

## End of year performance update report

### Planning Services- 2016/2017

To deliver statutory functions within specified timescales and within budget constraints	Baseline from 2015/16 if applicable	Target	End of Year Report
Increase the amount of major applications determined within 13 weeks (or within an agreed timescale) by 10% from the previous year's target of 60%.	<b>89%</b>	70%	<b>100% (31 out of 31)</b>
Increase the amount of minor applications determined within 8 weeks (or within an agreed timescale) by 10% from the previous year's target of 65%.	<b>85%</b>	75%	<b>92% (389 out of 421)</b>
Increase the amount of householder applications determined within 8 weeks (or within an agreed timescale) by 10% from the previous year's target of 80%.	<b>87.33%</b>	90%	<b>97% (444 out of 457)</b>
Increase the amount of all other applications determined within statutory timescales (prior notification and certificate of lawfulness), or within agreed timescale by 10% from the previous year's target of 80%.	<b>82.14%</b>	90%	<b>90% (97 out of 107)</b> *
100% of Tree Preservation Order applications and Conservation Area Notices (trees) to be determined within statutory timescales.	<b>99.5%</b>	100%	<b>100% (310)</b>
100% of planning applications determined within 26 weeks of validation unless a planning performance agreement or extension of time has been agreed.	<b>99.76%</b>	100%	<b>99.5% (1,011 out of 1,016)</b> **
90% of planning applications validated within 5 working days.	<b>32.3%</b>	90%	<b>***71% (1300 out of 1820)</b>
90% of discharge of condition applications determined within 8 weeks unless an extension of time has been agreed.	<b>53.85%</b>	90%	<b>****61% (111 out of 181)</b>
10% increase in planning and pre-application fees from current budget	<b>n/a</b>	10%	<b>*****Planning 47%</b> <b>Pre-app fees 93%</b>

**\*Targets have been increased by 10% from last year service plan and the vast majority of applications are being determined within the increased target. The main area for focus is the other applications to ensure that we are able to achieve over this target in the coming year, as the department have done with the major, minor and householder applications.**

**\*\*Only 4 applications have been determined outside the 26 week period, even though the officers try to work with agents/applicants and request extensions of time, on occasion's agents/applicants are not willing to sign these requests even if the reasons for applications being determined after this period are outside of the officers control. This year the department has also had to rely on a number of agency staff as we have been unable to recruit to vacant posts.**

**\*\*\* Validation performance increased from 32% for the year 2015-16 to 72% for the period 01/04/2016 to 30/09/2016. During Oct and Nov 2016, performance on validation was at 95%. The average across the whole period is 71%. As a result of the introduction of the new Idox system, issues arose that prevented the normal application processes to be completed. This led to a drop in validation within five days to 26% at its worst.**

**\*\*\*\*While not hitting the target the number of discharge of conditions applications within 8 weeks has increased.**

**\*\*\*\*\*The increase in planning application and pre-app fees to date is significantly above target**

To take a proactive approach to enhancing and improving the places in which people live; balancing economic, environmental and social needs	Baseline from 2015/16 if applicable	Target	End of Year Report
Develop a toolkit based upon the CABE building for life criteria as part of Design Guide review within 12 months.	<b>Outstanding</b>	June 2017	<b>*Outstanding</b>
Carry out a scoping exercise for establishing Design Review panel to assess completed development schemes within 1 year.	n/a	Dec 2016	<b>**Outstanding</b>
Carry out a scoping exercise to ascertain whether Development Management can generate income by providing training sessions to agents.	n/a	Dec 2016	<b>***Outstanding</b>
Contact all Parish Councils and attend Parish Council meetings where requested to discuss the planning service	n/a	Dec 2016	Contacted by 19 Parish Councils and all Parish Council meetings attended.
To help facilitate the successful delivery of North Ely through the planning process	n/a	Pre-application advice, discharge of conditions and reserved matters applications to be determined within statutory timescales or within an agreed timescale	The LPA has now received the first reserved matters application from a residential house builder on the Endurance Estate application. The discharge of condition applications for this site which have been received have been determined. There are also ongoing discussions/meetings with the Church Commissioners.
To help facilitate the successful delivery of the leisure centre through the planning process	n/a	Reserved matters application and discharge of conditions applications to be determined within statutory timescales or within an agreed timescale	Approval has been granted for the reserved matters application and there has been a number of ongoing meetings and discharge of condition applications received.
<p><b>*Toolkit based upon CABE building for life – Target for this is June 2017 and this is ongoing.</b></p> <p><b>**Scoping exercise for Design Review Panel – Work on this is ongoing</b></p> <p><b>***Scoping exercise to ascertain if Development Management can generate income – work on this is ongoing</b></p> <p><b>The main focus this year has been to increase the number of applications determined on time.</b></p>			

To improve the quality of the built & natural environment throughout the District	Baseline from 2015/16 if applicable	Target	End of Year Report
Undertake review & update Design Guide SPD for adoption within 12 months	<b>Outstanding</b>	Jun 2017	<b>*Ongoing</b>
Implement notification system for Conservation Officer to be notified of listed building sales within 12 months	<b>Outstanding</b>	Dec 2016	<b>Complete</b>
Monitor 20% of approved tree works	<b>20%</b>	20%	<b>20%</b> (310 determined / 62 site inspections)
Carry out scoping exercise for establishing biennial district Design Awards within 12 months	<b>N/A</b>	Dec 2016	<b>**Outstanding</b>
80% of enforcement complaints to have preliminary investigation completed within 10 working days of receipt and the complainant contacted within 15 working days to advise of findings	<b>71.25% 43.33% response within 15 working days</b>	80%  15 working days	<b>100%  100%</b>
Undertake visits during works to listed buildings for 20% of approved consents	<b>35%</b>	20%	<b>30%</b>
<p><b>*Work on the Design Guide is ongoing and the target for this is June 2017.</b></p> <p><b>**Biennial District Design Awards Scoping is outstanding.</b></p> <p><b>**** Now the enforcement team is fully staffed and their working practices have been reviewed and changes implemented they are hitting 100%, 20% above the target which had been set. Enforcement are also now carrying out proactive work, processing documentation and improvements to Uniform including new letter templates and inspection codes.</b></p> <p><b>The main focus this year has been to increase the number of applications determined on time and the time taken to investigate enforcement complaints.</b></p>			

To improve staff motivation, participation and involvement in service provision & encourage staff development	Baseline from 2015/16 if applicable	Target	End of Year Report
20 hrs of CPD to be identified and to be provided annually.	<b>100%</b>	20hrs – 100% (360hrs for team)	<b>100% (over *670 hrs taken)</b>
Hold quarterly working party meetings to look at IT processes and systems for planning and enforcement	<b>n/a</b>	100%	<b>100%</b>
Meet quarterly with the Planning Service Delivery Champion	<b>n/a</b>	100%	<b>100%</b>
Review all existing service web pages to ensure that only up to date, accurate and relevant information is live on the Councils website	<b>n/a</b>	Nov 2016	<b>Complete</b>
Introduce information videos on our website for a minimum of 3 topics	<b>n/a</b>	June 2017	<b>**Outstanding</b>
<p><b>*Average 28 hours per person, the high number of hours is attributed to the University days for some of the Planning Officers.</b></p> <p><b>**First draft information video has been done and this is a work in progress, now that the new website has been implemented. The target date for this is June 2017.</b></p>			

To provide excellent customer service at all times and to improve communication with all customers	Baseline	Target	End of year report
Introduce a Parish Council and Members e-newsletter within 3 months and circulate quarterly.	<b>n/a</b>	100%	<b>100%</b>
Produce new guidance/general information leaflets and publish a minimum of 2 on website every 6 months.	<b>n/a</b>	100%	<b>100%</b>

Introduce an online appointment system for householder plan checking appointments within 3 months	n/a	Aug 2016	Complete
To implement customer surveys in association with the Planning Advisory Service	n/a	Sep 2016	Surveys now being circulated and responses analysed and reviewed to implement changes.
Investigate emailing decision notices and letters associated with planning applications	n/a	Dec 2016	*Outstanding
Introduce the use of social media (Twitter) into the planning service to notify customers of applications	n/a	July 2016	Complete
*Emailing decision notices relies on the IT system we have in place. At present this is not possible but will hopefully be able to do this now we have a new DMS system in place.			