

## Key Performance Targets

ID	Measure	Status	2009/10 Target	Progress/ Comment - Quarter 1	Progress/ Comment - Quarter 2	Owner
KPT 1	Performance rating from Mystery Visits Programme	Green	89%	91% 28 visits completed, 4 x 100%	93%; 149 visits; 39 x 100%	PIC
KPT 2	Performance rating from visitor feedback forms at top 3 sites	Green	96% excellent or good.	96%	93%	PIC
KPT 3	Performance rating from education visit appraisal forms	Green	94%	97.40%	97.40%	PIC
KPT 4	Issue 18 new publications of general interest aimed at helping people value and enjoy the historic environment"	Amber	18 new publications	1 guidebook complete, five more underway. Two microsites developed not yet published. Methodology for measurement to be agreed	Target is likely to be met with a publications list compiled and reporting mechanism proposed, allowing for an accurate figure to be reported in Q3	Agency
KPT 5	Historic Scotland earned income	Green	£24 million.	£24.6m	£26.28 million	PIC
KPT 6	Eight 12 month Bursary Awards and 125 short term placements aimed at the National Progression Award (NPA) in Conservation of Masonry.	Green	Eight 12 month Bursary Awards and 125 short term placements	Eight 12 month Bursary Awards and 47 short term placements	Ten 12 month Bursary Awards and 65 short term bursary awards	TCG
KPT 7	To reach a view on 80% of scheduled monument consent applications within 5 weeks.	Green	80.0%	77-89%. This target cannot be verified until 5 weeks after the end of the financial year. Banding reflects pending cases.	79-86%. This target cannot be verified until 5 weeks after the end of the financial year. Banding reflects pending cases.	Inspectorate
KPT 8	To reach a view on 97% of applications for listed building and conservation area consents within 28 days	Green	97%	92-99%. This target cannot be verified until 28 days after the end of the financial year. Banding reflects pending cases.	96-99%. This target cannot be verified until 28 days after the end of the financial year. Banding reflects pending cases.	Inspectorate
KPT 9	To reach a view on 90% of statutory planning consultations within 14 days	Green	90%	90-92%. This target cannot be verified until 14 days after the end of the financial year. Banding reflects pending cases.	90-92%. This target cannot be verified until 14 days after the end of the financial year. Banding reflects pending cases.	Inspectorate
KPT 10	Cash-releasing efficiency gains on all non-grant expenditure – 2%	Amber	2%	£1.7m identified against target of £2m	£1.7m identified against target of £2m	Finance
KPT 11	A positive balance of 20% in the responses in a survey to a question about whether HS has got better at engaging with stakeholders.	Amber	20%	Survey scheduled to be carried out in Feb/Mar 2010	Decision on whether to proceed with survey is pending	SMT/ Communications