

DM Board (Speed, Quality & Cost stats)

Planning service - towards 'Top quartile in London/England'

November 2015



Summary dashboard

Speed Amber /Green

Performance on majors measured over the two years rolling is now in the top quartile.

Performance on minors and others is still variable but has improved since the dip in the summer and is now in the top quartile in London.

Performance on discharge of conditions is improving although further improvement is needed. An initial meeting with consultees has been held and these are being followed up individually.

Quality Amber

One major application has been overturned at appeal and one had a split decision in the last two years.

Performance on validation has significantly improved. A spreadsheet to allow automatic allocation has been developed and implemented which has led to substantial improvements in performance in validation.

Although enforcement requires further work to reach target. Substantial improvements have been made in all areas.

This is Amber because of enforcement.

Cost

Preliminary results from the Resources Review suggest that DM is at 75% cost recovery

Workforce / Caseloads

Amber /Red

The number of applications on hand continues to rise and correspondingly the caseloads for officers also continues to rise. Although additional staff were employed to make inroads into the backlog these staff have been needed to deal with the rising number of cases.

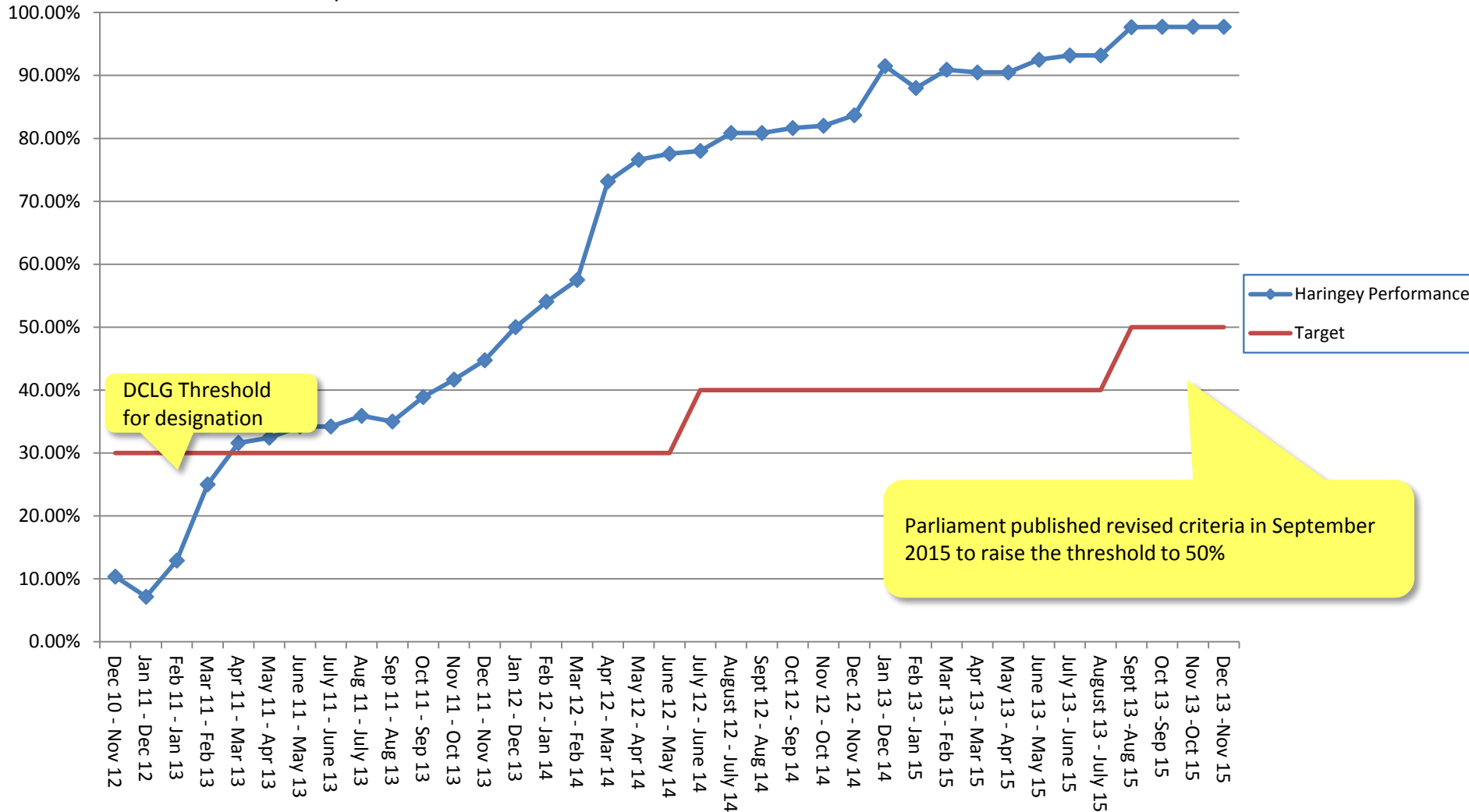
Speed Indicators

-
- Major planning applications decided within 13 weeks over a 2 year period
 - Percentage of Major applications determined within 13 weeks
 - Percentage of minor applications determined within 8 weeks
 - Percentage of others applications determined within 8 weeks
 - Percentage of Approval of details (Discharge of conditions) determined within time
 - Average number of days to make a decision

Performance on major applications determined on time measured over a two year time period has consistently and significantly improved.



DCLG Measurement for designation of poorly performing planning authorities – speed of decision on major planning applications decided within 13 weeks over a 2 year period
 Threshold: 40% Current performance: 98%



Performance on major applications determined within timescale has been well within the top London quartile since April 2014.



Percentage of Major applications determined within 13 weeks

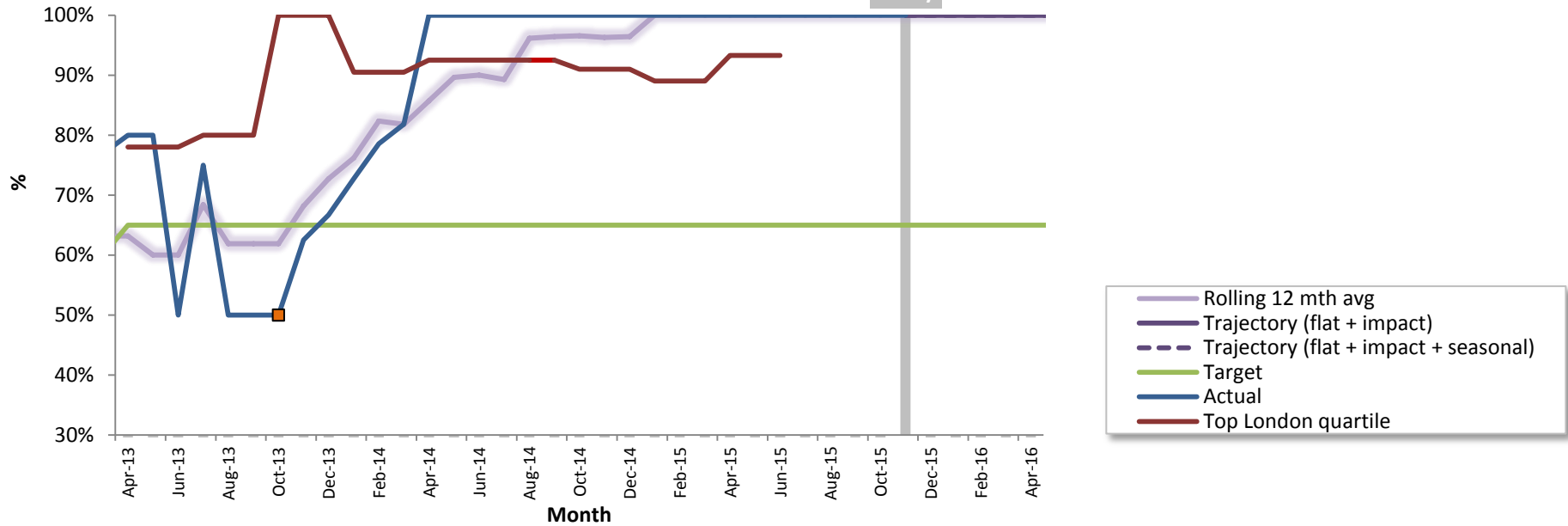
Target: 65% Current performance: 100% (cumulative for current financial year)

* Applications subject to a PPA or an agreed extension of time are included in these figures.

Percentage of planning applications processed in 13 weeks (Major)

Year to date

Good performance is high



How Haringey compares to London authorities 2014-2015	Haringey	Mean	Rank	Worst	BQ	Median	TQ	Best	
% Majors determined in 13 weeks		100	75.7	1/33	43	64	78	88	100
% Majors granted		90	87.9	15/33	67	85	89	94	100

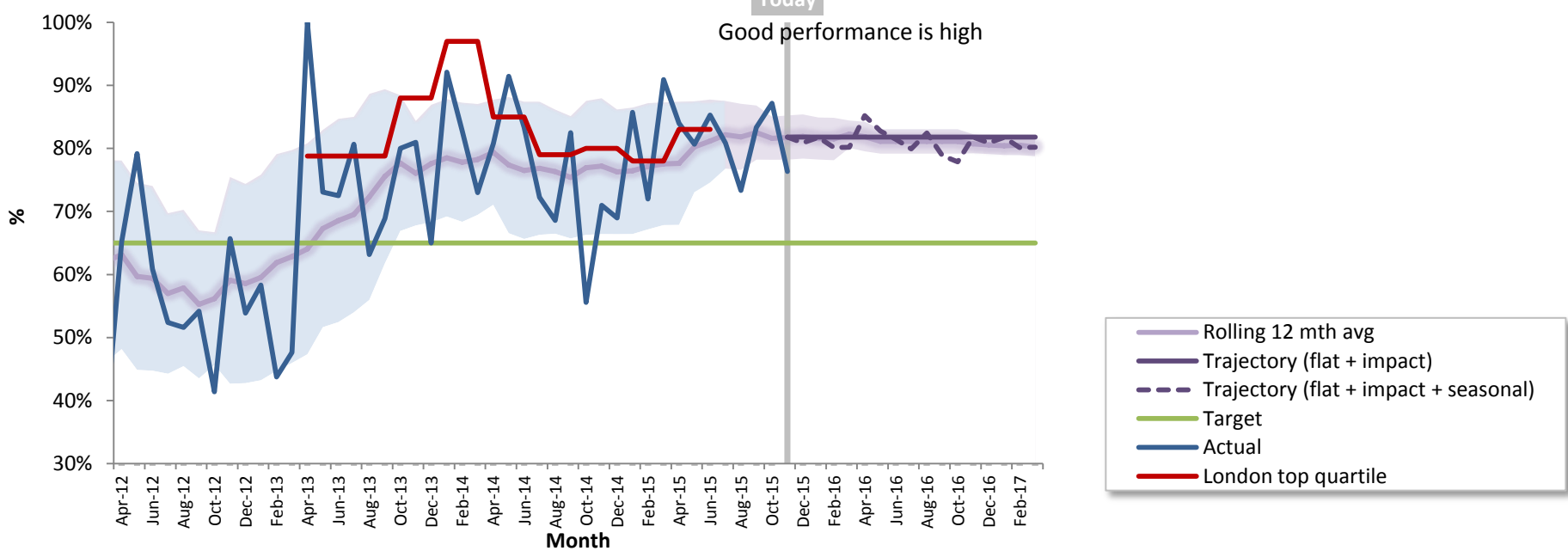
Performance on minor applications determined within 8 weeks is well above the corporate target and is close to being consistently within the London upper quartile. However performance remains volatile.



Percentage of Minor applications determined within 8 weeks
 Target: 65% Current performance: 81% (cumulative for current financial year)

* Applications subject to a PPA or an agreed extension of time are included in these figures.

Percentage of planning applications processed in 8 weeks (Minor)



How Haringey compares to London authorities 2014-2015		Haringey	Mean	Rank	Worst	BQ	Median	TQ	Best
% Minors determined in 8 weeks		77	69.5	8/33	33	67	71	77	86
% Minors granted		74	76.6	19/33	62	71	76	83	100

Performance on 'others' applications determined within 8 weeks is above corporate target and is close to being within the London top quartile.

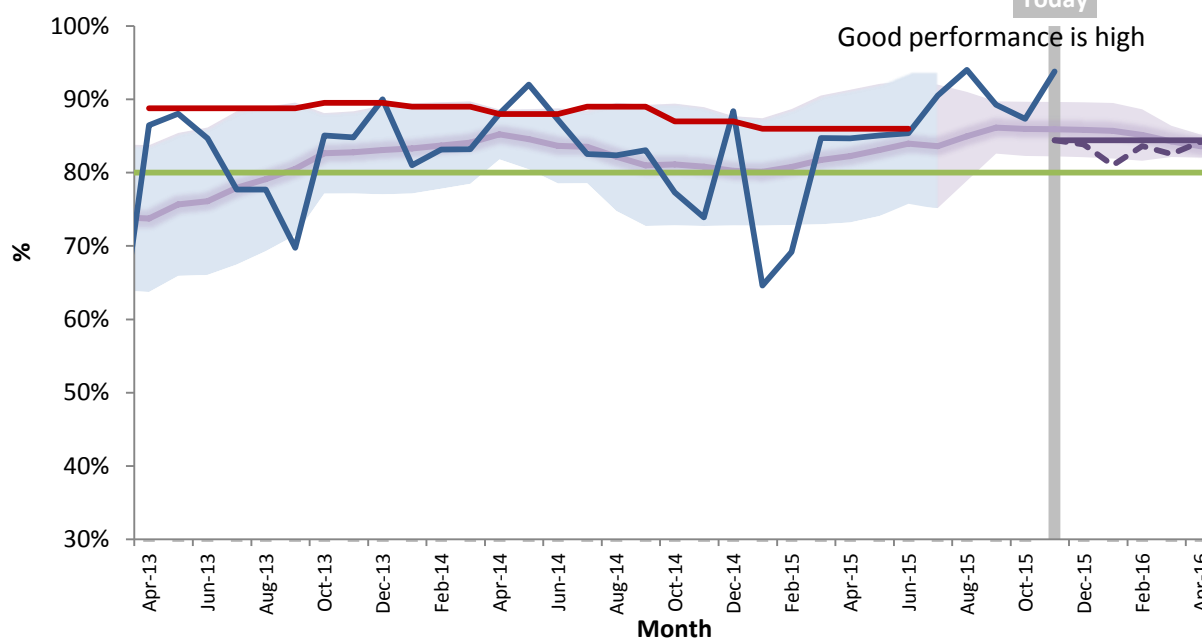


Percentage of others applications determined within 8 weeks

Target: 80% Current performance: 89% (cumulative for current financial year)

* Applications subject to a PPA or an agreed extension of time are included in these figures.

Percentage of planning applications processed in 8 weeks (Other)



Note: From this financial year Certificate of Lawfulness applications now fall under the 'PS0' category; therefore there will be less received / determined planning cases in the 'Other' category and more in the 'PS0' category

- Rolling 12 mth avg
- Trajectory (flat + impact)
- - - Trajectory (flat + impact + seasonal)
- Target
- Actual
- Top London quartile

How Haringey compares to London authorities 2014-2015		Haringey	Mean	Rank	Worst	BQ	Median	TQ	Best
% Others determined in 8 weeks		81	79.7	17/33	41	75	81	86	95
% Others granted		87	80.8	6/33	62	76	81	85	98

Performance on discharge of conditions determined within 8 weeks has improved in 2014/15 and is on an upward trend but remains below the service set target of 100%.

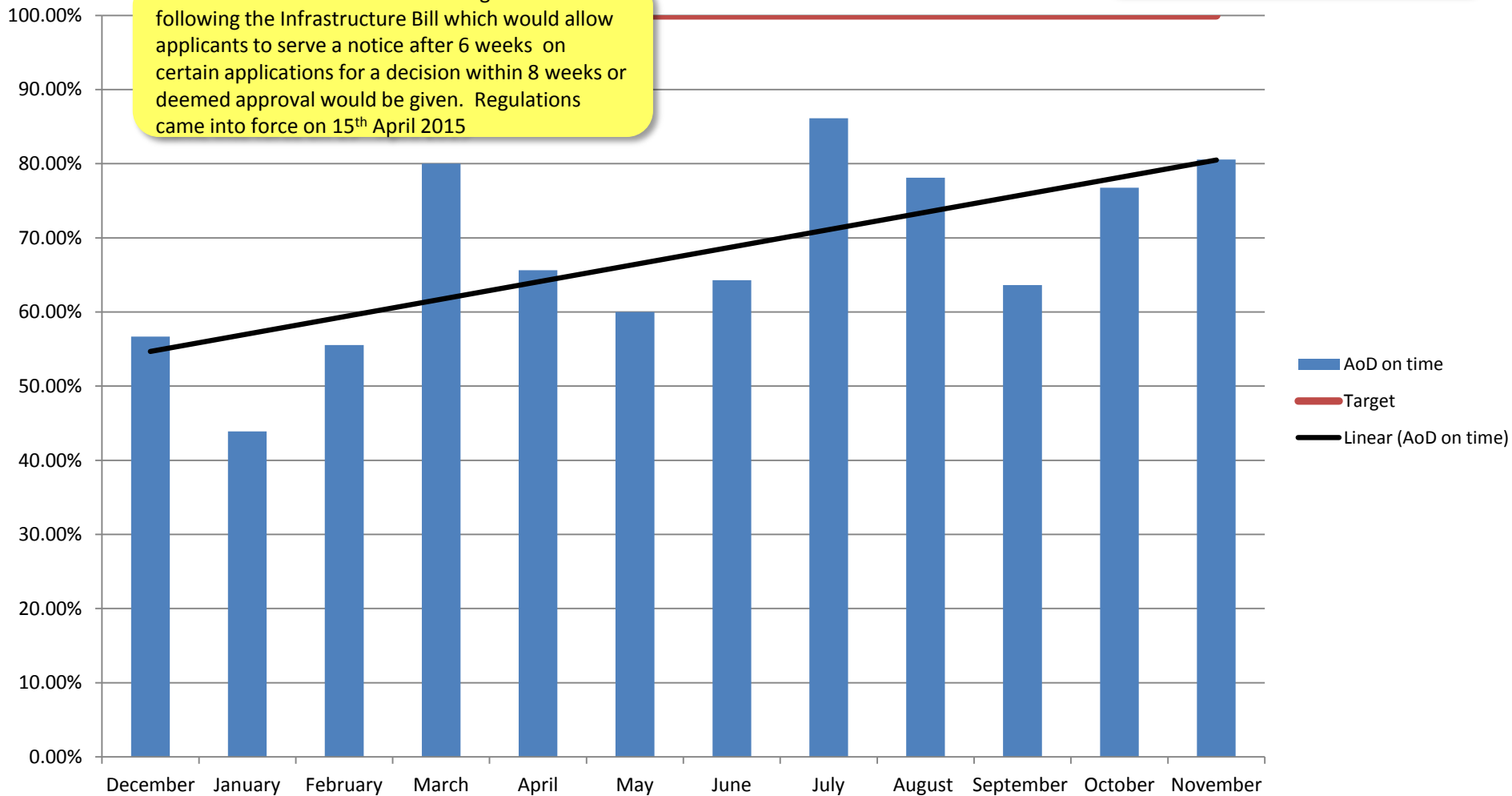


% of Approval of details (Discharge of conditions) determined within time

Target: 100% Current performance: 77% (monthly)

Performance on discharge of conditions will be the main focus on the Improvement Plan going forward.

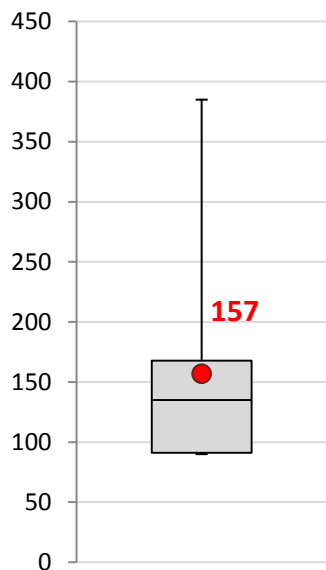
The Government has introduced regulations following the Infrastructure Bill which would allow applicants to serve a notice after 6 weeks on certain applications for a decision within 8 weeks or deemed approval would be given. Regulations came into force on 15th April 2015



8 Major planning applications determined so far in 2015-2016 with current performance at 100%. Most decisions on Major applications were made between 91 and 190 days. Average days to make a decision is 162 days.

Days taken from receipt of a valid application to date of decision issued

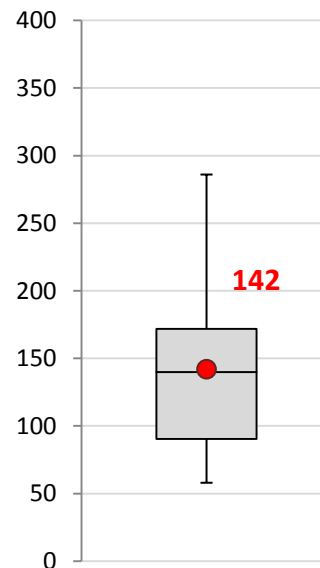
Majors performance Apr-Nov 2015-2016



- Average days: 157
- Most days taken: 385
- Least days taken: 90
- Most frequent day number: 135
- Most decisions between 91 and 168 days

6 of the 10 decisions (60%) were decided within a PPA

Majors performance 2014-2015



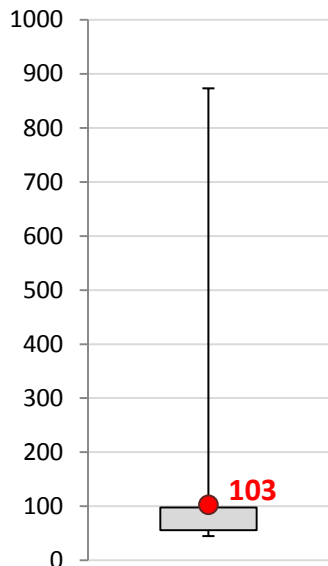
- Average days: 142
- Most days taken: 286
- Least days taken: 58
- Most frequent day number: 140
- Most decisions between 91 and 172 days

14 of the 20 decisions (70%) were decided within a PPA

236 Minor planning applications determined so far in 2015-2016 with current performance at 82%. Most decisions on Minor applications were made between 56 and 84 days. Average days to make a decision is 92 days.

Days taken from receipt of a valid application to date of decision issued

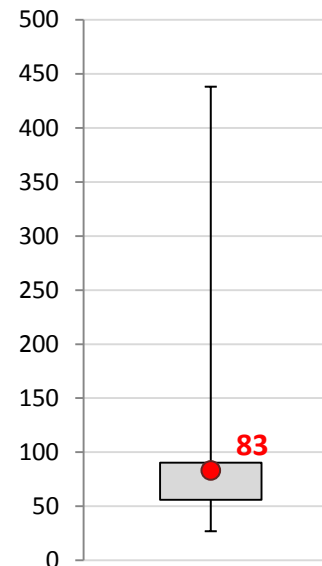
Minors performance Apr-Nov 2015-2016



- Average days: 103
- Most days taken: 873
- Least days taken: 45
- Most frequent day number: 56
- Most decisions between 56 and 98 days

62 of the 291 decisions (21%) were decided within an extension of time

Minors performance 2014-2015



- Average days: 83
- Most days taken: 438
- Least days taken: 27
- Most frequent day number: 56
- Most decisions between 56 and 91 days

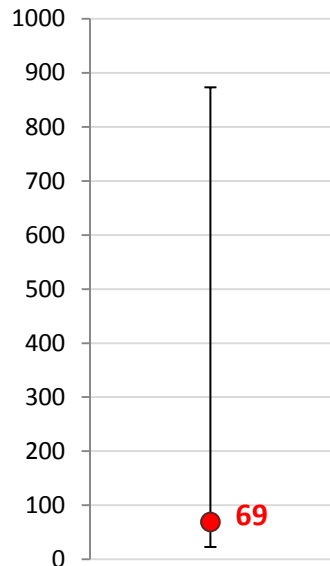
70 of the 371 decisions (19%) were decided within an extension of time

983 Others planning applications determined so far in 2015-2016 with current performance at 88%. Most decisions on Other applications were made on 56 days. Average days to make a decision is 69 days.



Days taken from receipt of a valid application to date of decision issued

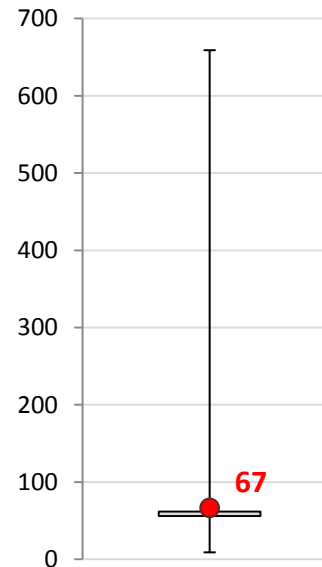
Others performance Apr-Nov 2015-2016



- Average days: 69
- Most days taken: 873
- Least days taken: 23
- Most frequent day number: 56
- Most decisions made on 56 days

134 of the 1160 decisions (12%) were decided within an extension of time

Others performance 2014-2015



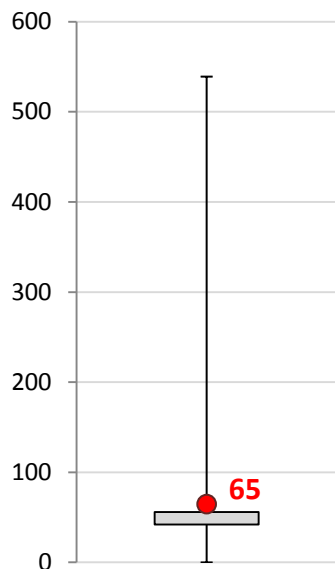
- Average days: 67
- Most days taken: 659
- Least days taken: 9
- Most frequent day number: 56
- Most decisions between 56 and 62 days

200 of the 1858 decisions (11%) were decided within an extension of time

88 PSO planning applications determined so far in 2015-2016 with current performance at 84%. Most decisions on PSO applications were made between 42 and 56 days . Average days to make a decision is 64 days.

Days taken from receipt of a valid application to date of decision issued

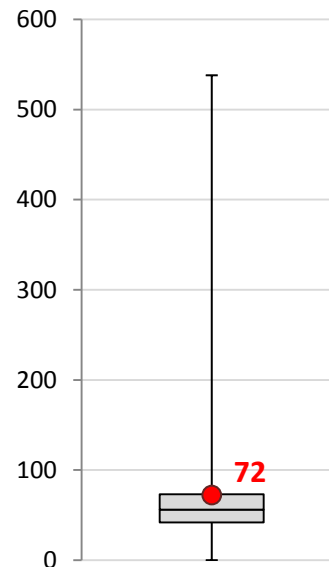
PSO performance Apr-Nov 2015-2016



- Average days: 65
- Most days taken: 539
- Least days taken: 0
- Most frequent day number: 56
- Most decisions between 42 and 56 days

32 of the 1008 decisions (4%) were decided within an extension of time

PSO performance 2014-2015



- Average days: 72
- Most days taken: 538
- Least days taken: 0
- Most frequent day number: 56
- Most decisions between 42 and 73 days

33 of the 979 decisions (3%) were decided within an extension of time

*PSO (includes discharges of conditions, trees, prior approval, non-material amendments , COLs, etc)

A grey arrow pointing to the right, with the word "Quality" written in white text inside it.

Quality

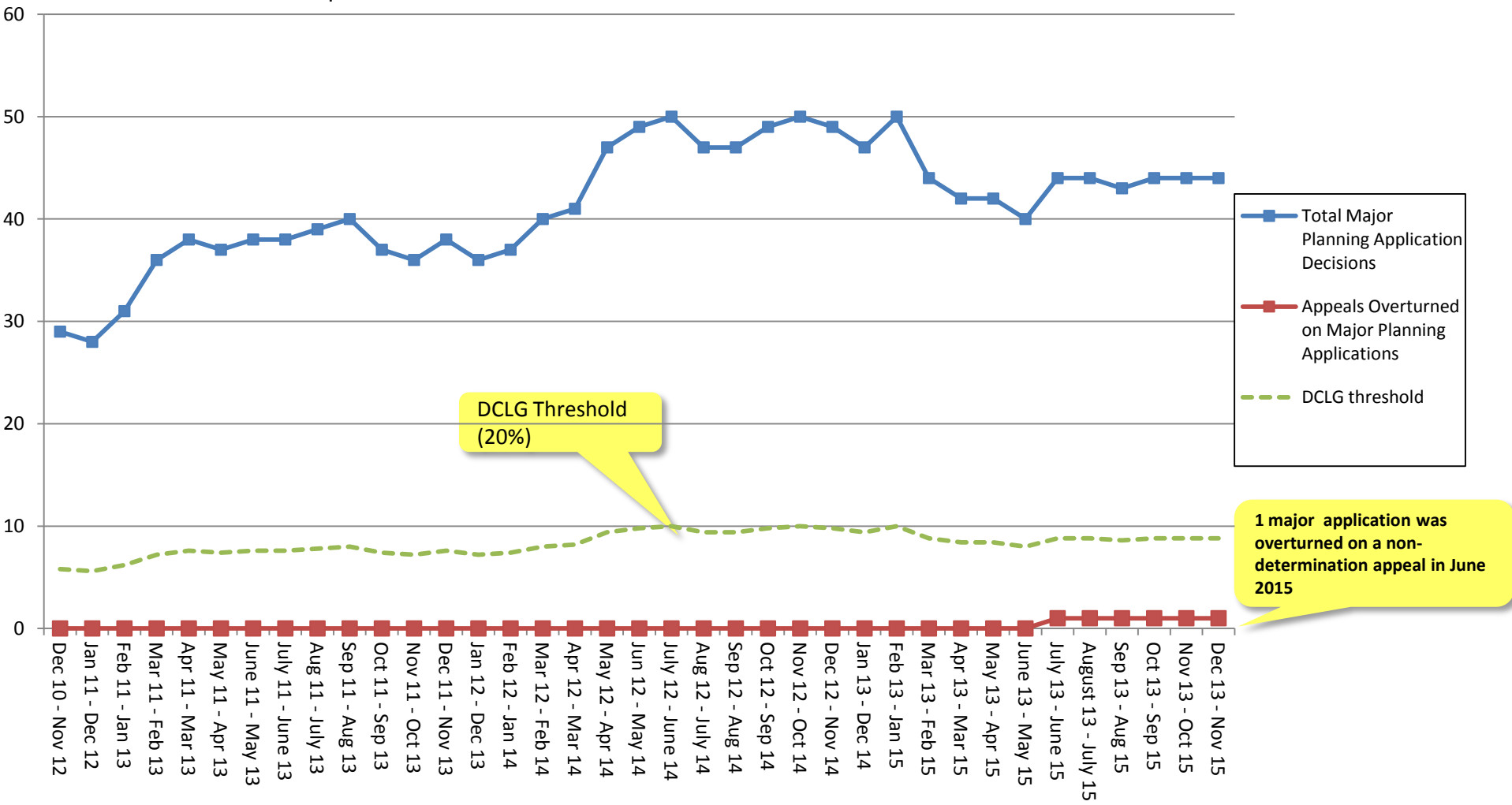
- The extent to which major applications are overturned at appeal over a two year period
- Days to make valid
- Days from declared Valid to Decision issued
- Percentage of Planning Enforcement Complaints on which a decision is taken within 8 weeks
- Percentage of complainants notified about the progress of the enforcement complaint decision within 8 weeks
- Number/percentage of Acknowledged enforcement complaints with in 24hrs
- Customer satisfaction

Performance is well below the DCLG threshold, with only 1 major application overturned on a non-determination appeal in June 2015.



Quality of decisions – DCLG measurement (the extent to which major applications are overturned at appeal over a two year period)

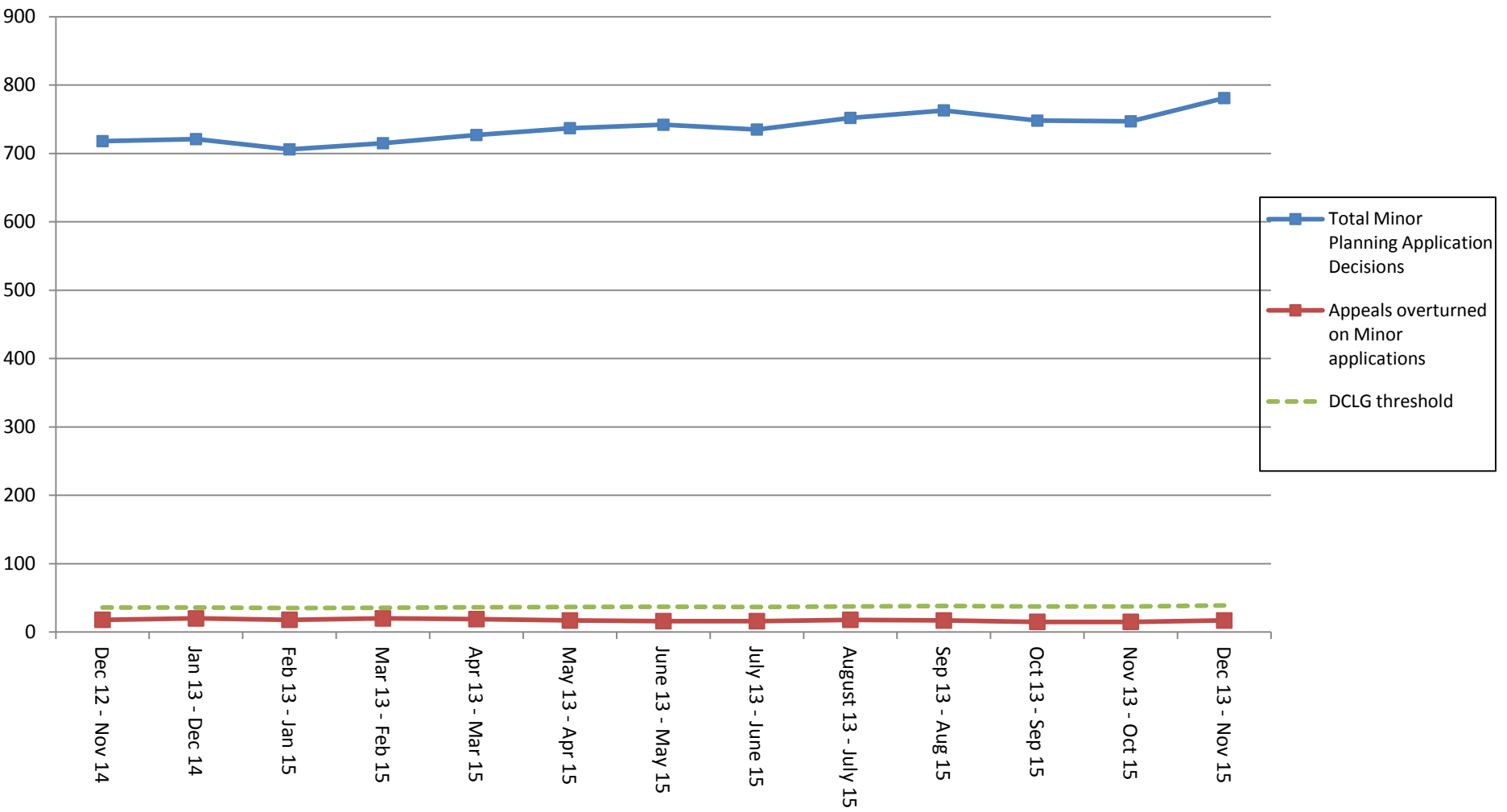
Threshold: 20% Current performance: 2%



Performance is currently 4%.
The DCLG threshold is 5%



Quality of decisions – DCLG measurement (the extent to which minor applications are overturned at appeal over a two year period)
Threshold: 5% Current performance: 4%



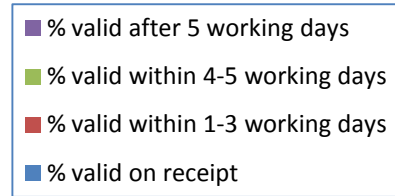
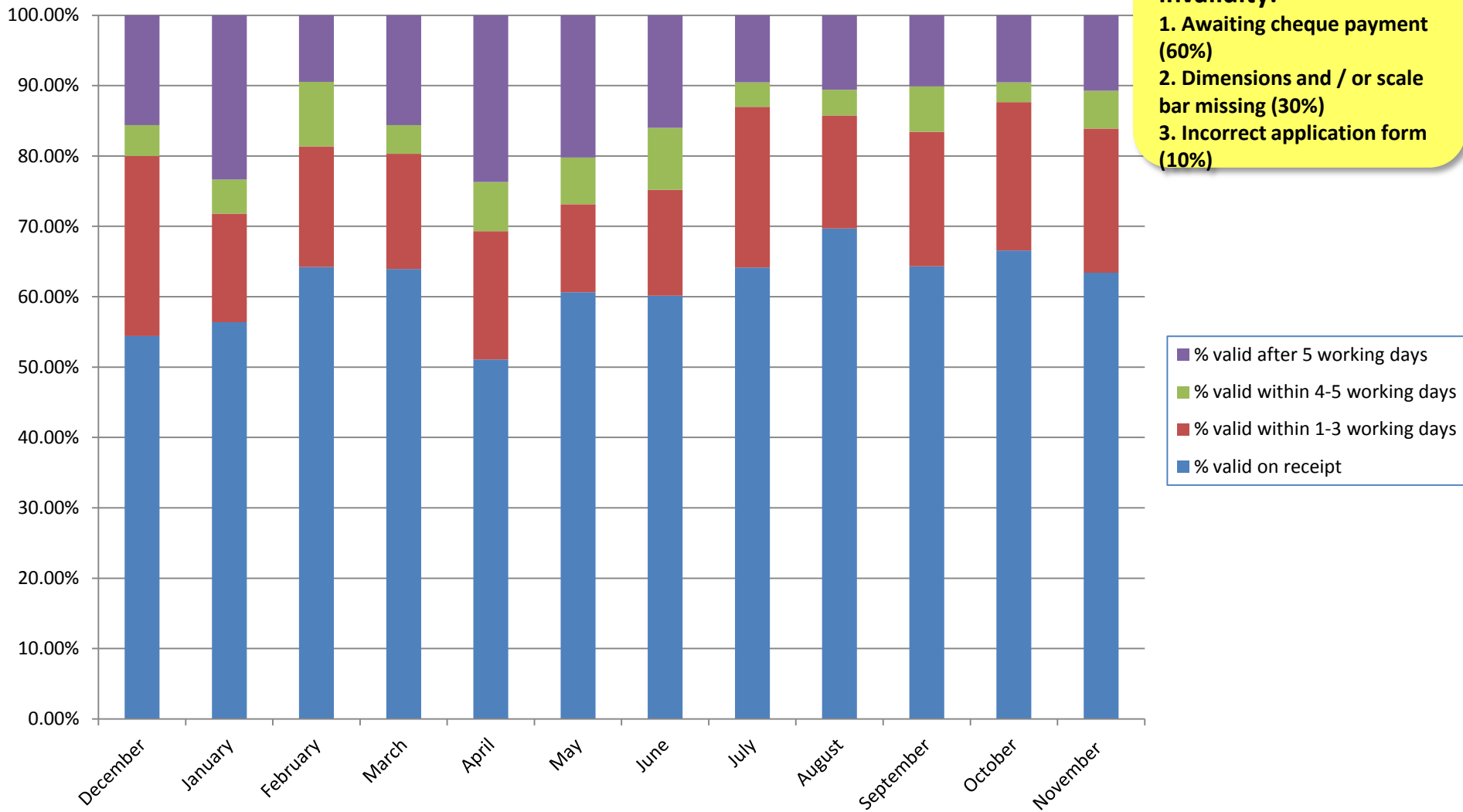
Between October 2014 and November 2015, 62% of applications submitted were valid on receipt and 18% became valid within 1-3 days of the original received date.



Applications valid on receipt

Top 3 reasons for invalidity:

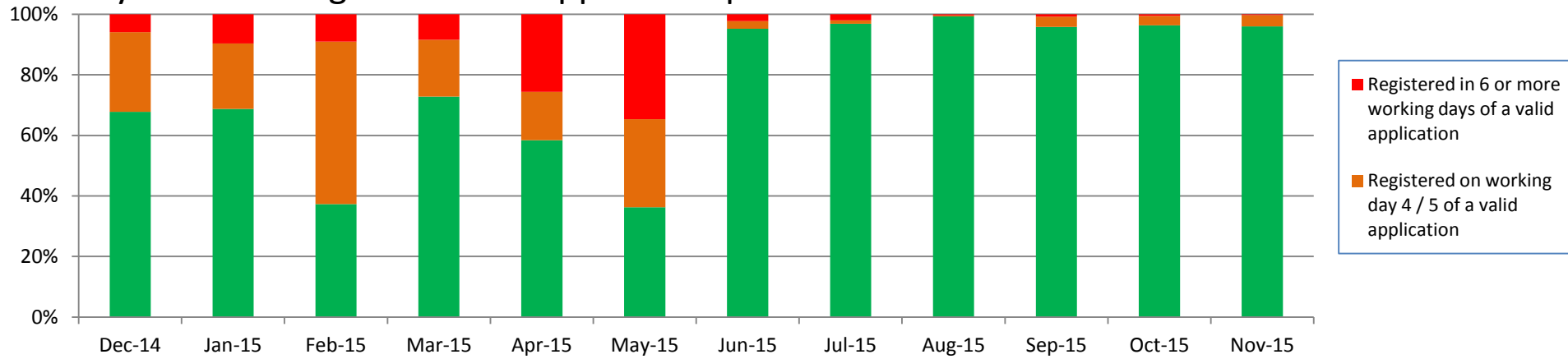
1. Awaiting cheque payment (60%)
2. Dimensions and / or scale bar missing (30%)
3. Incorrect application form (10%)



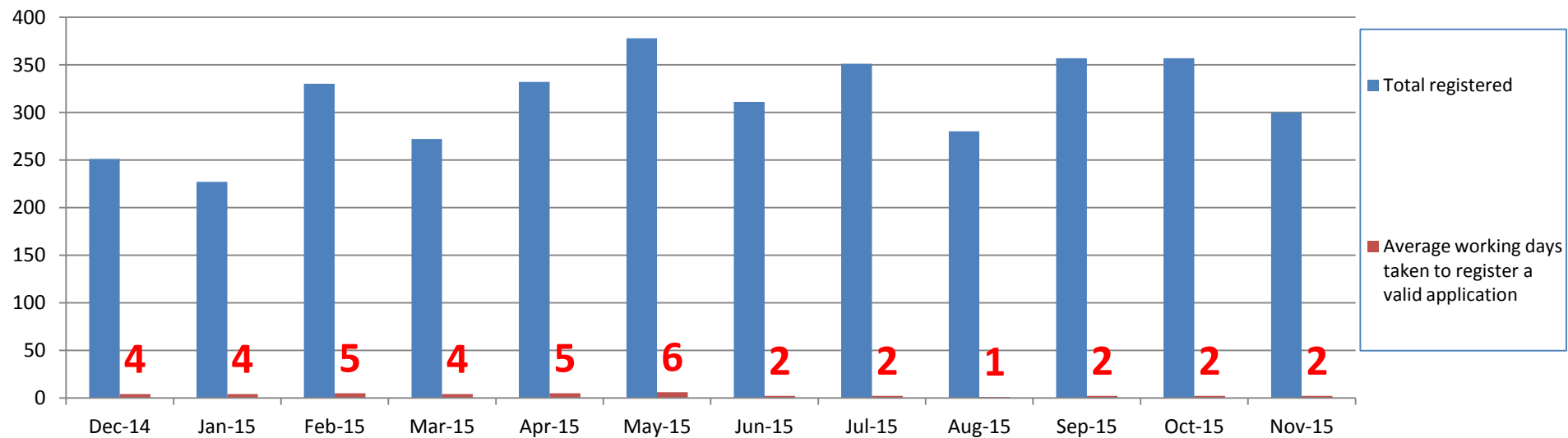
The introduction of an automatic allocations system has dramatically reduced the number of days, with performance within the 3 working day target since June 2015.



Days taken to register a valid application per month

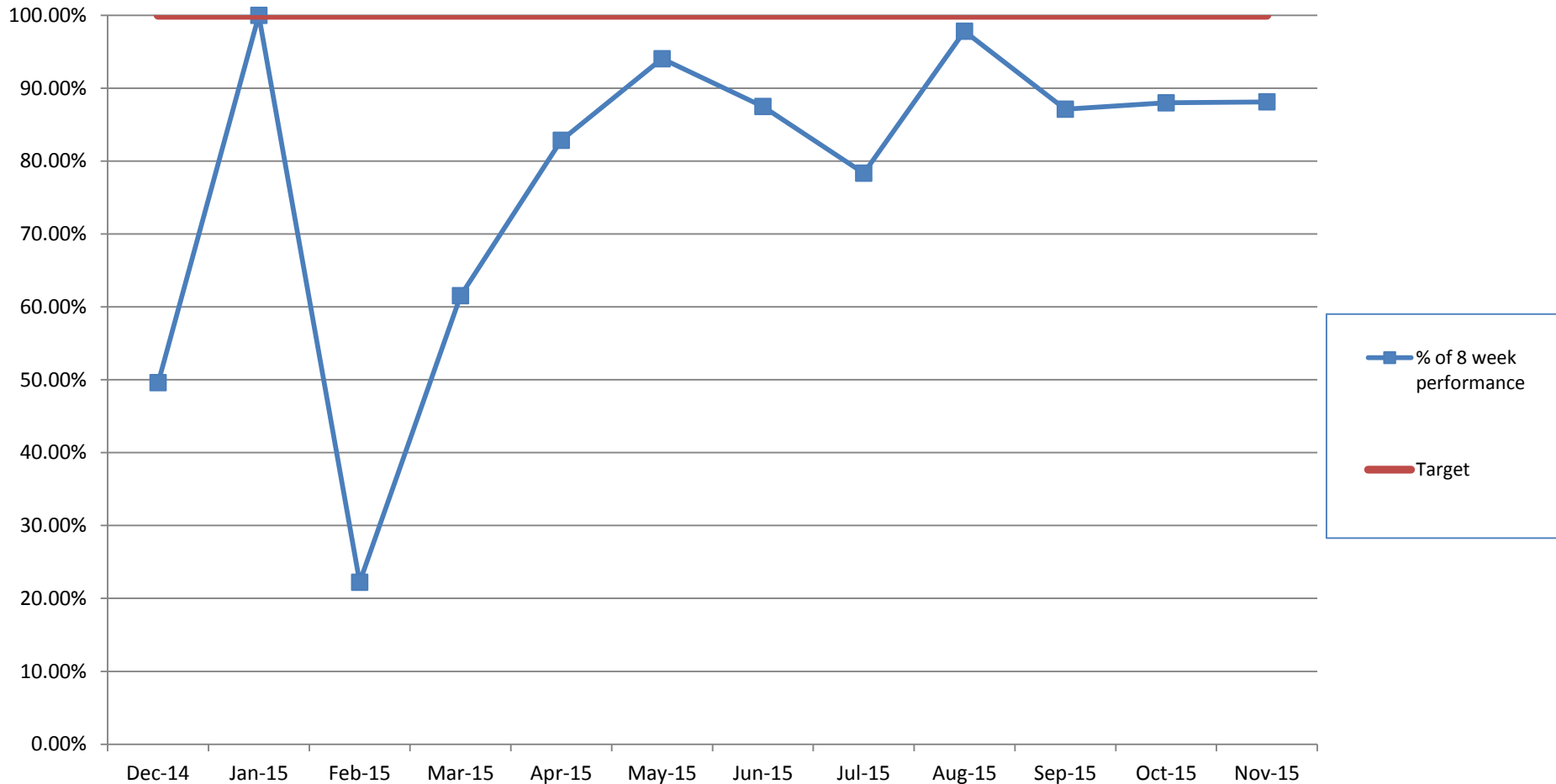


Volume of valid applications registered against average days per month



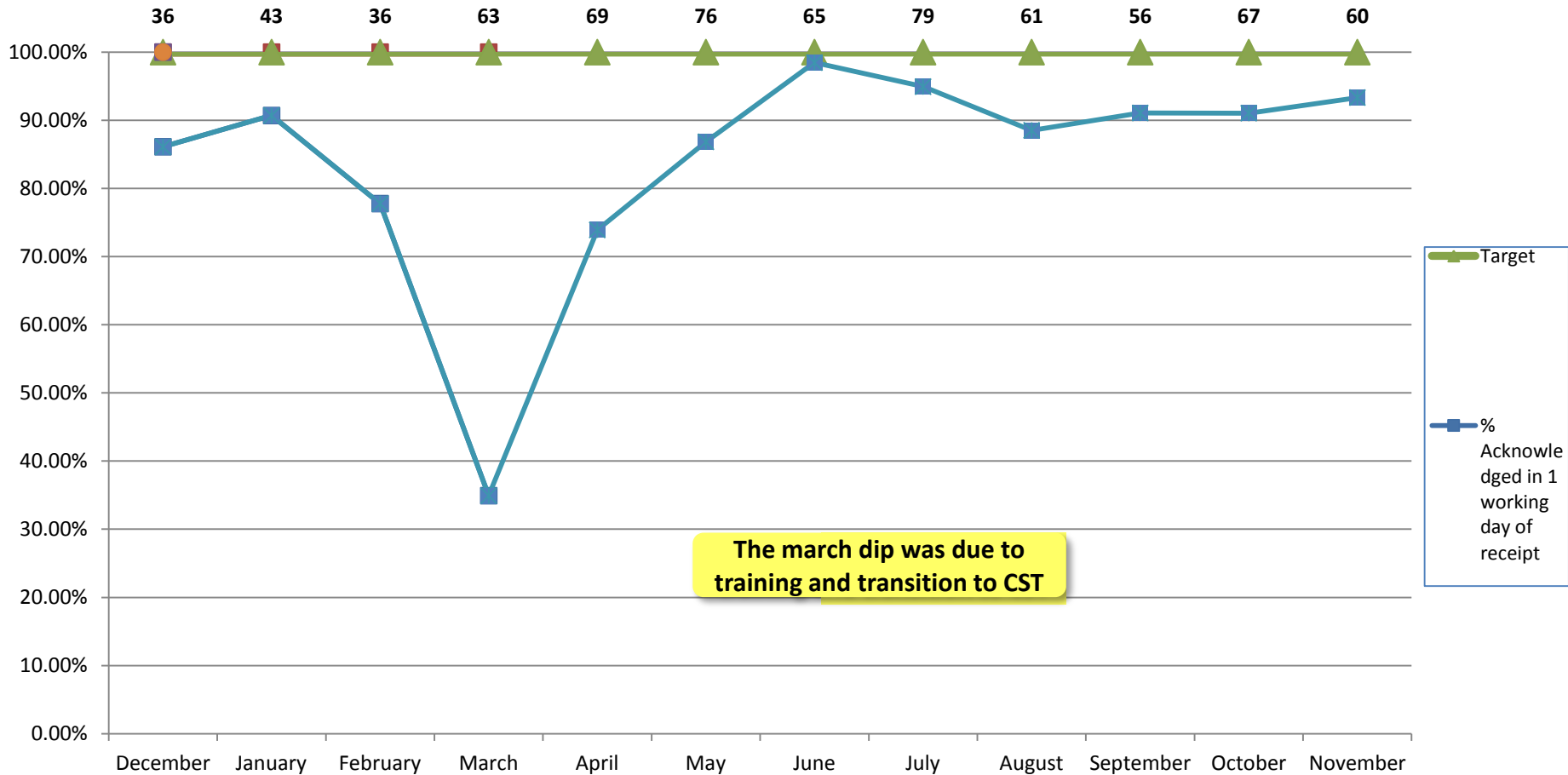
Performance for those planning enforcement complaints where a decision is taken within 8 weeks is volatile. Performance in August significantly improved and is close to the corporate target.

% of Planning Enforcement Complaints on which a decision is taken within 8 weeks
Target: 90% Current performance: 88% (monthly)



Performance improved following a dip in march; however, over the last two months performance has slightly fallen.

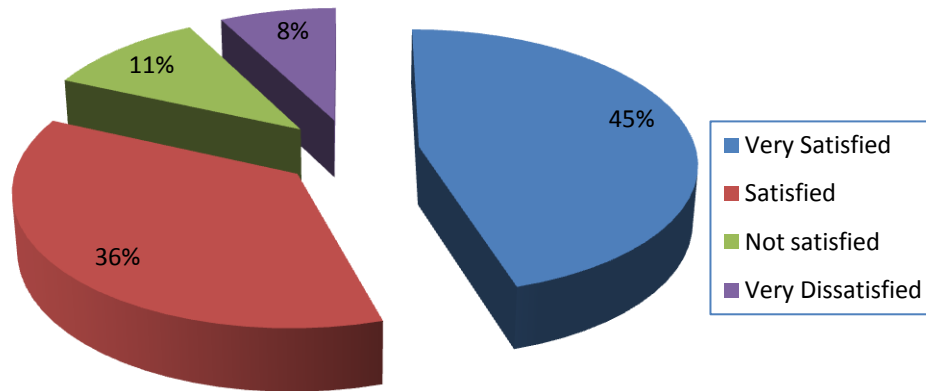
Total complaints registered per month



Customer satisfactions surveys for April – October 2015 showed that agents are overall 81% satisfied with the Planning Service

2367 surveys were sent to agents who had received a planning decision between the 1st of April 2015 and the 31st of October 2015 : 147 surveys were completed (6%)

4 questions were asked in regards to helpfulness, use of time, use of information and clarity of decision



Overall satisfaction rating of 81% from agents

Highest scoring question from agents was in relation to clarity of decision – 87%

Lowest scoring question from agents was in relation to use of peoples time – 23%

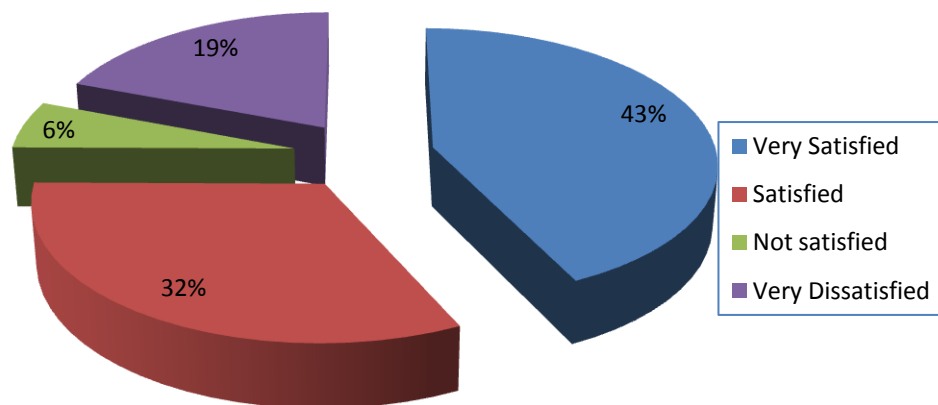
Some positive comments received including:

- Pleasing to have a planning officer that can be readily contacted by Agent. A service that some London Boroughs do not provide and seriously aggravates working relationship and progress on applications
- Planning officer was very helpful and adopted a pro-active approach to assist in gaining a consent. We have not experienced such a positive attitude in councils elsewhere.
- Very happy with the positive approach of the council. Would rate Haringey planning department as one of the best for being positive with most of the planning applications, very well time managements. polite and helpful staff.

Customer satisfactions surveys for April – October 2015 showed that applicants are overall 75% satisfied with the Planning Service

643 surveys were sent to applicants who had received a planning decision between the 1st of April 2015 and the 31st of October 2015 : 52 surveys were completed (8%)

4 questions were asked in regards to helpfulness, use of time, use of information and clarity of decision



Overall satisfaction rating of 75% from agents

Highest scoring question from agents was in relation to clarity of decision – 85%

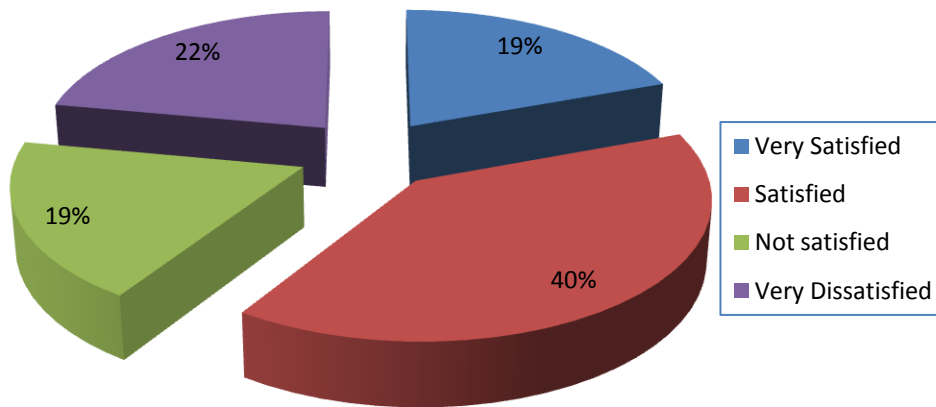
Lowest scoring question from agents was in relation to use of peoples time – 37%

Some mixed comments received including:

- The Officer was incredibly polite and very thorough
- On very simple domestic cases I do wonder if the process could be a bit faster - though ours was finalised within the 8 week timescale so I'm not complaining
- Try to get more things online so the process can be tracked with estimated dates for various stages to be completed.
- It is hard to understand what is allowed and what isn't allowed, and the extent to which the allowable is predictable and quantifiable or a matter of local habits and tastes.

Customer satisfactions surveys for April – October 2015 showed that neighbours are overall 59% satisfied with the Planning Service

2087 surveys were sent to neighbours who had commented on a planning application, which had been decided between the 1st of April 2015 and the 31st of October 2015 : 240 surveys were completed (11%)
4 questions were asked in regards to helpfulness, use of time, use of information and clarity of decision



Overall satisfaction rating of 59% from neighbours

Highest scoring question from agents was in relation to use of information – 68%

Lowest scoring question from agents was in relation to use of peoples time – 48%

Some mixed comments received including:

- I think the planning dept. could engage a lot more with those people who take an interest in these applications
- Please keep up the good work, I hope my comments don't come across as too negative they are meant to be constructive comments on what I'm sure is a difficult area to work in
- Communicate your decisions and reasons through social media ie Twitter
- I was extremely impressed with how this case was handled and how professional your officers were considering they are so very busy.

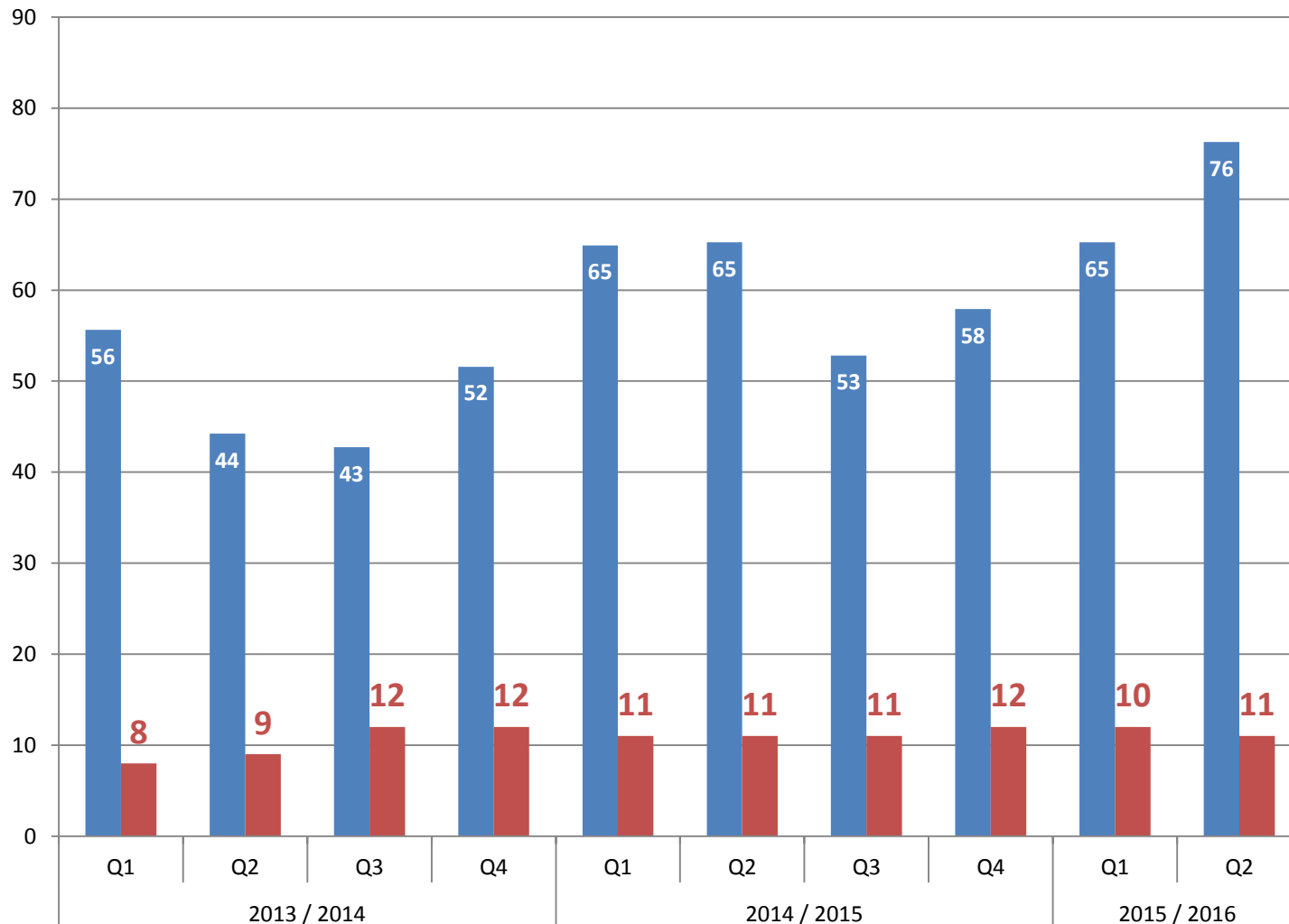
Workforce / Caseloads

- Caseload (average number of applications on hand per officer by quarter)

Q1 2015/16 saw a return to the highest caseload levels seen since 2013/14. The increase in planning officer caseload over the last three quarters mirrors the increase in applications.

Caseload (average number of applications on hand per officer by quarter)

Target: **Not set** Current performance: **average of 65 cases for each of the 12 member of staff**

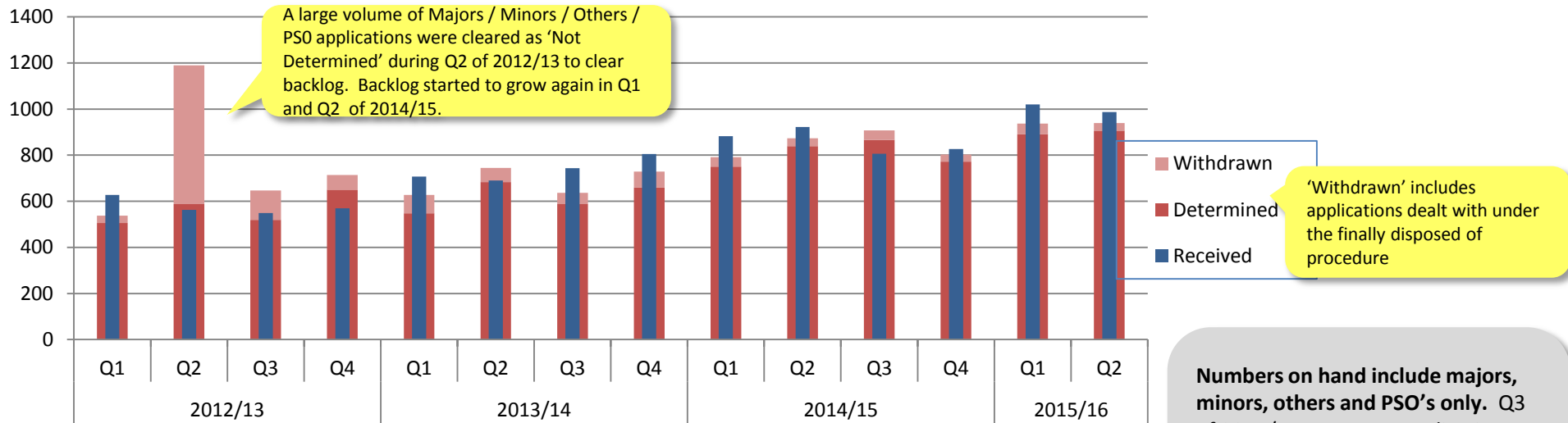


This is a crude measure of caseloads, calculated as follow:
 On hand (PSOs, Majors, Minors, Others) / FTE Case officers, this does not include the pre-application caseload, enquiries and appeals

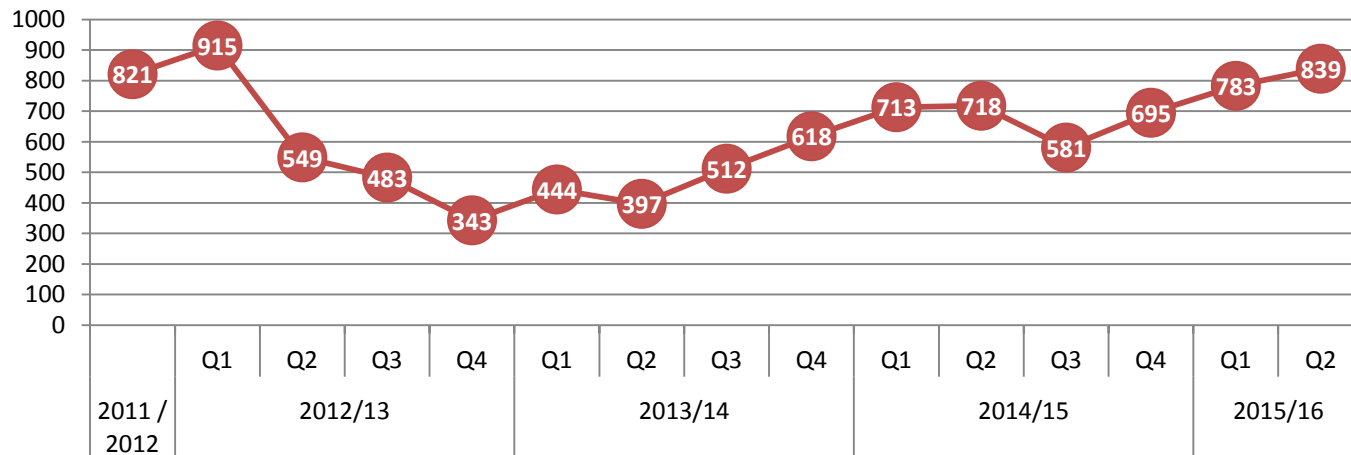
Caseloads continue to rise and the number of on-hand applications also continues to rise. Resources brought in to deal with backlog have been used to deal with the rising number of applications

Over the last two quarters there has been a return to receiving more applications than are determined. Applications on hand at the end of quarter have increased over the last three quarters.

Applications received, determined and withdrawn per quarter



Applications on hand at end of quarter



Numbers on hand include majors, minors, others and PSO's only. Q3 of 2014/15 saw more applications determined than received so that the number of cases on hand had started to fall but it has risen again in quarter 4 and again in quarter 1

A healthy ratio would be the number on hand at the end of the quarter being about half of the applications received.