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Report

Report subject : Planning & Economic Development Performance Report
Report to : Planning & Economic Development Overview & Scrutiny Panel
Date : 18 June 2007
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Purpose of Report

1. This report is designed to update members on the Council's performance against its key national and local performance indicators within the Planning and Economic Development Portfolio.

Performance Management within the Council

2. The Council is required by the Government to report its performance against a range of performance indicators - some national and some local. The collection and reporting of this data is overseen by the Audit Commission. In addition, every 3 years the council is required to consult with its residents to establish public perceptions of the council's performance. The council publishes its performance in the corporate plan.
3. The use of performance indicators is intended to ensure that the council is held to account for the way in which it delivers its services. The indicators form the cornerstone of the Comprehensive Performance Assessment.
4. In view of the increasing importance of performance management, the council has established a performance team within Democratic Services and purchased a performance management IT system called PACE. Each service unit feeds data into PACE so that performance can be continually assessed. Quarterly reports are submitted to the cabinet for consideration.

What do the Performance Reports Tell us?

5. The reports include an analysis of a strategic suite of performance indicators (SSI) and how the council is performing against them quarter-by-quarter and portfolio-by-portfolio. The SSI Indicators are the key indicators the Council has chosen to focus on because they support the political priorities and organisational themes set out in the corporate and portfolio plans and because they are given particular importance by central government. Each of the four portfolios is divided into areas to note and areas of concern.



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE

Awarded in:
Housing Services
Waste and Recycling Services



Scrutiny's Role in Monitoring Performance

6. Monitoring the performance of the council is one of the most important functions of scrutiny. This role includes:
 - (a) Monitoring performance against the national Best Value Performance Indicators (BVPI)
 - (b) Monitoring progress against the council's local performance indicators
 - (c) Reviewing the local performance indicators, their appropriateness and the robustness of the data collected.
 - (d) Reviewing the council's performance management processes
 - (e) Monitoring the progress of major projects within each portfolio plan
 - (f) Monitoring progress against budgets

How to challenge performance

7. When reviewing the performance reports, the Panel may wish to consider the following questions:
 - (a) Is the council under-performing against any of its targets and what are the reasons for this?
 - (b) Are there any underlying trends that cause concern?
 - (c) Are the targets set realistic and challenging enough?
 - (d) Is the data provided robust - would the Panel like to examine the data further?
 - (e) Do the indicators give the members the information they want?
 - (f) Are there any other performance indicators which the members would like established?

If members have concerns about any of the indicators, they have the following options available:

- (a) Make the concerns known to Cabinet by way of a recommendation.
- (b) Ask for the Performance Manager to investigate the matter and report back.
- (c) Ask the responsible officer (usually a service head or policy director) to attend a future meeting and answer questions about the matter.
- (d) Set up a small task and finish group to investigate a particular area of concern and report back to the Panel.

In cases where performance is exceeding expectations the Panel may wish to commend the team involved and in some cases recommend that this is formally acknowledged through the council's rewards and recognition scheme - smartideas.

Implications:

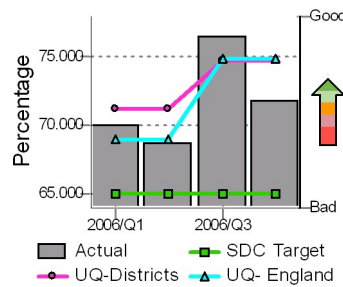
- **Core Values:** scrutiny of performance forms and integral part of the Council's corporate planning process and supports all of the core values.
- **Financial:** None.
- **Legal:** None.
- **Human Rights:** Have been assessed and no human rights are affected by the content of this report.
- **Personnel:** The impact of scrutiny work is accommodated within existing resources.
- **Community Safety:** None
- **Environmental:** None
- **Wards Affected:** All

On Target & Areas of Note (Planning & Economic Development against SDC Target & District and All England Upper Quartiles)

Performance Indicator

Percentage of Planning Applications determined within government development control targets to determine: 60% of Major applications in 13 weeks

BVPI 109 a - Major Planning Applications (Salisbury District Council)
This Year to Date (Last Value)

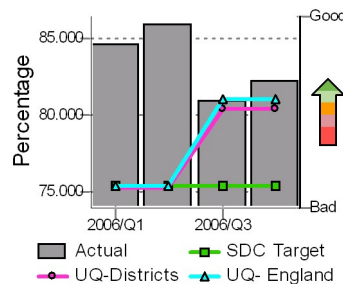


Commentary (2006/Q4)

72.22% for Quarter 4, a slight drop from the previous quarter but meeting both government and local targets. Volume this quarter was average however, there continues to be a number of outstanding S106 agreements, some of which may be concluded next quarter, which could impact upon performance and as such will be monitored closely. Our overall result for 06/07 is 71.83% based on 51 out of the 71 Major Apps processed within time, a little better than 05/06. Judith Howles, May 2007

Percentage of Planning Applications determined within government development control targets to determine: 65% of Minor applications in 8 weeks

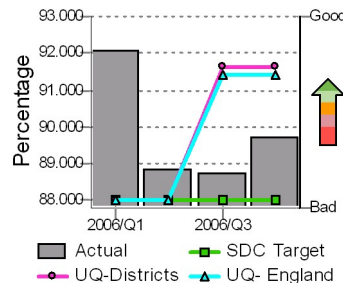
BVPI 109 b / EI 005 - Minor Planning Applications (Salisbury District Council)
This Year to Date (Last Value)



At 76.32% performance has declined slightly again this quarter. Still above government and local targets but no longer top quartile. This quarter, the most frequent reason for missing target in this category is referral to committee as the most locally controversial applications often fall within the 'minor' category. Our result for 06/07 is 82.25% based on 417 out of the 507 Minor Apps processed within time, a small decrease on the previous year but remains within the upper quartile. Judith Howles, May 2007

Percentage of Planning Applications determined within government development control targets to determine: 80% of Other applications in 8 weeks

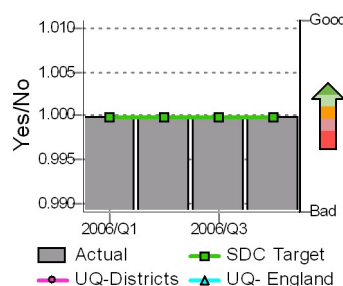
BVPI 109 c - Other Planning Applications (Salisbury District Council)
This Year to Date (Last Value)



With 89.02% achieved in Quarter 4, we have continued to meet both our local and national targets although our performance is no longer in the top quartile. We have met the BVPI targets for the PDG year. Our overall result for 2006/07 is 89.72% based on 1301 out of the 1450 Other Apps processed within the time limit. This demonstrates a very small decrease on the previous year and just misses the upper quartile. Judith Howles, May 2007

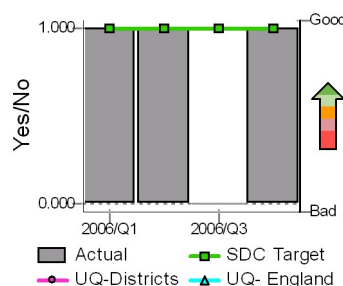
Did the Local Planning Authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?

BVPI 200 a - LDS Submission (Salisbury District Council)
This Year to Date (Last Value)



Has the Local Authority met the milestones which the current Local Development Scheme (LDS) sets out?

BVPI 200 b - LDS Milestones (Salisbury District Council)
This Year to Date (Last Value)



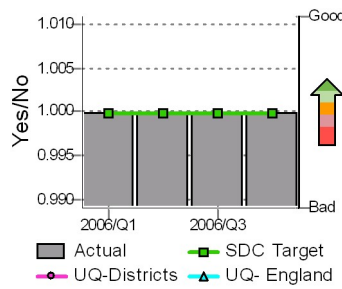
On Target & Areas of Note (Planning & Economic Development against SDC Target & District and All England Upper Quartiles)

Performance Indicator

BVPI 200 c - Plan-making: Monitoring Report (Salisbury District Council) This Year to Date (Last Value)

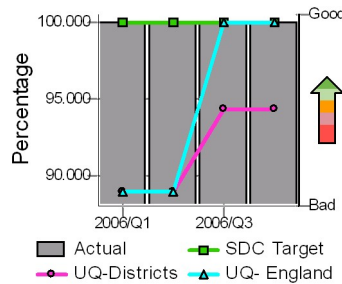
Commentary (2006/Q4)

Did the Local Planning Authority publish an annual report by 31st December each year?



BVPI 205 - Quality of Service Checklist (Salisbury District Council) This Year to Date (Last Value)

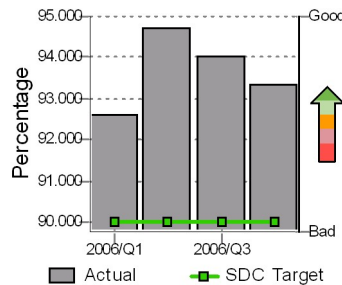
Score against the Quality of Service Checklist



An exemplary 100% score achieved against the Quality of Service Checklist.

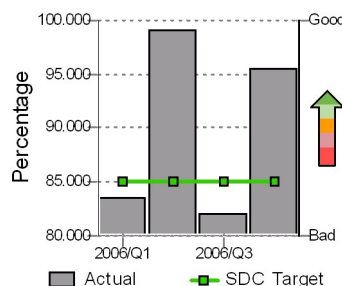
PI 452 - Delegation Percentage (Salisbury District Council) This Year to Date (Last Value)

The percentage of decisions made under delegated powers.



PI 453 - % Applications registered within 3 days (Salisbury District Council) This Year to Date (Last Value)

The percentage of Applications registered within three days.



Small increase in the number of planning applications received in this quarter but the main difference is the increase in the number of applications registered in 3 days. This quarter has shown an increase of 13.5% of applications going through within 3 days. Sheila Van Hagen 3 April 2007

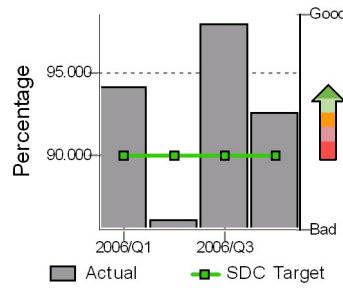
On Target & Areas of Note (Planning & Economic Development against SDC Target & District and All England Upper Quartiles)

Performance Indicator

PI 454 - % Decisions sent within 3 days of delegated decision (Salisbury District Council) This Year to Date (Last Value)

Commentary (2006/Q4)

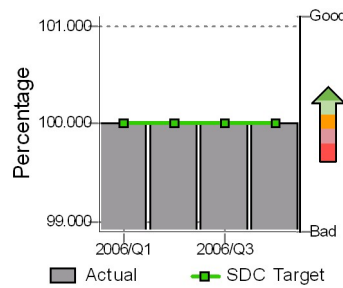
The percentage of Decisions sent out within three days of delegated decision.



Maintaining targets on the issuing decisions within 3 days. Sheila Van Hagen 3 April 2007

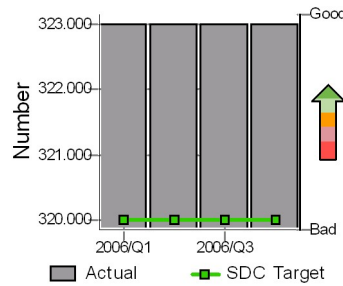
PI 458 - % Complainants of Enforcement matters contacted within 10 days (Salisbury District Council) This Year to Date (Last Value)

The percentage of Complainants of Enforcement matters contacted within ten days.



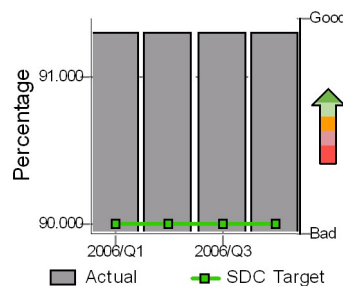
PI 549 - STP Membership (Salisbury District Council) This Year to Date (Last Value)

Membership of STP



PI 550 - STP Member Satisfaction (Salisbury District Council) This Year to Date (Last Value)

Satisfaction level of STP members



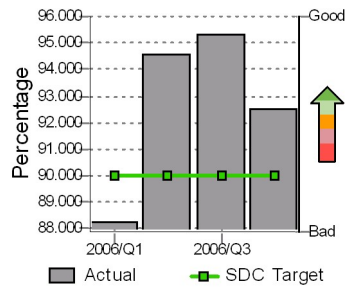
Low response to satisfaction survey, despite reminders, but of the respondents only 8.7% were dissatisfied, very dissatisfied or did not answer the question. Bryn Jones April 2007

On Target & Areas of Note (Planning & Economic Development against SDC Target & District and All England Upper Quartiles)

Performance Indicator

Coverage of press releases - % of press releases issued by Salisbury District Council that appear in the media each quarter

PI 568 - Coverage of Press Releases (Salisbury District Council) This Year to Date (Last Value)

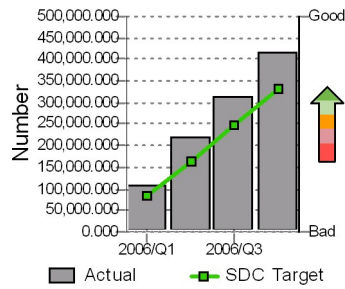


Commentary (2006/Q4)

This indicator has performed well against the target throughout the year. Although measured quarterly, there were 148 press releases issued during 2006/07 of which 139 were used resulting in an average for the year of 93.2%. Haylea Fryer, 09 May 2007

No. of visits to tourism website p.a.

PI 569 - Tourism Website (Salisbury District Council) This Year to Date (Last Value)



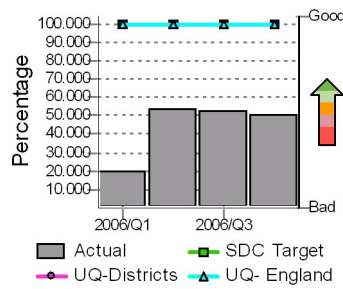
The general trend for increasing use of internet for tourism bookings, web site optimisation, the link and search facility from Salisbury.gov.uk web site, success in advertising the website, links from trade members and South West Tourism are all contributory factors to the increase in visitor numbers to the tourism website. Bryn Jones, Tourism Manager May 2007

BelowTarget & Areas of Concern (Planning & Economic Development against SDC Target & District and All England Upper Quartiles)

Performance Indicator

Percentage of land searches carried out in ten working days

BVPI 179 - Land Searches (Salisbury District Council)
This Year to Date (Last Value)

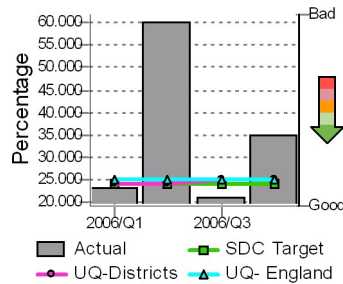


Commentary (2006/Q4)

Despite the final outturn for 2006/07 being 50.83% which is still below target, the team are back on track and working towards 100% within 10 working days. In particular, there has been a huge effort made by the Land Charges Team to improve on the last quarter and for Quarter 4 they have achieved 83.93% - best performance for 18 months. Sheila Van Hagen 24 April 2007

Percentage of appeals allowed against the authority's decision to refuse planning applications.

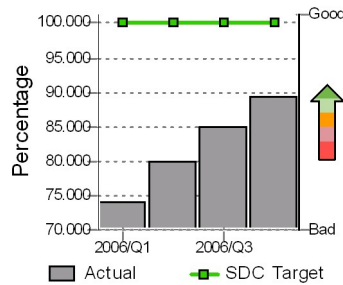
BVPI 204 - Planning Appeals Allowed (Salisbury District Council)
This Year to Date (Last Value)



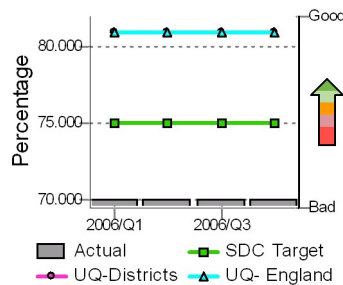
A disappointing quarter for appeals, 41.18% allowed. The PDG year was only 3 quarters long. During Q2, there were an unusually high number of appeals allowed (60%), the overall % allowed for the PDG year is therefore 40.8% - over DCLG 40% target which may have financial implications. Overall performance for the full year 2006/07 was within the Government target: 35% based on 71 relevant appeals of which 46 were dismissed and 25 allowed. Judith Howles, May 2007

The percentage of Enforcement Site Visits undertaken within three days.

PI 457 - % Enforcement Site Visits within 3 days (Salisbury District Council)
This Year to Date (Last Value)



SSBVI 111 - Satisfaction with the Planning Service (Salisbury District Council)
Default (Sum)



Whilst first appearances would appear to indicate a drop in satisfaction this is a national trend that reflects the increasing complexity of the planning process. Also the low return by those surveyed questions the validity of the statistic as our independent stakeholder feedback through stakeholder working and focus groups would appear to indicate the satisfaction is greater.