



**KEY PERFORMANCE TARGETS 2009-10**

**National Outcome – We value and enjoy our built and natural environment**

2009-10 Target	Commentary	Targets set for 2008-09
<p><b>1. Performance rating from Mystery Visits Programme – 89%</b></p>	<p>This target is based on visits to properties by trained assessors which yield a single score against a range of criteria. This target is at a high level (well above that of NTS and Forestry Commission who use the same contractor) but the target for 2009-10 is raised slightly. It fits with the “improving service to customers” objective of the action plan agreed between HS and the Minister.</p>	<p>Performance rating from Mystery Visits Programme – 88.5%.</p>
<p><b>2. Performance rating from visitor feedback forms at top 3 sites: 96% excellent or good.</b></p>	<p>New for 2009-10. This target is based on visitor feedback at Edinburgh, Stirling and Urquhart Castles, which together account for over 60% of visits to all Historic Scotland properties. The target is in line with recent survey results, but visitor expectations continue to rise. This fits with the “improving service to customers” objective of the action plan.</p>	<p>N/A</p>
<p><b>3. Performance rating from education visit appraisal forms – 93.5%</b></p>	<p>This target is based on the responses of teachers who bring school parties to HS sites. It is also at a high level and room for improvement is limited, but the target for 2009-10 is raised slightly. This fits with the “improving service to customers” objective of the action plan.</p>	<p>Performance rating from education visit appraisal forms – 93%.</p>
<p><b>4. Issue 18 new publications of general interest aimed at helping people value and enjoy the historic environment</b></p>	<p>New for 2009-10. This includes publications based on thematic listing programmes and technical research, new guidebooks and new microsites for particular properties. It does not cover publications such as reports of archaeological excavations for a specialist audience, publications for schools as part of our education programme or publications linked to the “protect and enhance” leg of the National Outcome. This fits with the “communicating more positively” objective of the action plan.</p>	<p>N/A</p>

**National Outcome – We realise our full economic potential with more and better employment opportunities for our people**

2009-10 Target	Commentary	Targets set for 2008-09
<b>5. Historic Scotland earned income - £24 million</b>	Income for 2009-10 is difficult to forecast. This target was agreed with the Minister on the understanding that it would be reviewed in the light of quarter 1 performance.	Historic Scotland earned income - £25.879 million.

**National Outcome – We are better educated, more skilled and more successful, renowned for our research and innovation**

2009-10 Target	Commentary	Targets set for 2008-09
<b>6. Eight 12 month Bursary Awards and 125 short term placements aimed at the National Progression Award (NPA) in Conservation of Masonry</b>	New for 2009-10. These bursaries and short term placements are aimed at the new qualification established in 2007 in partnership with HLF, SQA, ConstructionSkills and Scottish Enterprise. This is linked to the “working better with partners” objective of the action plan.	N/A

**National Outcome – We protect our built and natural environment and enhance it for future generations**

2009-10 Target	Commentary	Targets set for 2008-09
<b>7. To reach a view on 80% of scheduled monument consent applications within 5 weeks</b>	No change.  This and the other casework targets are linked to the “improving service to customers” objective of the action plan.	To reach a view on 80% of scheduled monument consent applications within 5 weeks.
<b>8. To reach a view on 97% of applications for listed building and conservation area consents within 28 days</b>	No change.	To reach a view on 97% of applications for listed building and conservation area consents within 28 days.
<b>9. To reach a view on 90% of statutory planning consultations within 14 days</b>	This was a new target for 2008-09 in recognition of the Government’s intention to make the planning system more responsive.	To reach a view on 70% of statutory planning consultations within 14 days.

**National Outcome – Our public services are high quality, continually improving, efficient and responsive to local people’s needs**

2009-10 Target	Commentary	Targets set for 2008-09
<b>10. Cash-releasing efficiency gains on all non-grant expenditure – 2%</b>	This reflects the target set by the Government following the conclusion of the 2007 Spending Review. This target amounts to £1 million per year in Historic Scotland.	Cash-releasing efficiency gains on all non-grant expenditure – 2%.
<b>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</b>	New for 2009-10. This is designed to capture the overall success of the action plan.	N/A