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# Report

**Subject** : Performance Report – Q2 2008/09  
**Report to** : Planning & Economic Development Overview & Scrutiny Panel  
**Date** : Monday 1 December 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:

- BVPI 204: Planning Appeals Allowed
- BVPI 109a: Major Planning Applications
- BVPI 109b: Minor Planning Applications
- BVPI 109c: Other Planning Applications

**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.



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### 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.

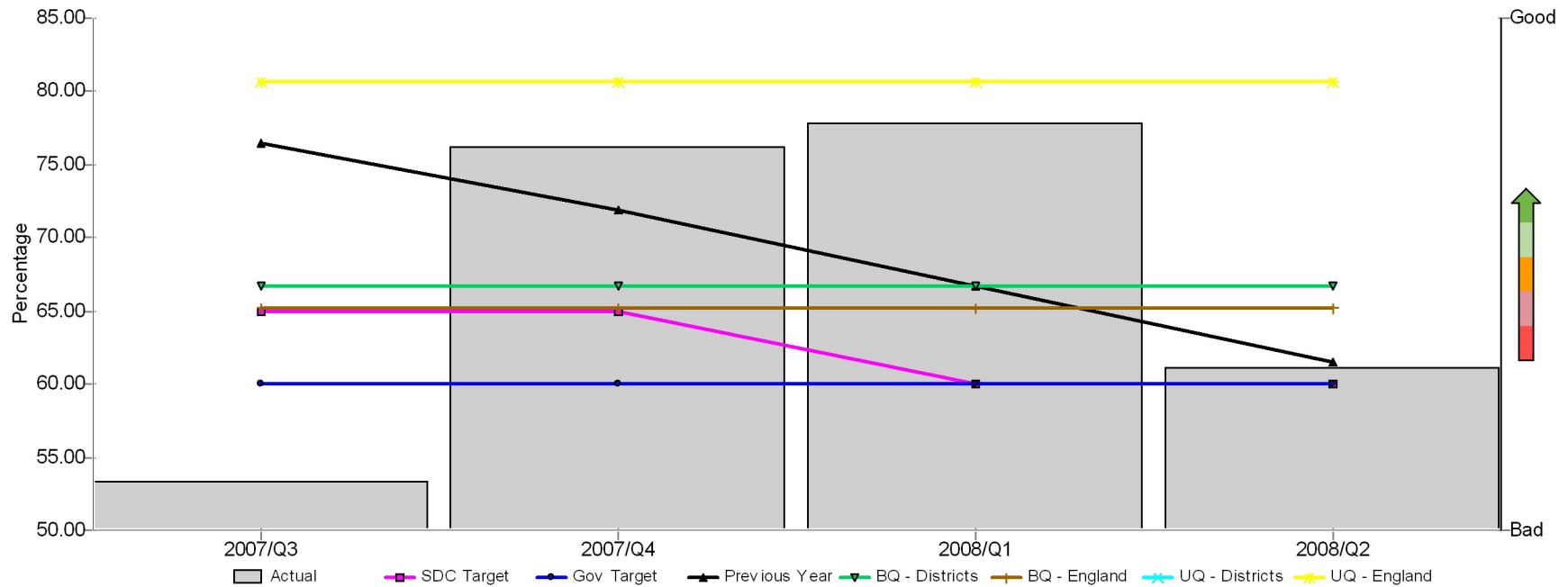
In cases where performance is exceeding expectations the Panel may wish to commend the team.

### 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

## P&ED Overview and Scrutiny Q2 08/09

### (Strategic Suite) BVPI 109/ NI 157 a - Major Planning Applications (Salisbury District Council) This Quarter (Last Value)



#### Description

Percentage of Planning Applications determined within government development control targets to determine: 60% of Major applications in 13 weeks. This is a particularly tough indicator as the number of Major applications tend to be considerably lower than other categories and therefore the impact of just a small number of applications not being determined within 13 weeks is felt far greater on the total result than it would be for the other categories.

# P&ED Overview and Scrutiny

Q2 08/09

## Period Table

	Actual	SDC Target	Gov Target	Previous Year	BQ - Districts	BQ - England	UQ - Districts	UQ - England
2007/Q3	53.33%	65.00%	60.00%	76.47%	66.67%	65.22%	80.71%	80.65%
2007/Q4	76.19%	65.00%	60.00%	71.83%	66.67%	65.22%	80.71%	80.65%
2008/Q1	77.78%	60.00%	60.00%	66.67%	66.67%	65.22%	80.71%	80.65%
2008/Q2	61.11%	60.00%	60.00%	61.54%	66.67%	65.22%	80.71%	80.65%

### Commentary (2008/Q2)

As anticipated the number of 'old' major applications still on the books coming through to determination after the signing of S106 agreements or conclusion of negotiations has had an impact on the figures for this quarter . However I am please to report that the national and local target have both been met. As mentioned last quarter, the number of outstanding applications yet to be determined will continue to have an impact. This is becoming more difficult to manage as the credit crunch has resulted in fewer 'new' applications being submitted to balance this out. I fear we may not meet target next quarter if this situation continues.

Judy Howles, 27 October 2008

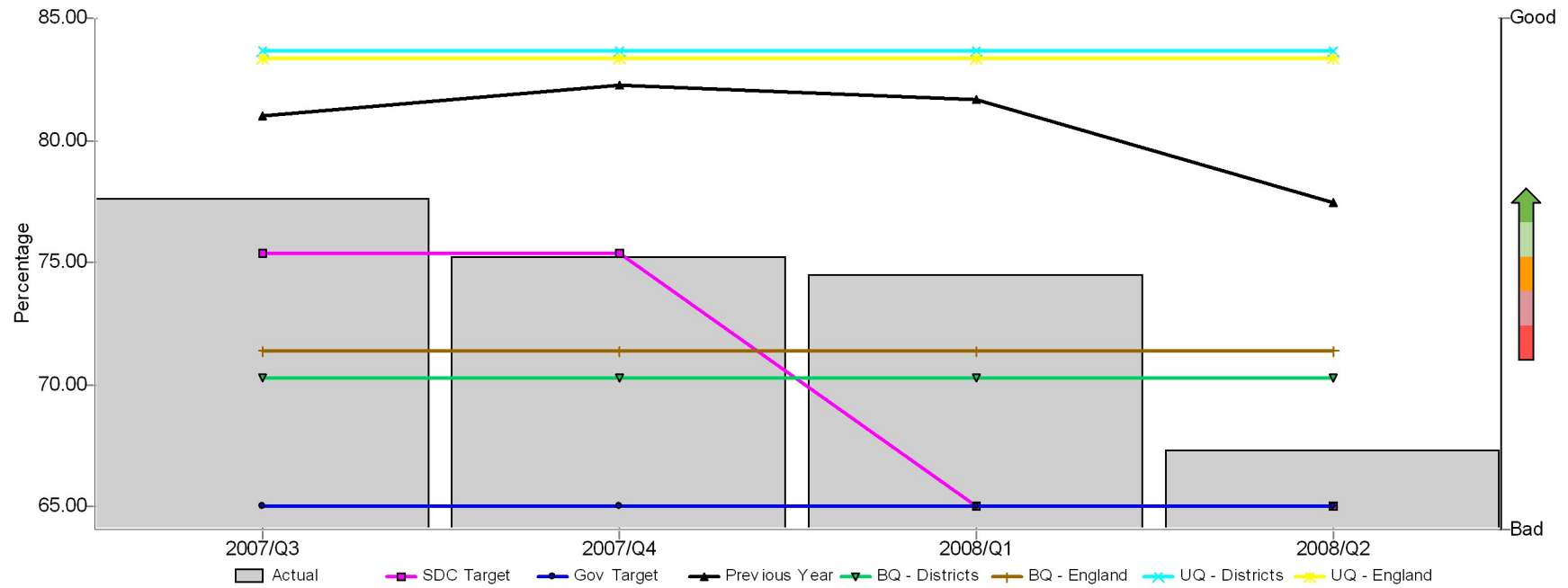
### Action Plan (2008/Q2)

Try to ensure that applications which are referred to local area committees with a recommendation that is subject to a section 106 Agreement contain a clause that enables the application to be refused under delegated powers should the S106 agreement not be completed within a set timescale .  
 Continue to work closely with Legal Services on those applications which are subject to a section 106 Agreement.  
 Continue to tightly monitor and manage the progress of all major applications through the system, having regular one to ones with the case officers concerning progress.

Judy Howles, 27 October 2008

## P&ED Overview and Scrutiny Q2 08/09

### (Strategic Suite) BVPI 109 b / NI 157 b /EI 005 - Minor Planning Applications (Salisbury District Council) This Quarter (Last Value)



#### Description

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

# P&ED Overview and Scrutiny

Q2 08/09

## Period Table

	Actual	SDC Target	Gov Target	Previous Year	BQ - Districts	BQ - England	UQ - Districts	UQ - England
2007/Q3	77.59%	75.40%	65.00%	80.99%	70.29%	71.40%	83.66%	83.38%
2007/Q4	75.25%	75.40%	65.00%	82.25%	70.29%	71.40%	83.66%	83.38%
2008/Q1	74.49%	65.00%	65.00%	81.69%	70.29%	71.40%	83.66%	83.38%
2008/Q2	67.35%	65.00%	65.00%	77.46%	70.29%	71.40%	83.66%	83.38%

### Commentary (2008/Q2)

The local and national target has been met though performance in the 'minor' category shows a steady decline.

As with major applications, fewer incoming applications make it more difficult to manage performance as the number of 'older' applications that have missed target becomes proportionately higher.

As in the last quarter, the main reason for applications missing target was the referral of applications to the LACs rather than being dealt with under delegated powers. That said, the actual number of referrals was fewer this quarter.

There was no application backlog as such at the end of the quarter, but staff sickness has caused some delays in determining applications, the impact of which will be seen next quarter.

The return of a member of staff from maternity leave on a part time basis towards the end of the quarter has been of benefit in this respect.

- Judy Howles, 27 October 2008

### Action Plan (2008/Q2)

Two way communication with elected members to ensure that applications are called to committee within the application target date is the key here.

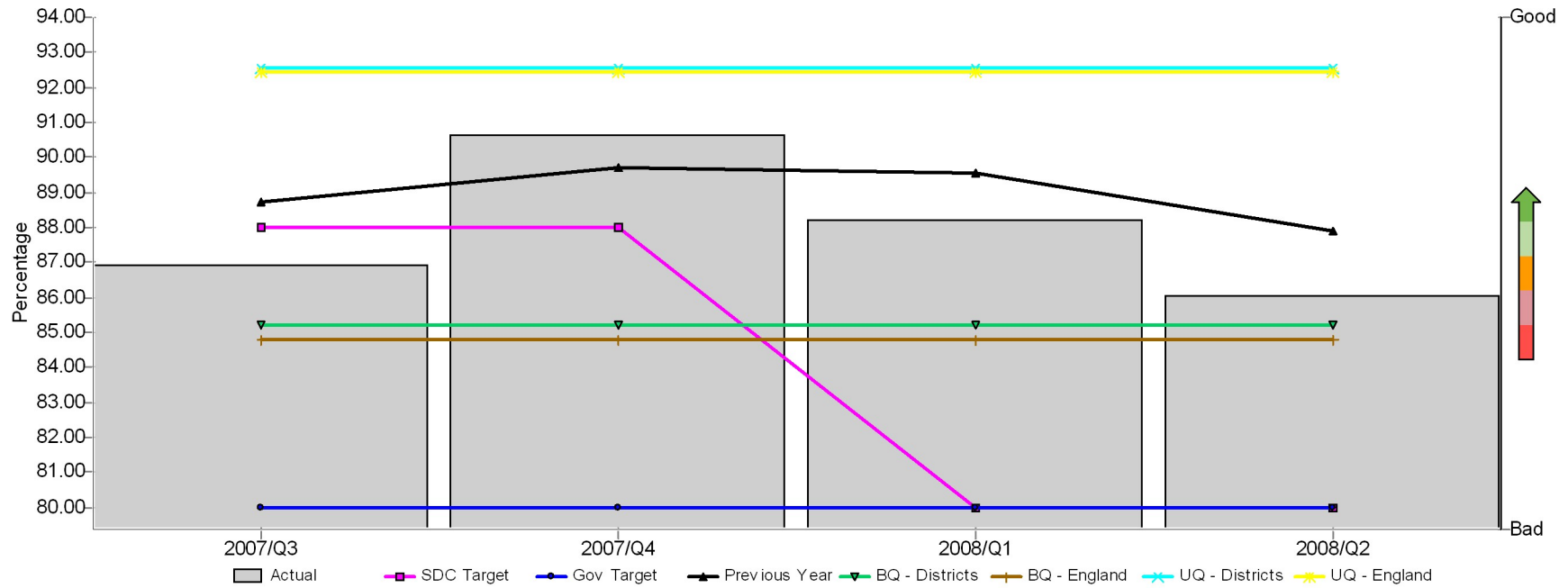
There is currently a need to remind applicants to expedite S106 Unilateral Agreements promptly.

Be vigilant of workloads and continue to reallocate work where possible when staff absences exceed 1 week.

Judy Howles, 27 October 2008

## P&ED Overview and Scrutiny Q2 08/09

### (Strategic Suite) BVPI 109/ NI 157 c - Other Planning Applications (Salisbury District Council) This Quarter (Last Value)



#### Description

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

# P&ED Overview and Scrutiny

## Q2 08/09

### Period Table

	Actual	SDC Target	Gov Target	Previous Year	BQ - Districts	BQ - England	UQ - Districts	UQ - England
<b>2007/Q3</b>	86.93%	88.00%	80.00%	88.72%	85.20%	84.81%	92.57%	92.46%
<b>2007/Q4</b>	90.65%	88.00%	80.00%	89.72%	85.20%	84.81%	92.57%	92.46%
<b>2008/Q1</b>	88.20%	80.00%	80.00%	89.54%	85.20%	84.81%	92.57%	92.46%
<b>2008/Q2</b>	86.02%	80.00%	80.00%	87.90%	85.20%	84.81%	92.57%	92.46%

### Commentary (2008/Q2)

Targets were exceeded this quarter although there is a downward trend.

The most common reason for applications not meeting target was amended plans.

One of our planning officers left this quarter but we have her replacement starting at the beginning of next quarter.

Judy Howles, 27 October 2008

### Action Plan (2008/Q2)

Ensure the 10 day negotiation window is adhered to.

Be vigilant of workloads particularly in times of staff change.

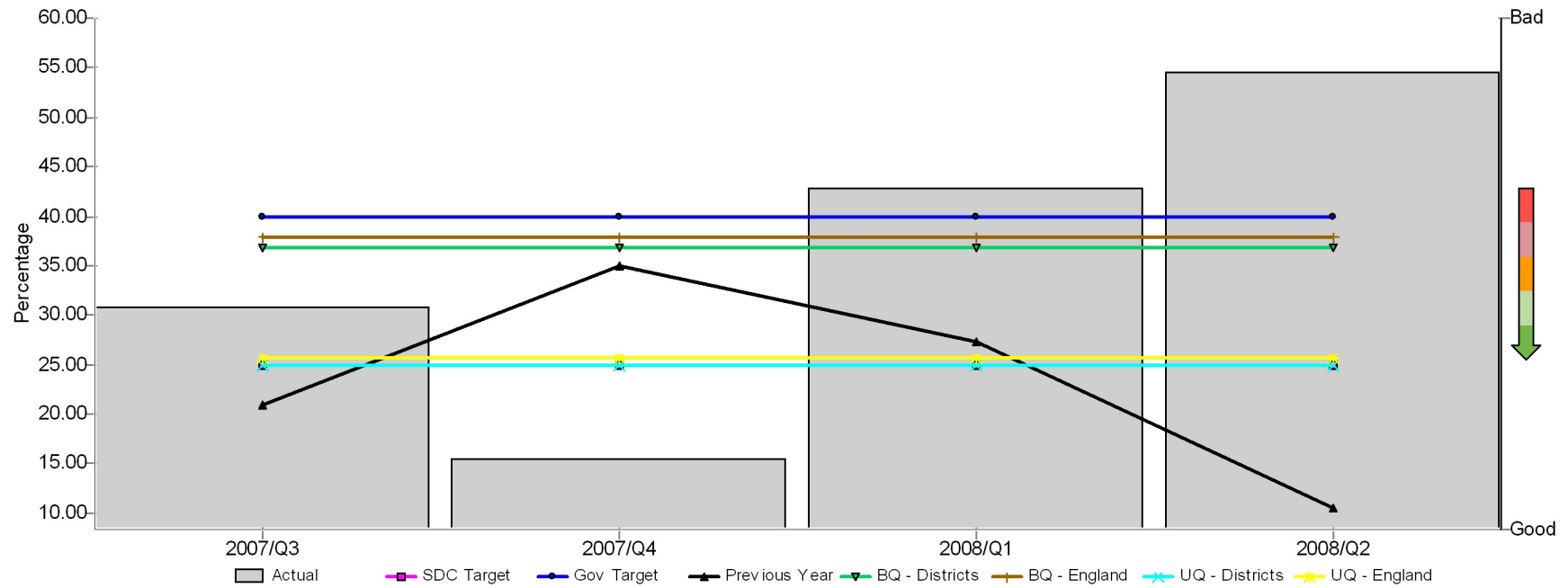
Judy Howles, 27 October 2008



# P&ED Overview and Scrutiny

## Q2 08/09

### BVPI 204 - Planning Appeals Allowed (Salisbury District Council) This Quarter (Last Value)



#### Description

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

# P&ED Overview and Scrutiny

Q2 08/09

## Period Table

	Actual	SDC Target	Gov Target	Previous Year	BQ - Districts	BQ - England	UQ - Districts	UQ - England
2007/Q3	30.77%	25.00%	40.00%	21.00%	36.80%	37.90%	25.00%	25.60%
2007/Q4	15.38%	25.00%	40.00%	35.00%	36.80%	37.90%	25.00%	25.60%
2008/Q1	42.86%	25.00%	40.00%	27.27%	36.80%	37.90%	25.00%	25.60%
2008/Q2	54.55%	25.00%	40.00%	10.53%	36.80%	37.90%	25.00%	25.60%

### Commentary (2008/Q2)

A disappointing quarter in that the targets was missed to an even greater extent than last quarter. There were fewer decisions overall - only 11 in total- of which 6 were counted as allowed.

3 of these were 3 overturns- 2 of which were difficult to defend and in one case partial costs were awarded against the council ( Milford Hall Hotel) and in the other, as a result of the appeal the R2 contribution was lost ( Hamoaze Porton) .

The Inspector disregarded the R2 policy on another decision too and commented that we must provide evidence of the actual open space in the parish concerned.

One of the appeals shown as allowed was in fact part dismissed but for statistical reasons that has to be shown as 'allowed' event though the part dismissed was the more significant issue of the two.

Currently the national appeals target is being met on an annual basis - but not on a financial year basis owing to two recent poor quarters.

Judy Howles, 27 October 2008

### Action Plan (2008/Q2)

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 ( such as a potential award of costs).

Ensure that for every appeal where R2 is relevant , the need for open space in the parish concerned has been clearly demonstrated using the LDF evidence base.

Judy Howles, 27 October 2008