Strategy	Delivery of projects including Weardale business park and Eastgate site development	Ongoing	<ul style="list-style-type: none"> • Detailed discussions on development and land ownership at Wolsingham. • Major drilling operation to be concluded end of November at Eastgate which will present context of site master plan. 		S Dawson	

	Improve the local economy through business advice and financial support.	<ul style="list-style-type: none"> • Number of jobs created • Number of businesses advised 	<ul style="list-style-type: none"> • 44 • 48 	<ul style="list-style-type: none"> • 72.5 • 21 	 	S Dawson	
Finance and resources	Maximise available external grants to create new economic infrastructure.	<ul style="list-style-type: none"> • ERDF • NRF • SRB • Other allocations to District Developments 	Achieve allocations	Feasibility work completed on Innovation House extension and Low Willington Business Units. Funding bids being developed.		S Dawson	
Developing and empowering the people							
Management and organisation							

Lifelong learning

	Critical success factor	Measurement	Target	Actual April-September 2004	On target?	Responsible officer	Comments
Customer centred							
Citizen focused							
Community led	Delivery of community based training through community capacity building programmes.	Number of training weeks.	40 by end of March 2005	28		S Dawson	
		Number of community groups supported.	8 by end of March 2005	18		S Dawson	
Finance and resources							
Developing and empowering the people	Improve staff satisfaction	Number of staff appraisals complete.	100%			S Dawson J Corby D Townsend M Ranson	
Management and organisation							

