

Summary dashboard



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 although further improvement is required to move into the top quartile in London. The 2014/15 statistics ended above the corporate targets.

Performance on discharge of conditions is improving although further improvement is needed. Deemed discharge of conditions will be implemented from 15th April with exceptions.

No major applications have been overturned at appeal in the last two years.

Performance on validation still needs to improve but is moving in the right direction. A spreadsheet to allow automatic allocation has been developed and implemented.

Whilst new systems are in place in enforcement they still need refining and concerted effort. The enforcement indicators still remain below target and have been further affected by the move of part of this work to the CST

This is Amber/Red because of enforcement.

The netcost of the service has reduced by half in the last financial year. Further work is taking place on this indicator through a resources review with the Planning Advisory Service

Workforce / Caseloads

Amber /Red

Although caseloads reduced in quarter 3 and the service made inroads to clear the backlog the loss of a member of staff and delay in replacement, coupled with an increase in applications, has led to an increase in caseloads and on hand applications in Quarter 4. The officer has now been replaced but it will take time to feed through a decrease in caseloads. The reduction of the backlog will be a focus of Q1 2015/16 and an additional member of staff is being recruited to assist with this.

Performance on major applications determined within timescale has improved, it is now consistently above target and is above average for London authorities



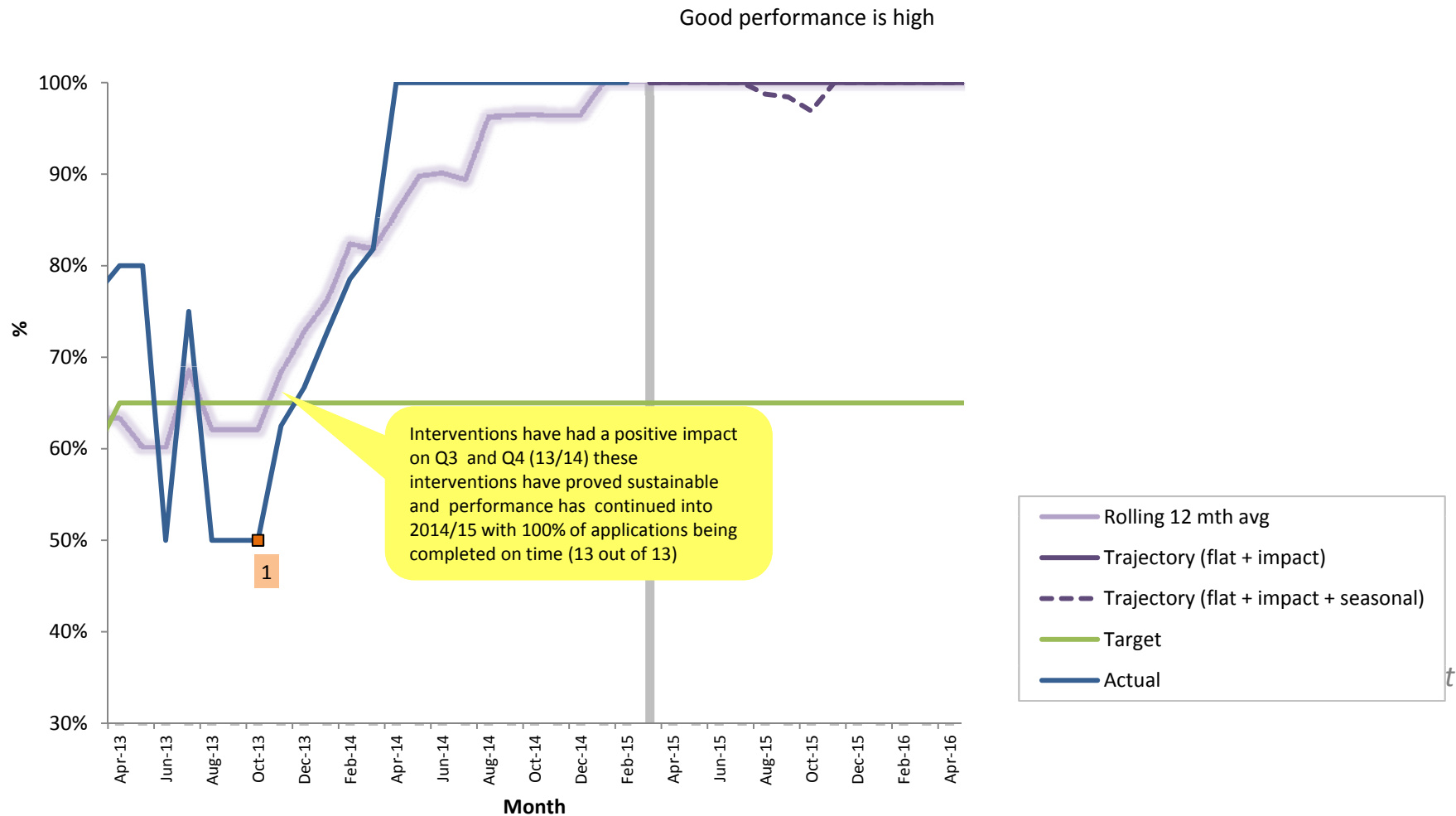
Percentage of Major applications determined within 13 weeks

Target: 65% Current performance: 100% (cumulative)

Percentage of planning applications processed in 13 weeks (Major)

Year to date

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



Performance on minor applications determined within 8 weeks was above corporate target and above the London average. However performance remains volatile.

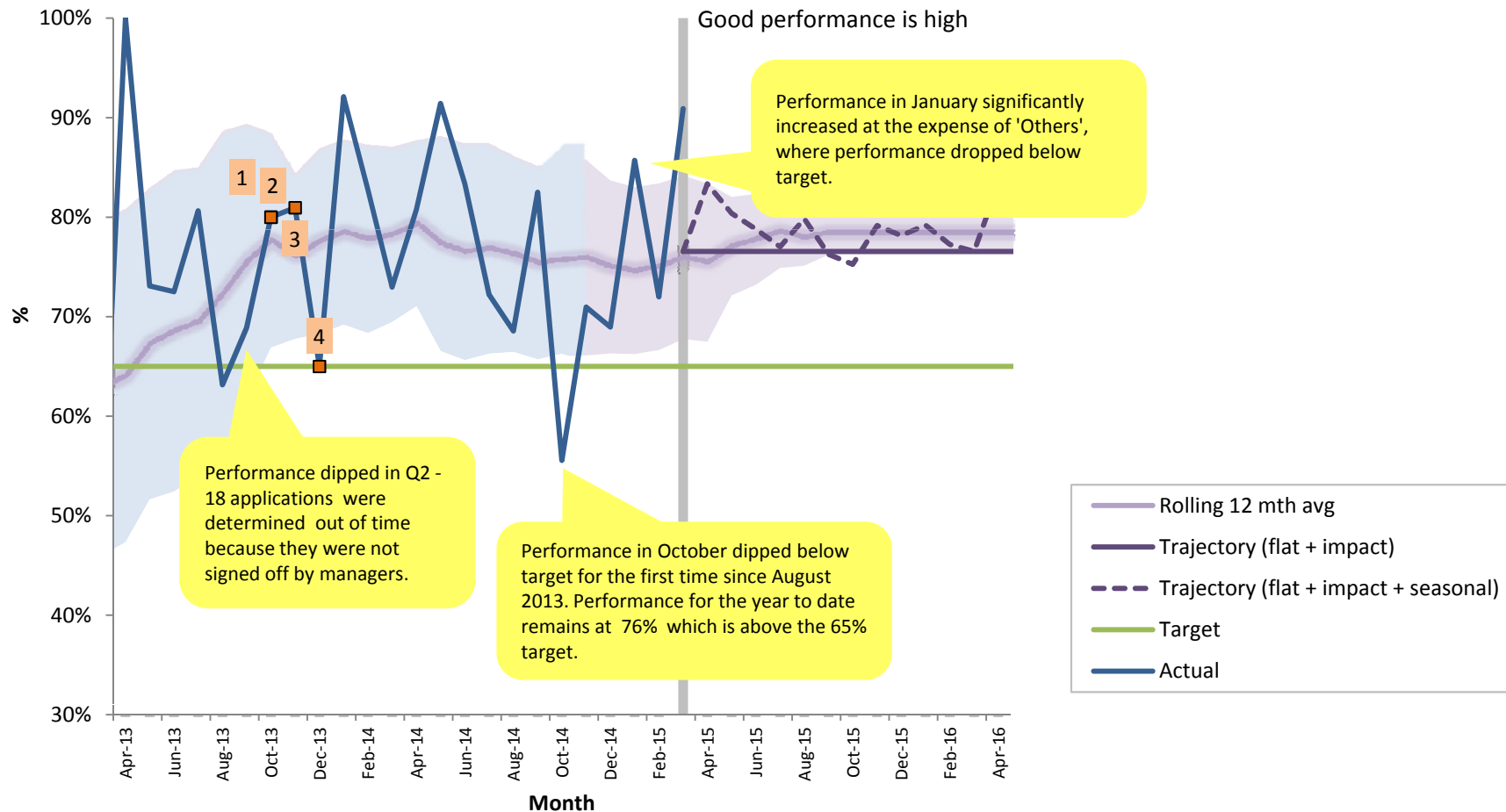


Percentage of Minor applications determined within 8 weeks

Target: 65% Current performance: 77% (cumulative)

Percentage of planning applications processed in 8 weeks (Minor)

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

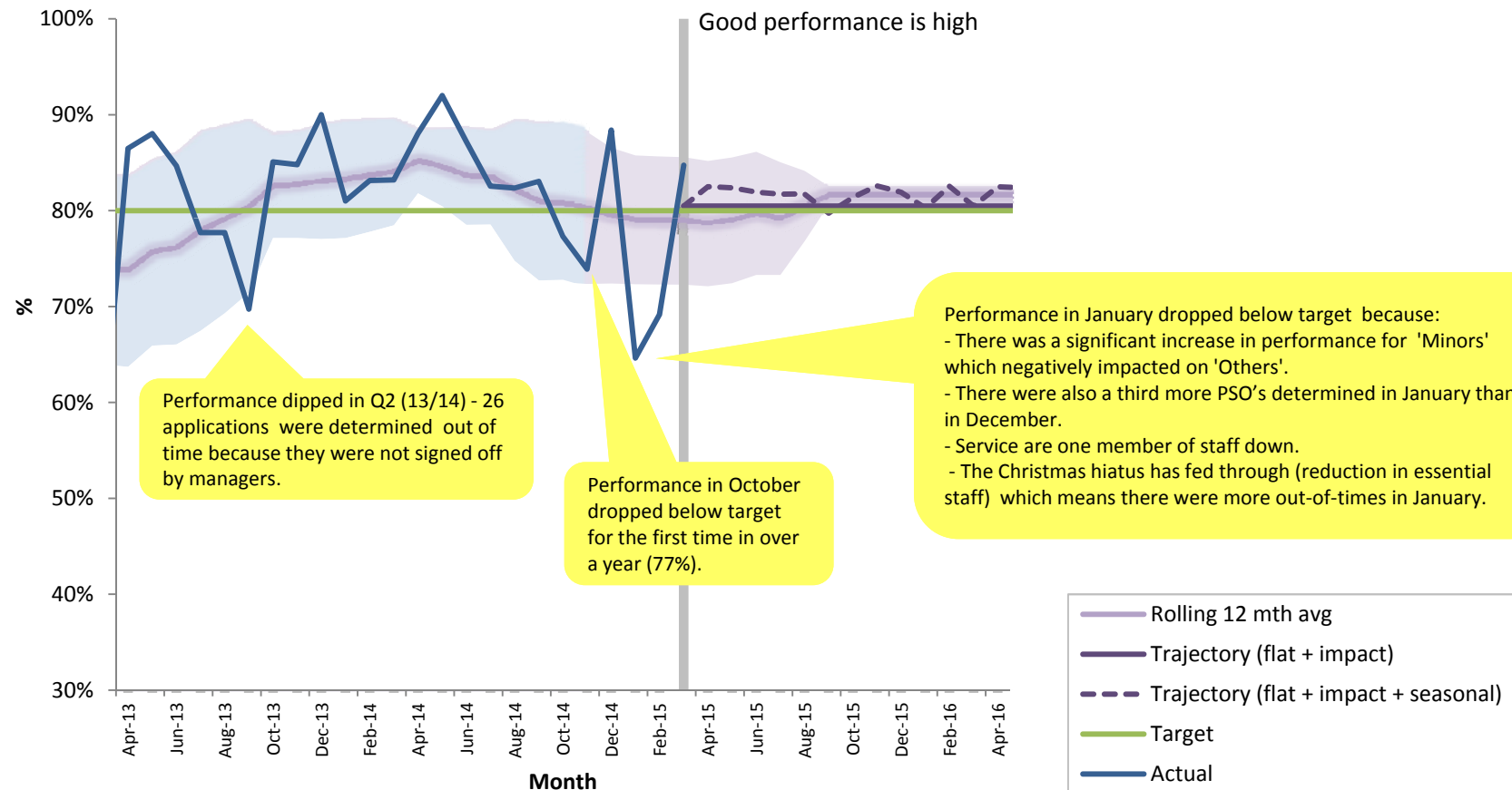


Performance on other applications determined within 8 weeks is above corporate target and at the London average for 2014-15.



Percentage of others applications determined within 8 weeks
 Target: 80% Current performance: 81% (cumulative)

Percentage of planning applications processed in 8 weeks (Other)

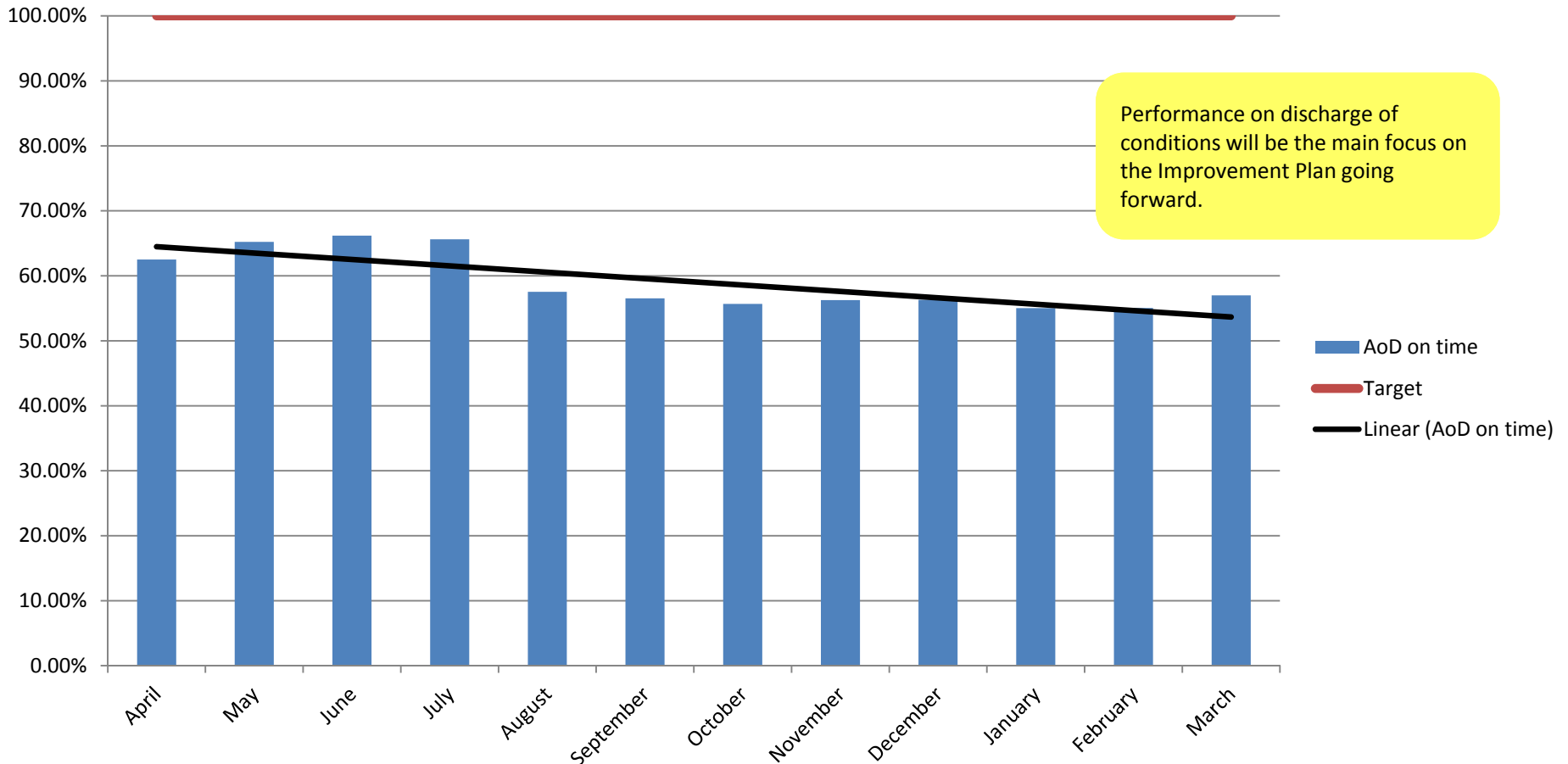


Performance on discharge of conditions determined within 8 weeks has improved in 2014/15 but remains below the service set target of 100%



% of Approval of details (Discharge of conditions) determined within time
 Target: 100% Current performance: 57% (cumulative)

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 come into force on 15th April 2015

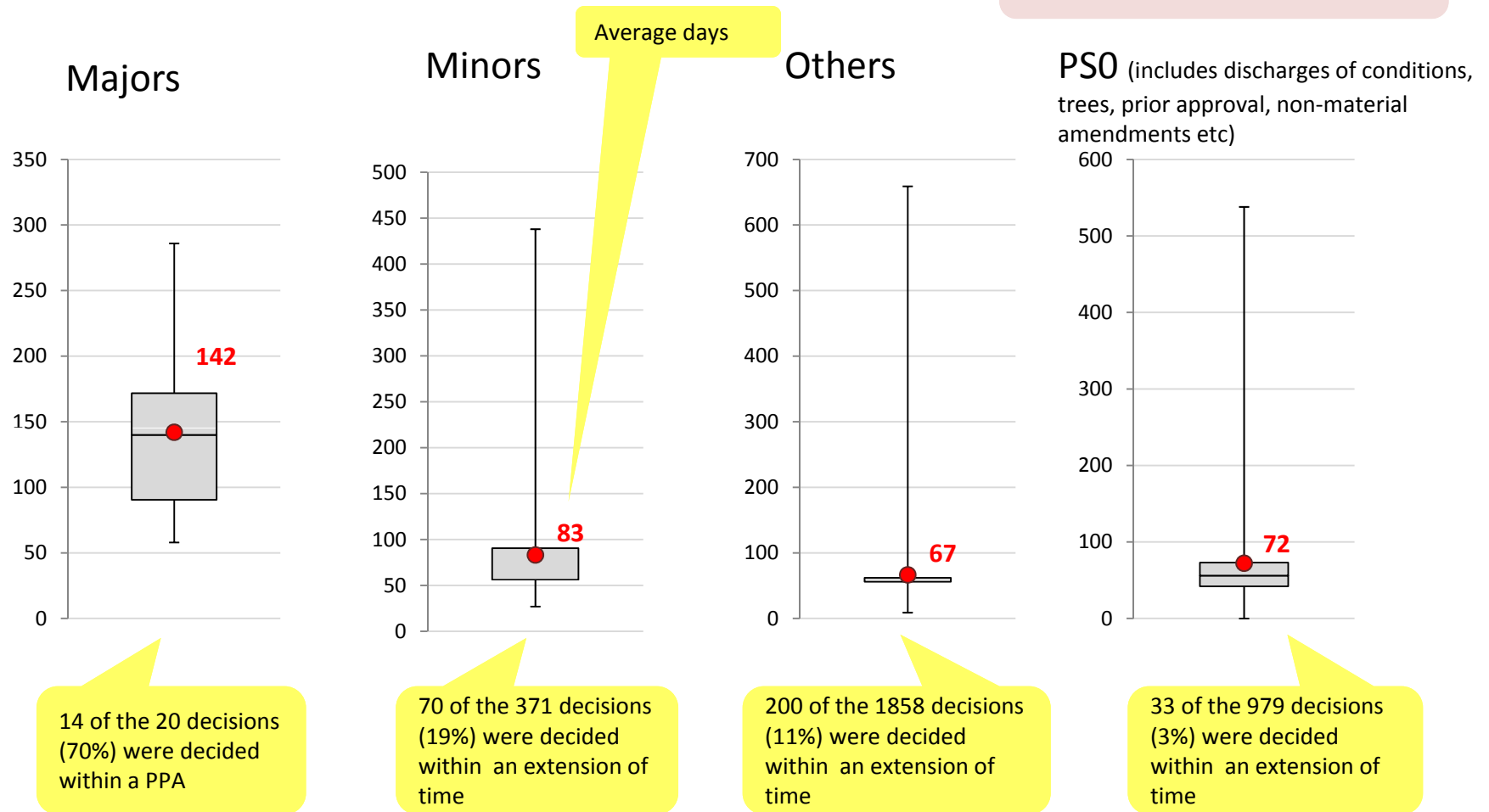


Between April 2014-March 2015 most decisions on minor applications were made between 56 and 91 days, other applications were made between 56 and 62 days, PSO applications were made between 42 and 73 days.



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

Service targets needed to reviewed. (Service to reflect on)
Shows range of time taken and the middle 50%

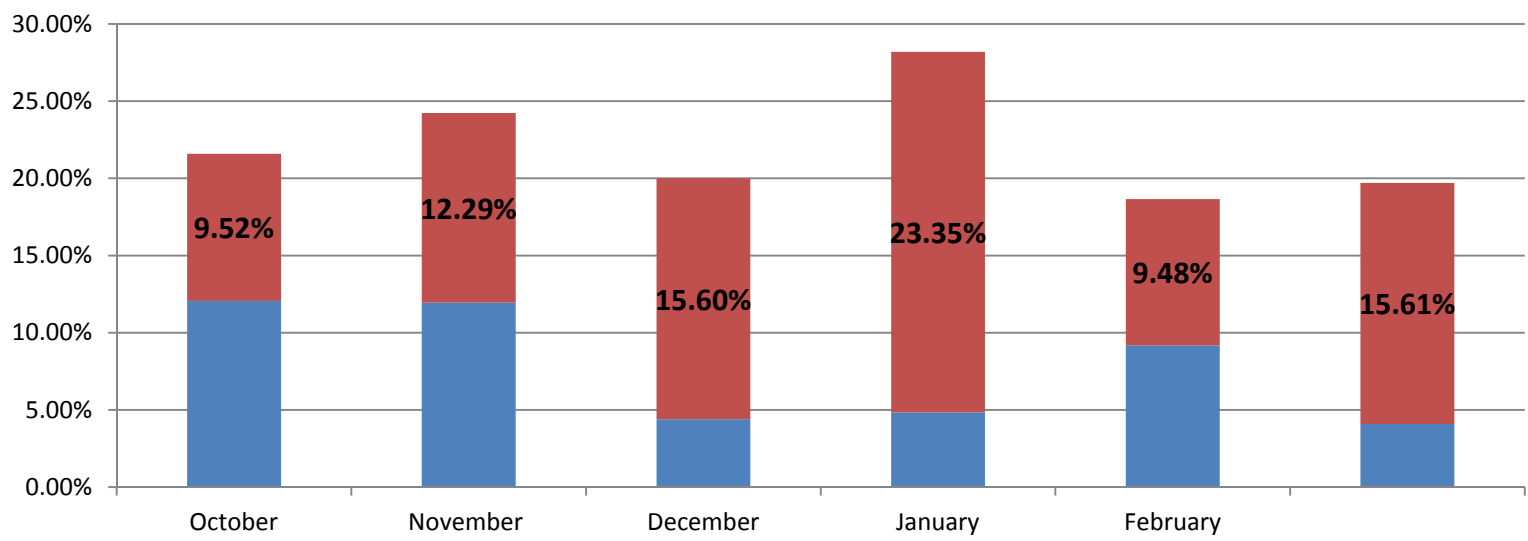
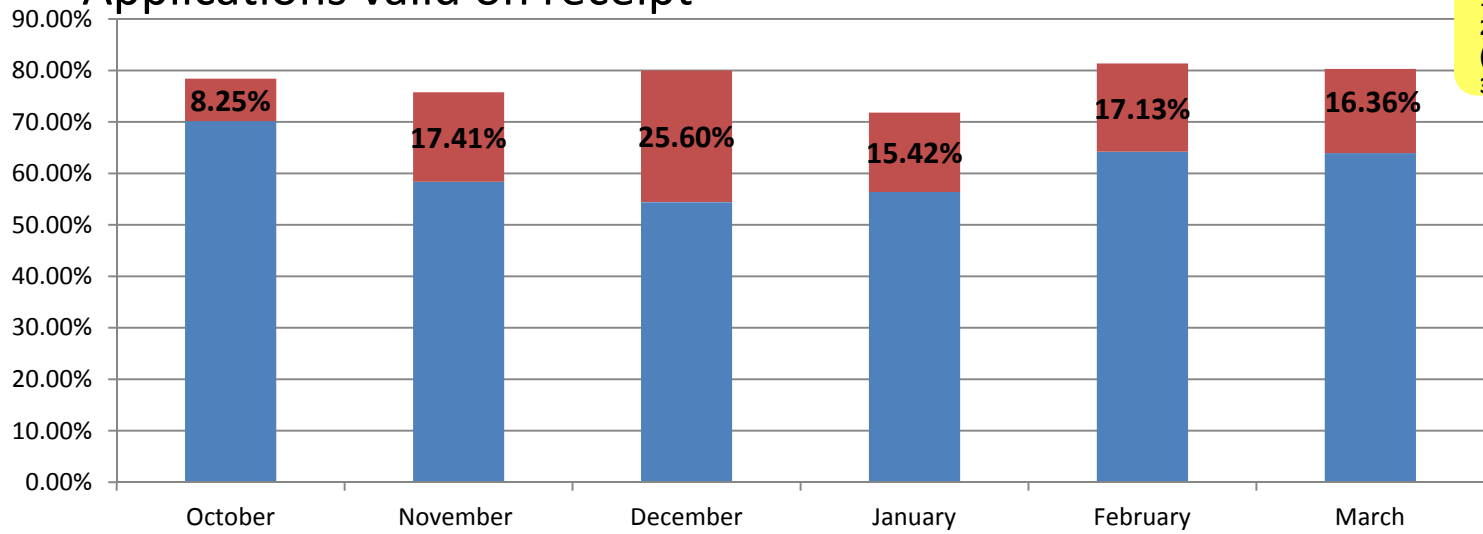


Between October 2014 and March 2015, 61% of applications submitted on receipt and 17% became valid within 1-3 days of the original received date.



Applications valid on receipt

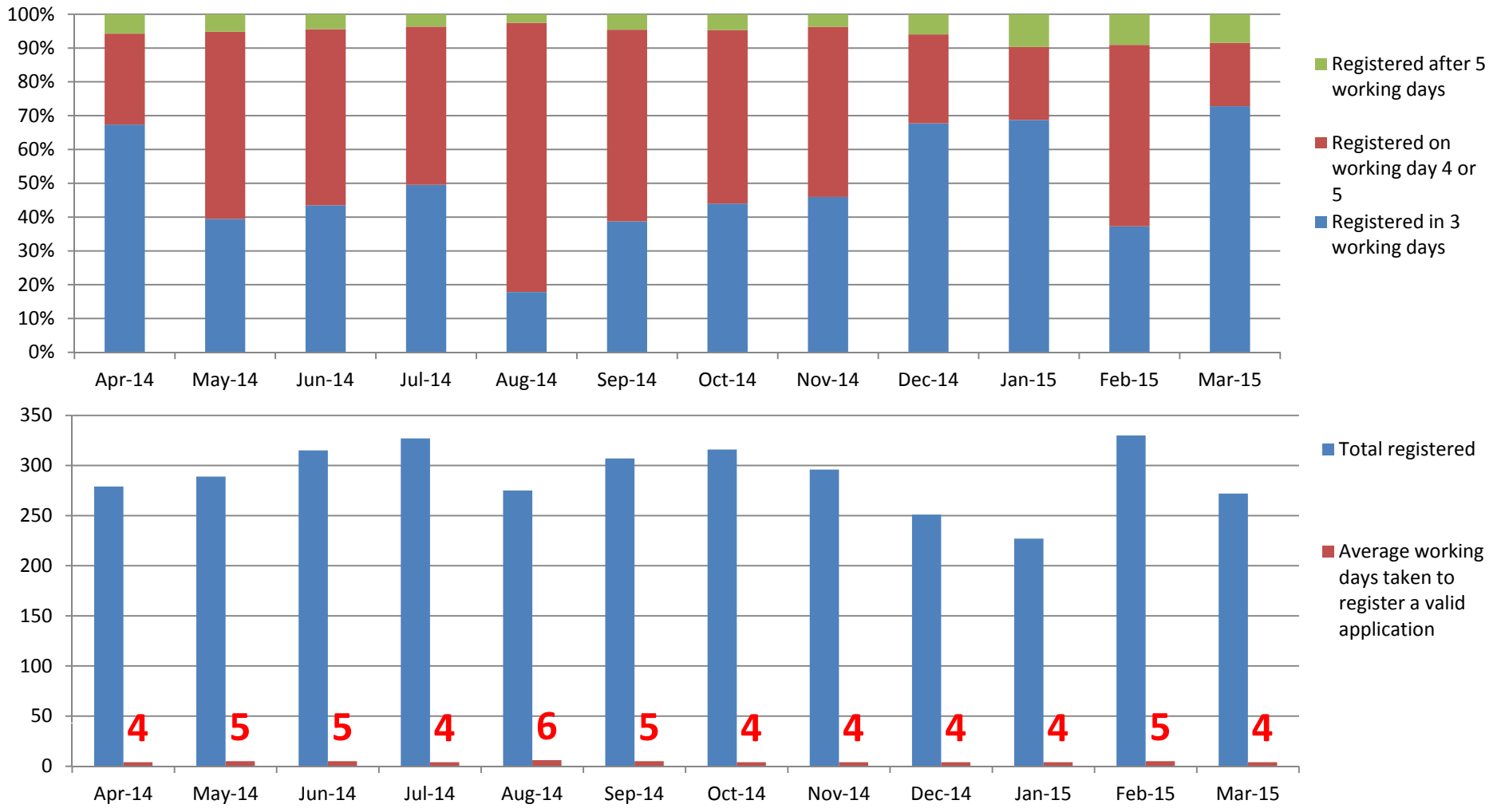
Top 3 reasons for invalidity:
 1. Awaiting cheque payment (60%)
 2. Dimensions and / or scale bar missing (30%)
 3. Incorrect application form (10%)



The current target is for all valid applications to be allocated and passed to a case officer within 3 working days. From April 2014 to March 2015 the average number of days is currently 4 working days.



Days taken to register a valid application

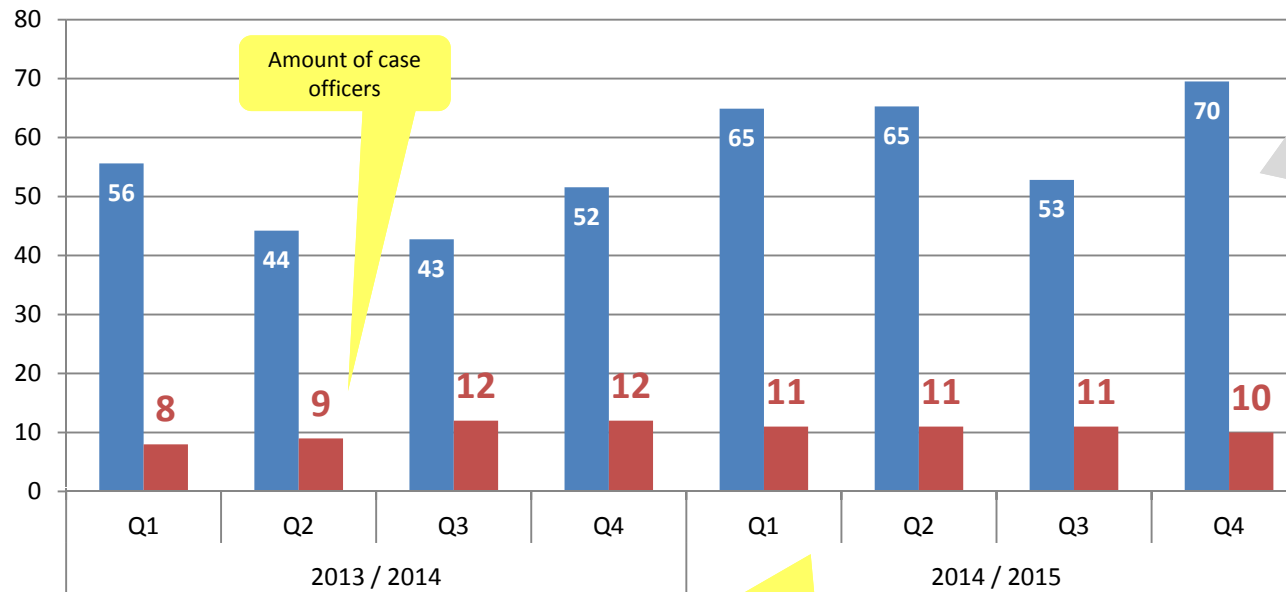


Caseloads have increased over the past 6 months and are higher than they were this time last year.



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

Target: **Not set** Current performance:



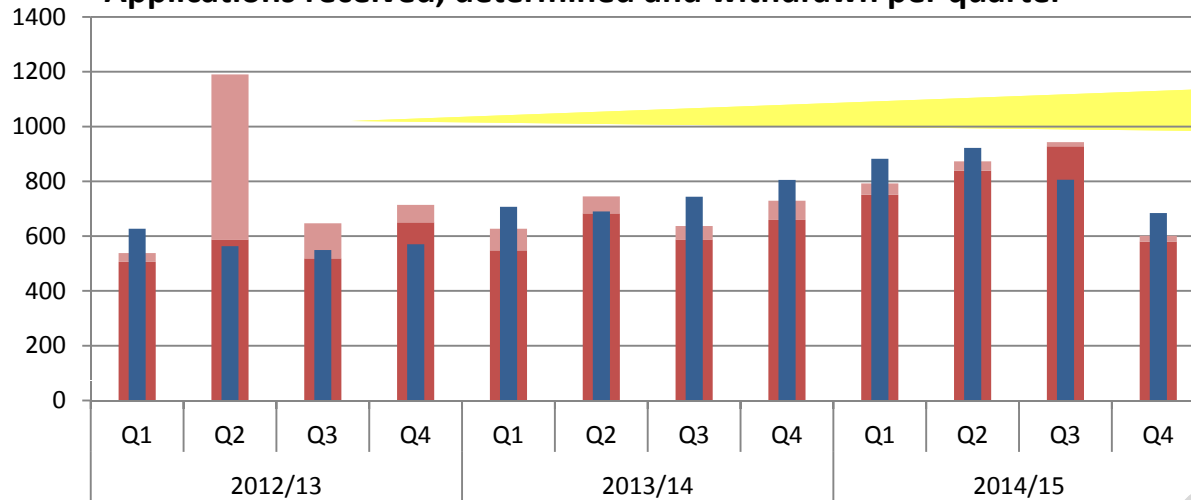
This is a crude measure of caseloads, calculated as follow:
On hand (PSOs, Majors, Minors, Others) / FTE Case officers, this does not include the pre-application caseload, enquiries and appeals

Caseloads increased in Q1 and Q2 of 2014/15 due to a significant increase in the number of planning applications and PSOs received. This reduced in Q3 and the number of cases on hand has fallen.

The number of applications on hand decreased in Q3 but has risen again in Q4. A replacement member of staff is starting this week and an extra member of staff is being recruited to focus on the backlog in Q1 2015/16



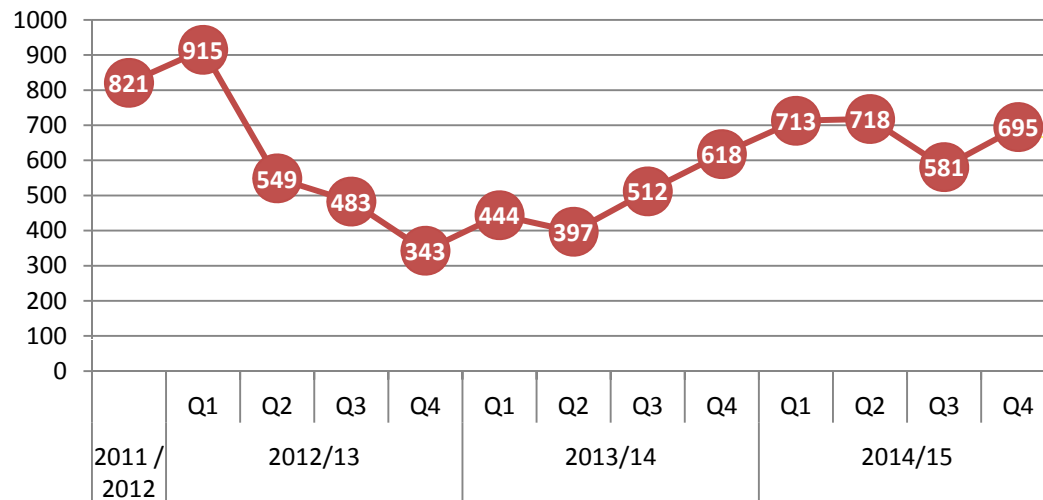
Applications received, determined and withdrawn per quarter



A large volume of Majors / Minors / Others / PS0 applications were cleared as 'Not Determined' during Q2 of 2012/13 to clear backlog. Backlog started to grow again in Q1 and Q2 of 2014/15.

'Withdrawn' includes applications dealt with under the finally disposed of procedure

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.

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