

Six month performance update reportPlanning Services- 2016/2017

To deliver statutory functions within specified timescales and within budget constraints	Baseline	Target	6 month update 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%.	89%	70%	100% (15 out of 15)
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%.	85%	75%	86% (205 out of 237)
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%.	87.33%	90%	92% (248 out of 268)
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%.	82.14%	90%	83% (64 out of 77) *
100% of Tree Preservation Order applications and Conservation Area Notices (trees) to be determined within statutory timescales.	99.5%	100%	100% (151)
100% of planning applications determined within 26 weeks of validation unless a planning performance agreement or extension of time has been agreed.	99.76%	100%	99% (660 out of 665)
90% of planning applications validated within 5 working days.	32.3%	90%	**72% (732 out of 1011)
90% of discharge of condition applications determined within 8 weeks unless an extension of time has been agreed.	53.85%	90%	***67% (56 out of 86)
10% increase in planning and pre-application fees from current budget	n/a	10%	****Planning 37% Pre-app fees 127%
<p>*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 the department is able to meet this target at the end of the service plan.</p> <p>**While not hitting the target the number of application validated within 5 working days has significantly increased</p> <p>***While not hitting the target the number of discharge of conditions applications within 8 weeks has increased.</p> <p>****The increase in planning application and pre-app fees to date is significantly above target</p>			

To take a proactive approach to enhancing and improving the places in which people live; balancing economic, environmental and social needs	Baseline	Target	6 month update report
Develop a toolkit based upon the CABE building for life criteria as part of Design Guide review within 12 months.	Outstanding	June 2017	*Outstanding
Carry out a scoping exercise for establishing Design Review panel to assess completed development schemes	n/a	Dec 2016	**Outstanding

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within 1 year.			
Carry out a scoping exercise to ascertain whether Development Management can generate income by providing training sessions to agents.	n/a	Dec 2016	***Outstanding
Contact all Parish Councils and attend Parish Council meetings where requested to discuss the planning service	n/a	Dec 2016	Contacted by 19 Parish Council - 18 parish council meetings attended and last one to be attended in November
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 is now actively engaging on a pre-application advice basis with the first residential house builder. It is expected that this will result in the first reserved matters application within the next 3-4 months. The first discharge of condition application was received in July 2015 and discussions are ongoing in relation to this application.
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 ongoing discussions with the applicant.
<p>*Toolkit based upon CABE building for life – Target for this is June 2017 and this is ongoing.</p> <p>**Scoping exercise for Design Review Panel – Work on this is ongoing</p> <p>***Scoping exercise to ascertain if Development Management can generate income – work on this is ongoing</p>			

To improve the quality of the built & natural environment throughout the District	Baseline	Target	6 month update report
Undertake review & update Design Guide SPD for adoption within 12 months	Outstanding	Jun 2017	*Ongoing
Implement notification system for Conservation Officer to be notified of listed building sales within 12 months	Outstanding	Dec 2016	**Outstanding
Monitor 20% of approved tree works	20%	20%	20% (151 determined / 30 site inspections)
Carry out scoping exercise for establishing biennial district Design Awards within 12 months	N/A	Dec 2016	***Outstanding
80% of enforcement complaints to have preliminary	71.25%	80%	99%

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investigation completed within 10 working days of receipt and the complainant contacted within 15 working days to advise of findings	43.33% response within 15 working days	15 working days	99%
Undertake visits during works to listed buildings for 20% of approved consents	35%	20%	****30%
<p>*Work on the Design Guide is ongoing.</p> <p>**Notification system of listed building sales – Lorraine investigating a system with Land Charges which will highlight searches for listed buildings, so that this can be implemented.</p> <p>***Biennial District Design Awards Scoping is outstanding.</p> <p>**** A permanent full time Enforcement Officer started on 11/07/16, who as well as handling cases, has been implementing actions from the Planning Review; proactive work, process documentation and improvements to Uniform including new letter templates and inspection codes.</p> <p>The full team is in at least one day per week facilitating the discussion of cases and other issues, and also the more timely visiting of sites where two Officers are required. The team are also monitoring the CRM system and Planning Enforcement inbox at least twice per day to improve customer service.</p> <p>The service plan report was found to not be reporting correctly on cases where the initial visit was undertaken at day zero of the case being received so this has been corrected.</p>			

To improve staff motivation, participation and involvement in service provision & encourage staff development	Baseline	Target	6 month update report
20 hrs of CPD to be identified and to be provided annually.	100%	20hrs – 100% (370hrs for team)	*50% (188 hrs taken)
Hold quarterly working party meetings to look at IT processes and systems for planning and enforcement	n/a	100%	100%
Meet quarterly with the Planning Service Delivery Champion	n/a	100%	100%
Review all existing service web pages to ensure that only up to date, accurate and relevant information is live on the Councils website	n/a	Nov 2016	Complete
Introduce information videos on our website for a minimum of 3 topics	n/a	June 2017	**Outstanding
<p>*Average 9.9 hours per person, which equates to half of the requirement for the year, this includes both full and part time employees.</p> <p>**First draft information video has been done and this is a work in progress, alongside the improvements to the website.</p>			

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

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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
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 once we have a new DMS system in place.			

Service Delivery Champions to review six month performance report and write down their comments in the box below.

Name of Service Delivery Champion:- Councillor Lis Every

Comments: - These are extremely positive results for the half year and augur well for the full year. I commend the Planning Department for their hard work in not only achieving but exceeding many of the targets. There have been staffing issues over the last 3 months which have now been resolved and the Department is fully staffed. This makes their performance even more impressive. I would particularly mention the Validation and Enforcement teams for having turned the service around. Additional work has resulted in a recruitment campaign for more staff. These results have been achieved through effective leadership and team work. It is particularly pleasing that the customer service targets have been met endorsing the 'can do' approach of the whole team. Working with the Department over the last few months, I have been very impressed with their monitoring and reviewing procedures which engage all staff and create a collective responsibility for their own performance and that of the overall Department. Well done, everyone!