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# Report

**Subject** : Performance Report – Q1 2008/09  
**Report to** : Planning & Economic Development Overview & Scrutiny Panel  
**Date** : Monday 15 September 2008  
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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 & Economic Development Portfolios.
2. This quarter the performance data has been considered by the Chairman who have highlighted the following indicators as areas of possible interest for the Panel –

### Indicators of note in the Planning portfolio:

- PI 453: % Applications registered within 3 days
- PI 454: % Decisions sent within 3 days of delegated decision
- BVPI 204: Planning Appeals Allowed

**NB. Please refer to attached performance data for more information on the above indicators.**

## Performance Management within the Council

3. 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 incorporating the Best Value Performance Plan.
4. 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.
5. In view of the increasing importance of performance management, the council has appointed a dedicated Performance Improvement Manager 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.



Awarded in:  
Housing Services  
Waste and Recycling Services



### Scrutiny's Role in Monitoring Performance

7. 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

8. 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.

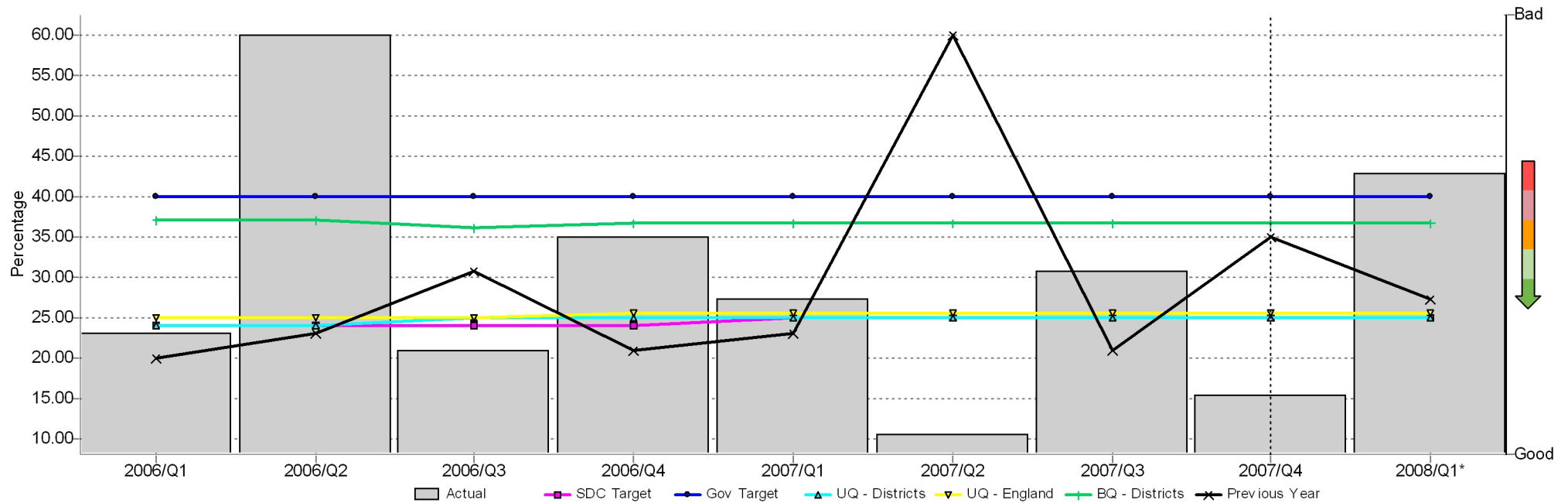
### Implications:

- **Core Values:** Scrutiny of performance forms an 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

# BVPI 204 - Planning Appeals Allowed

Actual and comparative data for previous 2 years to the current quarter

## BVPI 204 - Planning Appeals Allowed (Salisbury District Council) Previous 2 Years to Date (Last Value)



### Description

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

### Period Table

	Actual	SDC Target	SDC Target - Variance	Gov Target	Gov Target - Variance	UQ - Districts	UQ - Districts - Variance	UQ - England	UQ - England - Variance	BQ - Districts	BQ - Districts - Variance	Previous Year	Previous Year - Variance
2006/Q1	23.00%	24.00%	1.00%	40.00%	17.00%	24.00%	1.00%	25.00%	2.00%	37.00%	14.00%	20.00%	(3.00%)
2006/Q2	60.00%	24.00%	(36.00%)	40.00%	(20.00%)	24.00%	(36.00%)	25.00%	(35.00%)	37.00%	(23.00%)	23.00%	(37.00%)
2006/Q3	21.00%	24.00%	3.00%	40.00%	19.00%	25.00%	4.00%	25.00%	4.00%	36.10%	15.10%	30.77%	9.77%
2006/Q4	35.00%	24.00%	(11.00%)	40.00%	5.00%	25.00%	(10.00%)	25.60%	(9.40%)	36.80%	1.80%	21.00%	(14.00%)
2007/Q1	27.27%	25.00%	(2.27%)	40.00%	12.73%	25.00%	(2.27%)	25.60%	(1.67%)	36.80%	9.53%	23.00%	(4.27%)
2007/Q2	10.53%	25.00%	14.47%	40.00%	29.47%	25.00%	14.47%	25.60%	15.07%	36.80%	26.27%	60.00%	49.47%
2007/Q3	30.77%	25.00%	(5.77%)	40.00%	9.23%	25.00%	(5.77%)	25.60%	(5.17%)	36.80%	6.03%	21.00%	(9.77%)
2007/Q4	15.38%	25.00%	9.62%	40.00%	24.62%	25.00%	9.62%	25.60%	10.22%	36.80%	21.42%	35.00%	19.62%
2008/Q1*	42.86%	25.00%	(17.86%)	40.00%	(2.86%)	25.00%	(17.86%)	25.60%	(17.26%)	36.80%	(6.06%)	27.27%	(15.59%)

### Commentary (2008/Q1)

A disappointing quarter in that targets were not met. However, there is no one particular reason for this. Although 2 of the decisions allowed were 'overturns' - and it has to be said that these were cases where the reasons for refusal were not easy to defend - 2 'overturns' were also dismissed.

In both of these cases design standards for new housing were an issue. At Ringwood Avenue Amesbury, the Inspector's conclusions on the affordable housing issue was also

# **BVPI 204 - Planning Appeals Allowed**

Actual and comparative data for previous 2 years to the current quarter

especially useful . In the other case ( Sidney Street Salisbury), the reason for the dismissal was a little different from the reason it was actually refused and concerned the impact on the occupiers of the proposed dwellings. This is an interesting case which indicates the direction of government thinking on housing standards and which is now being used as a basis for other subsequent decisions.

Two of the other appeals allowed were essentially subjective judgements

Judy Howles, 14 August 2008

## **Action Plan (2008/Q1)**

Ensure there is up to date and consistency of evidence between SDC service units- especially on economic development issues.

Give clear advice in LACs when it is considered that the appeal case is weak so that members are aware that is likely to be allowed and any implications.

Pay heed in decision making to the living conditions of the accommodation proposed even though policy G2 only refers to neighbours.

Judy Howles, 14 August 2008

# (Local Indicator) PI 453 -The percentage of Applications registered within three days.

Actual and comparative data for previous 2 years to the current quarter

## PI 453 - % Applications registered within 3 days (Salisbury District Council)

Previous 2 Years to Date (Last Value)



### Description

The percentage of Applications registered within three days.

### Period Table

	Actual	SDC Target	SDC Target - Variance	SDC Target - Index Range	Previous Year	Previous Year - Variance	Previous Year - Index Range
2006/Q1	83.53%	85.00%	(1.47%)	Near Target	87.00%	(3.47%)	Near Target
2006/Q2	99.00%	85.00%	14.00%	Areas to Note	87.00%	12.00%	Areas to Note
2006/Q3	82.00%	85.00%	(3.00%)	Near Target	81.00%	1.00%	On Target
2006/Q4	95.50%	85.00%	10.50%	Areas to Note	88.75%	6.75%	On Target
2007/Q1	95.11%	90.00%	5.11%	On Target	83.53%	11.58%	Areas to Note
2007/Q2	94.43%	90.00%	4.43%	On Target	99.00%	(4.57%)	Near Target
2007/Q3	96.86%	90.00%	6.86%	On Target	82.00%	14.86%	Areas to Note
2007/Q4	81.43%	90.00%	(8.57%)	Below Target	95.50%	(14.07%)	Area of Concern
2008/Q1*	88.12%	100.00%	(11.88%)	Area of Concern	95.11%	(6.99%)	Below Target

### Commentary (2008/Q1)

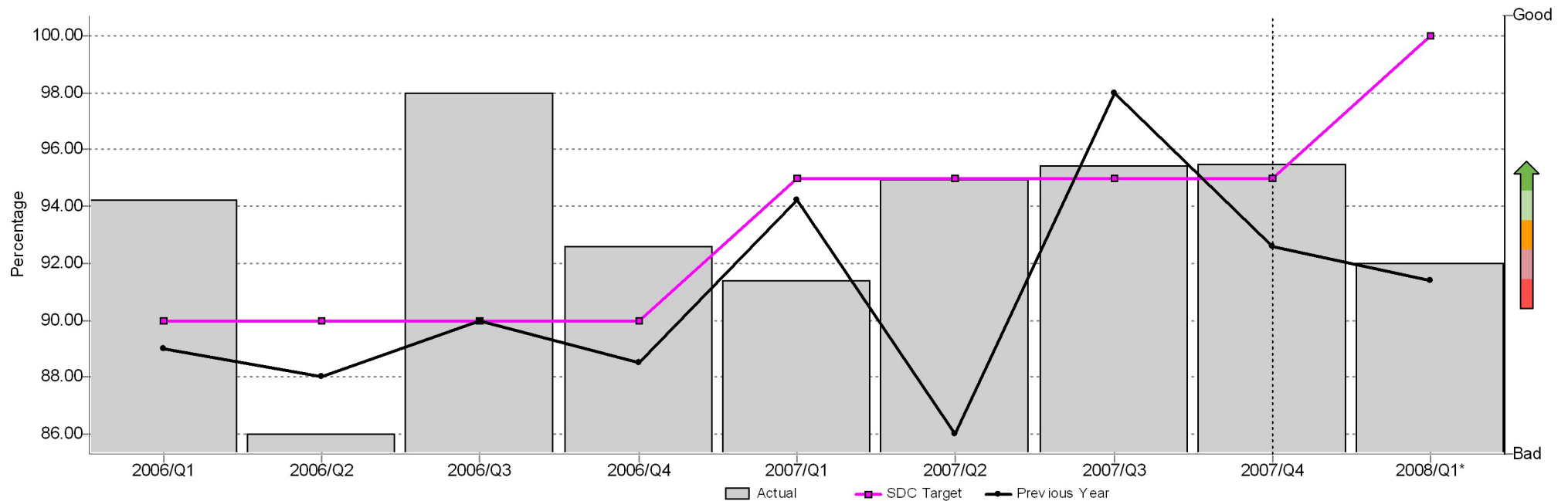
Because of the change to the validation process in April with the new standard application form and validation checklist there have been a lot of applications that have been invalid. This new process will make it easier in the long run but it very much a new learning process for both the applicants/agents and also for the Development Control support staff and the planning officers. However, despite the change in procedure the team are still keeping on top of the applications and maintained a high percentage in registering within 3 working days.

# (Local Indicator) PI 454 - % Decisions sent within 3 days of delegated decision

Actual and comparative data for previous 2 years to the current quarter

## PI 454 - % Decisions sent within 3 days of delegated decision (Salisbury District Council)

Previous 2 Years to Date (Last Value)



### Description

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

### Period Table

	Actual	SDC Target	SDC Target - Variance	SDC Target - Index Range	Previous Year	Previous Year - Variance	Previous Year - Index Range
2006/Q1	94.20%	90.00%	4.20%	On Target	89.00%	5.20%	On Target
2006/Q2	86.00%	90.00%	(4.00%)	Near Target	88.00%	(2.00%)	Near Target
2006/Q3	98.00%	90.00%	8.00%	On Target	90.00%	8.00%	On Target
2006/Q4	92.60%	90.00%	2.60%	On Target	88.50%	4.10%	On Target
2007/Q1	91.39%	95.00%	(3.61%)	Near Target	94.20%	(2.81%)	Near Target
2007/Q2	94.95%	95.00%	(0.05%)	Near Target	86.00%	8.95%	Areas to Note
2007/Q3	95.44%	95.00%	0.44%	On Target	98.00%	(2.56%)	Near Target
2007/Q4	95.48%	95.00%	0.48%	On Target	92.60%	2.88%	On Target
2008/Q1*	92.00%	100.00%	(8.00%)	Below Target	91.39%	0.61%	On Target

### Commentary (2008/Q1)

Sending the decisions out within the target of 100% has dropped off in this quarter due to the number of decisions to be issued and other workload issues. Being able to meet the 100% target is going to be difficult for the support team as they are dependent on the planning officers being available to check and sign off decision notices.