

DM Board (Speed, Quality & Cost stats)

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

March 2016



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 and is now in the top quartile in London.

Performance on discharge of conditions is improving although further improvement is needed. Further work with internal consultees is planned.

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.

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

Workforce / Caseloads Amber / Green

The number of applications on hand is still high but has stabilised. Some inroads have been made into the backlog.

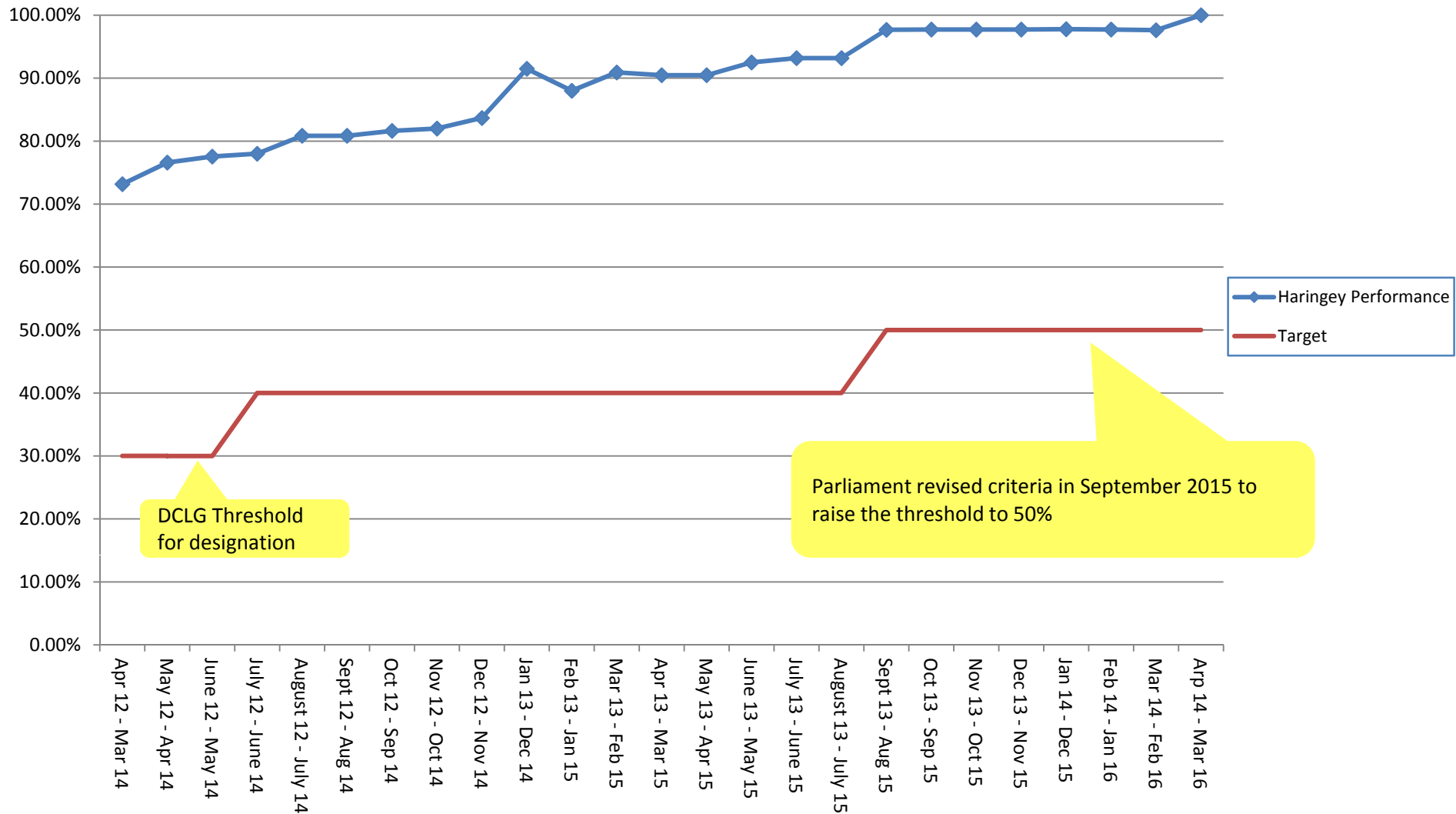
Speed Indicators

-
- 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

Speed of decisions – DCLG Measurement: Major applications decided within 13 weeks over a 2 year period



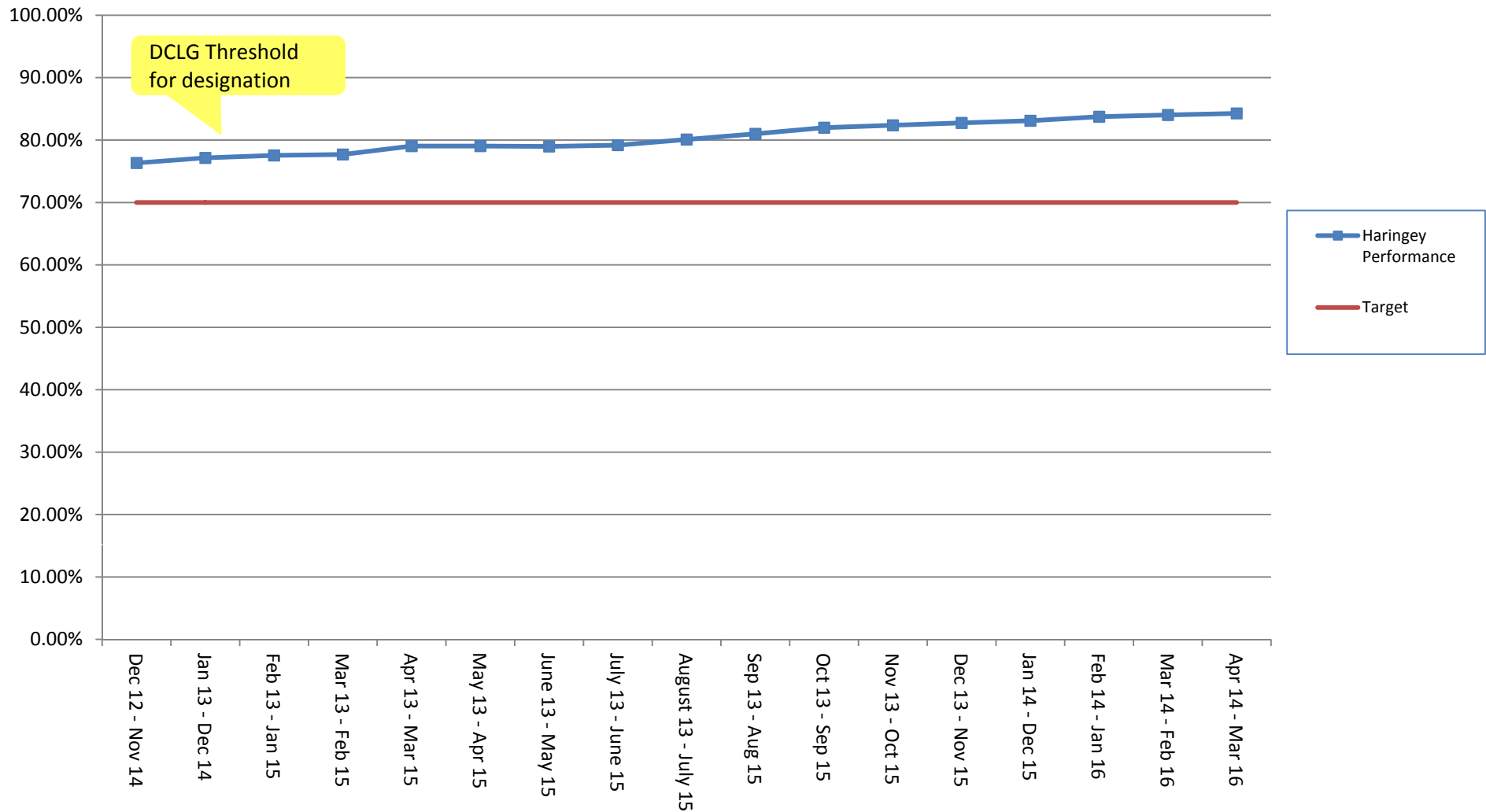
Threshold: 50% Current performance: 100%



Speed of decisions – DCLG Measurement: Minor / Other applications decided within 13 weeks over a 2 year period



Threshold: 70% Current performance: 84%



Performance on 'Major' applications determined within 13 weeks, or within an agreed extension of time or Planning Performance Agreement



Percentage of Major applications determined within 13 weeks

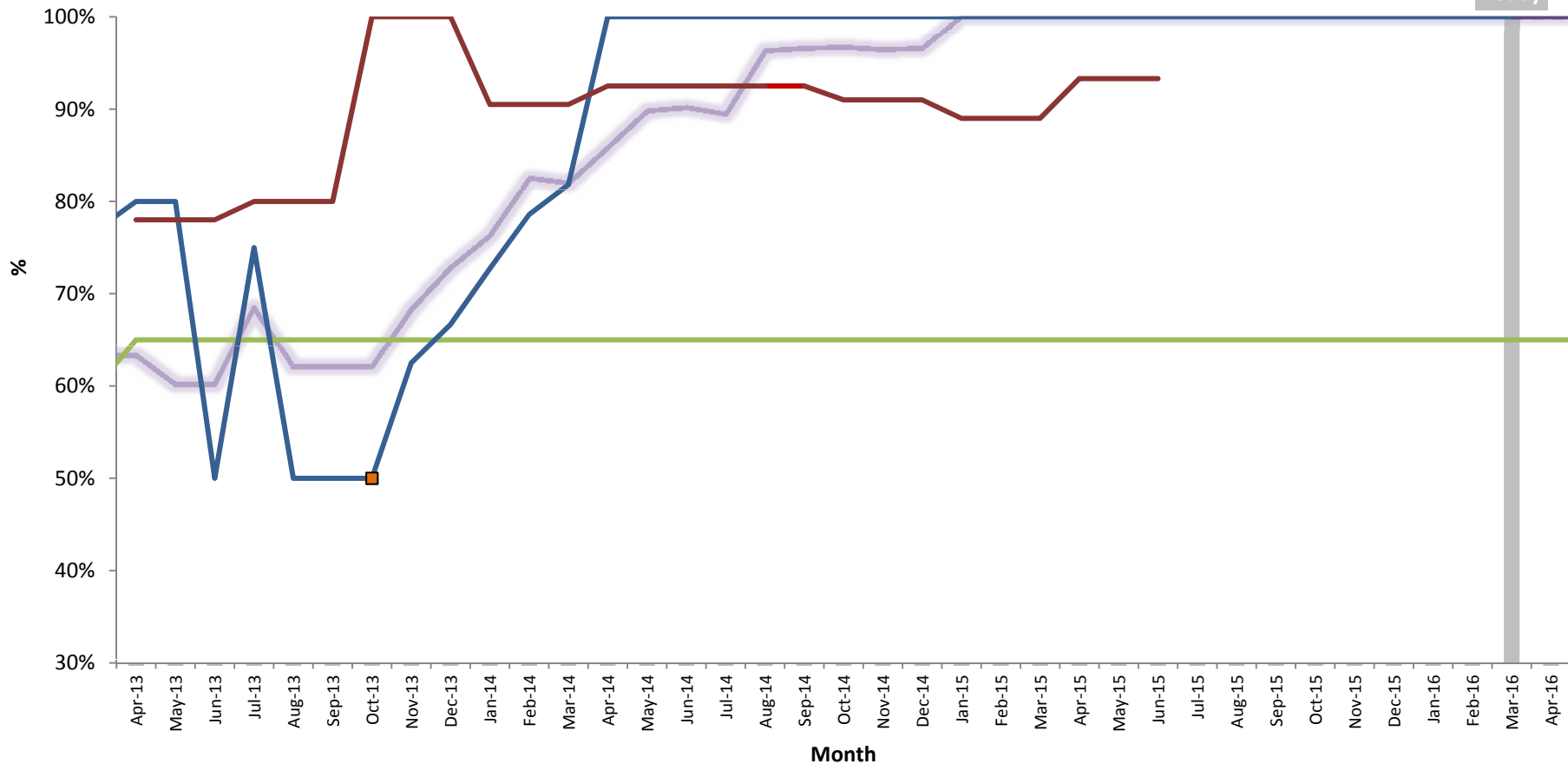
Target: 65% Current performance: 100% (cumulative for current financial year)

Percentage of planning applications processed in 13 weeks (Major)

Year to date

Good performance is high

Today



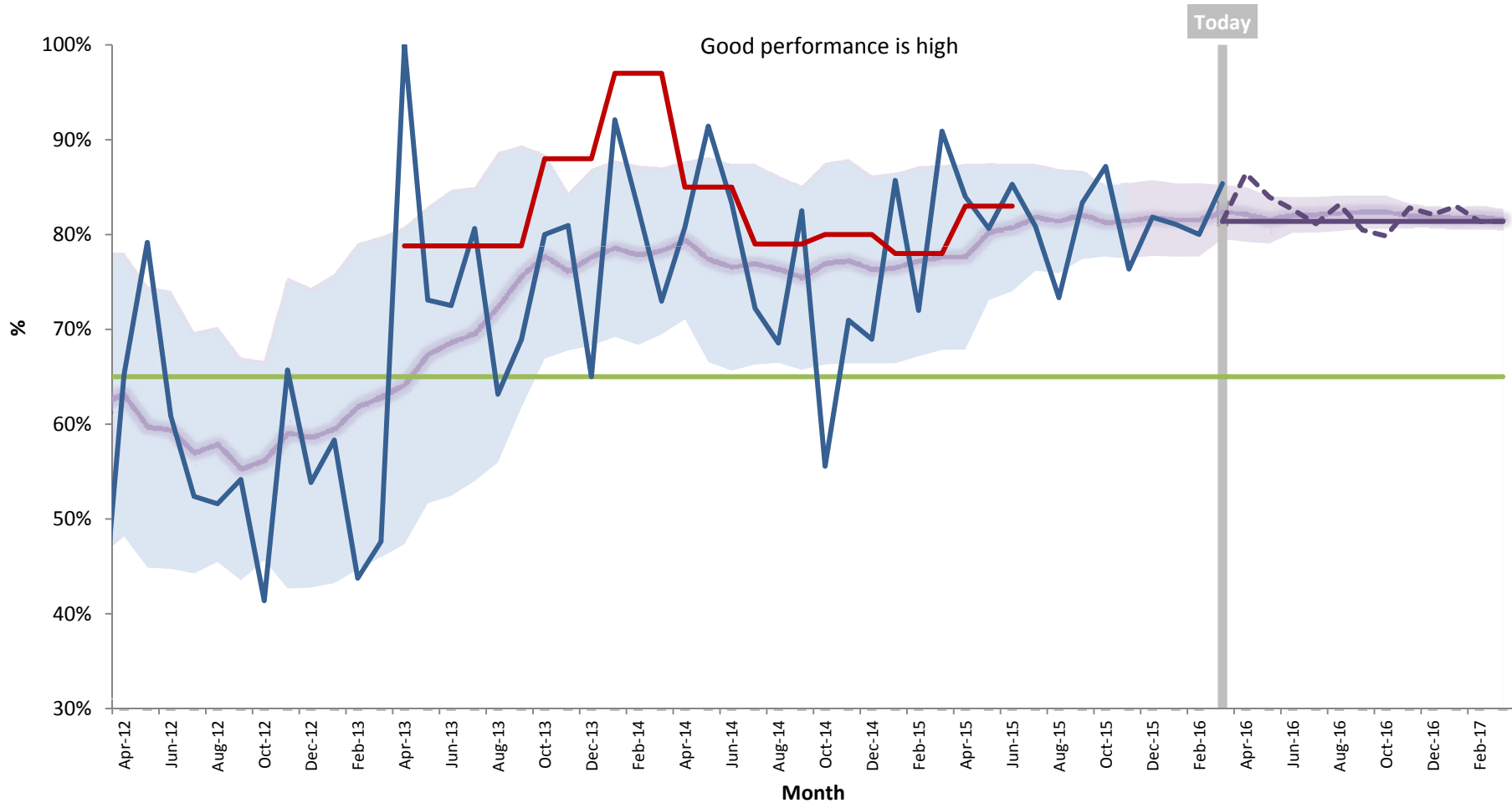
Performance on 'Minor' applications determined within 8 weeks, or within an agreed extension of time



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)



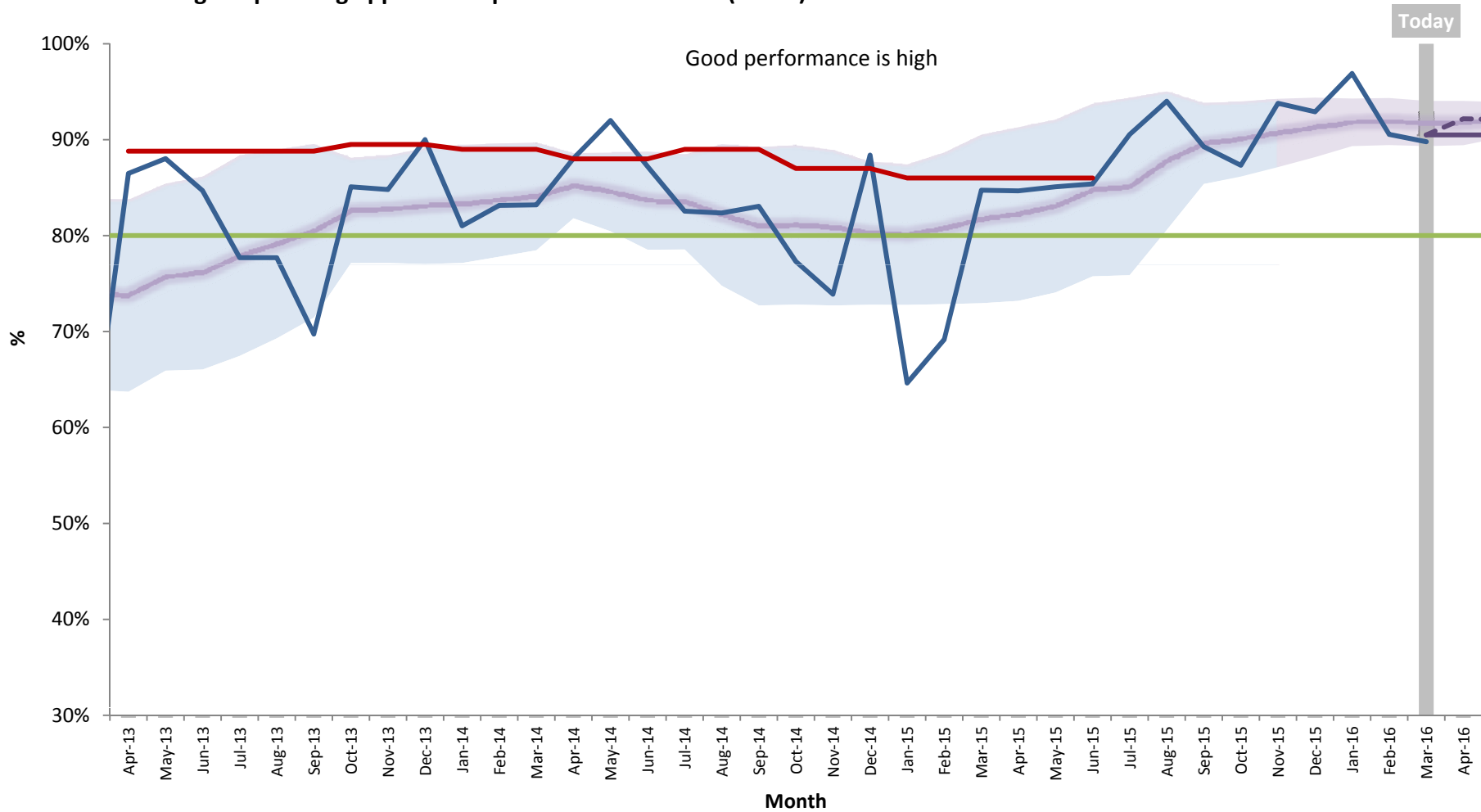
Performance on 'other' applications determined within 8 weeks, or within an agreed extension of time



Percentage of others applications determined within 8 weeks
 Target: 80% Current performance: 90% (cumulative for current financial year)

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

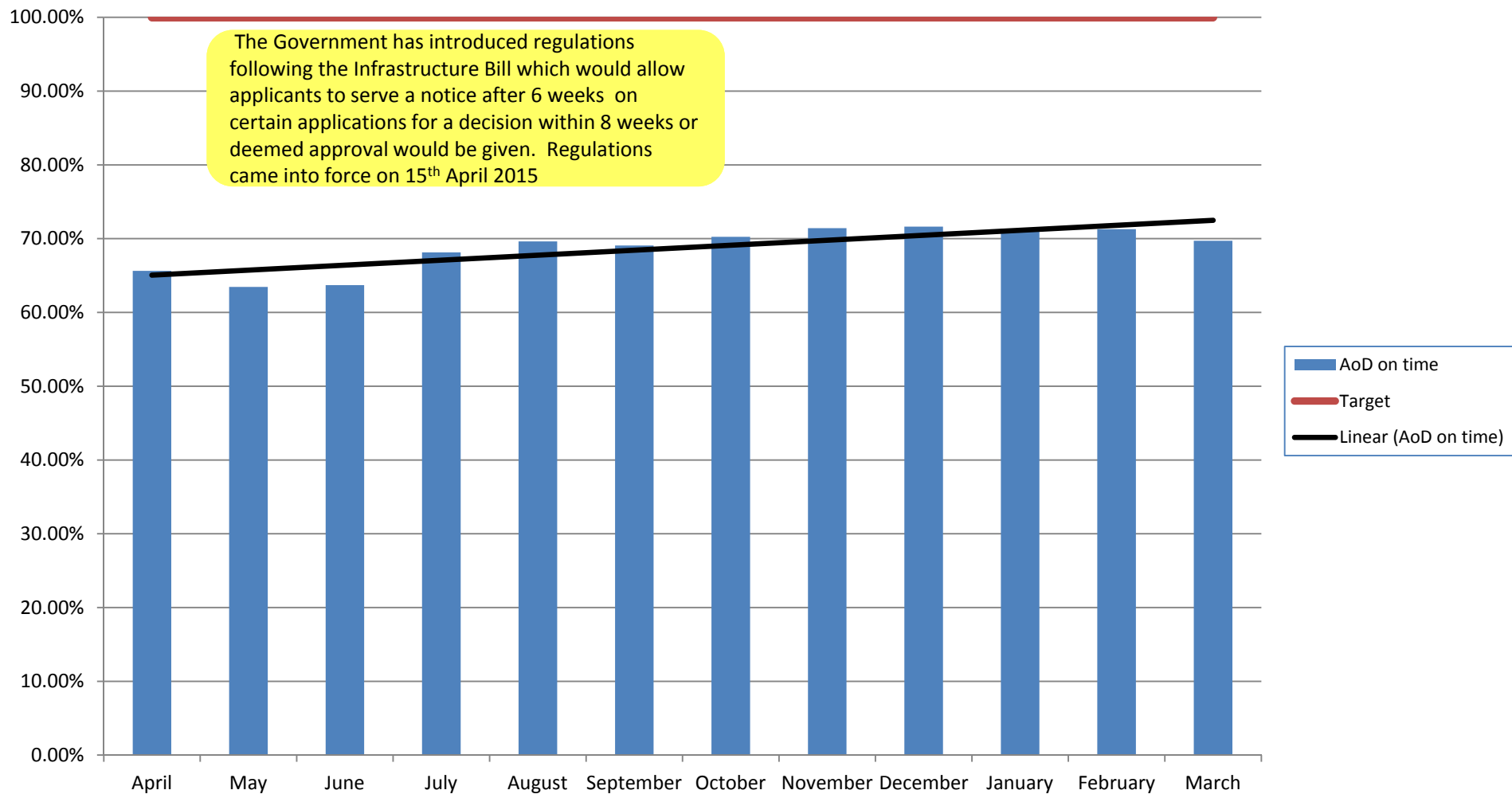
Percentage of planning applications processed in 8 weeks (Other)



Percentage of Approval of Details planning applications determined within time

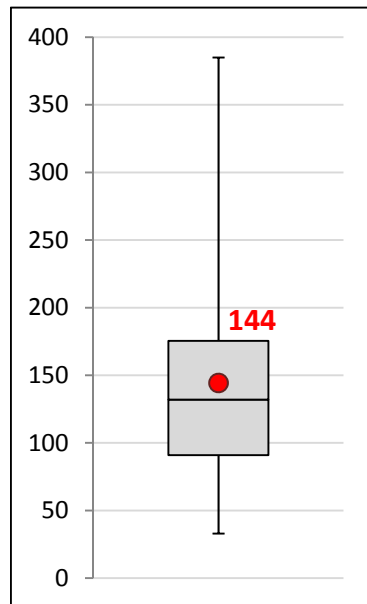


Target: 100% Current performance: 70% (cumulative for current financial year)



**Major Planning Applications:
Days taken from receipt of a valid application to date of decision issued**

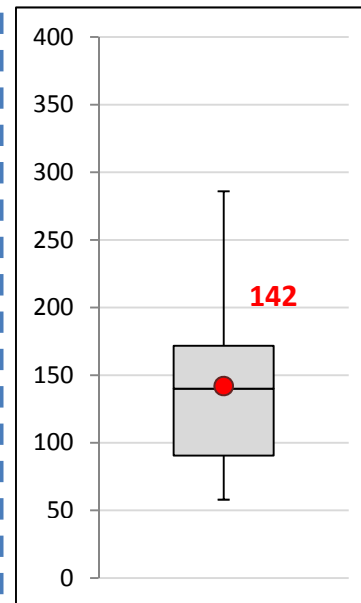
Majors performance Apr-Mar 2015-2016
- 19 Majors decided -



- Average days: 144
- Most days taken: 385
- Least days taken: 33
- Most frequent day number: 132
- Most decisions between 91 and 176 days

12 of the 19 decisions (63%) were decided within a PPA

Majors performance 2014-2015
- 20 Majors decided -



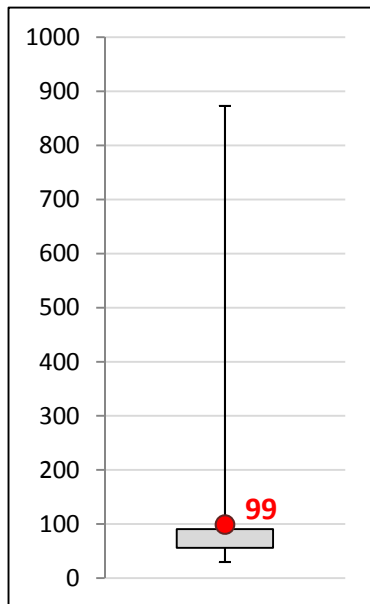
- Average days: 142
- Most days taken: 286
- Least days taken: 58
- Most frequent day number: 140
- Most decisions between 91 and 172 days

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

**Minor Planning Applications:
Days taken from receipt of a valid application to date of decision issued**



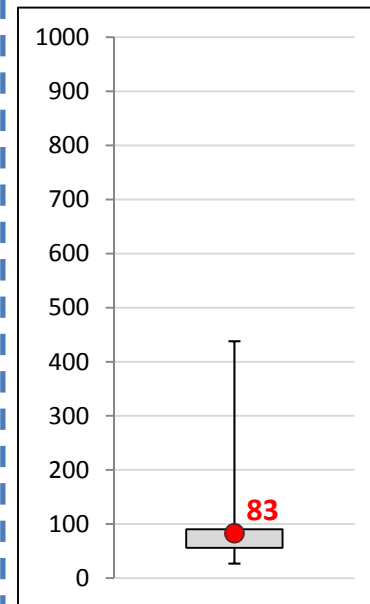
Minors performance Apr-Mar 2015-2016
- 438 Minors decided -



- Average days: 99
- Most days taken: 873
- Least days taken: 30
- Most frequent day number: 56
- Most decisions between 56 and 91 days

85 of the 438 decisions (19%) were decided within an extension of time

Minors performance 2014-2015
- 371 Minors decided -

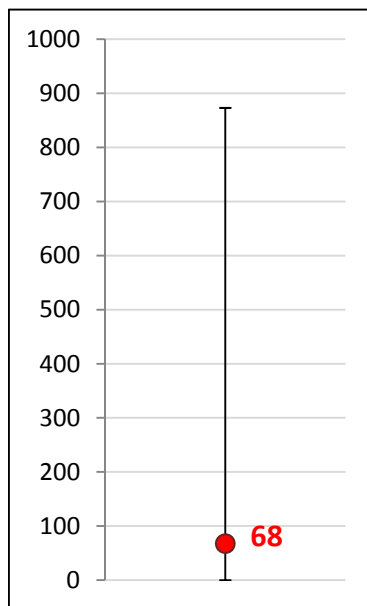


- Average days: 83
- Most days taken: 438
- Least days taken: 27
- Most frequent day number: 56
- Most decisions between 56 and 91 days

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

**Other Planning Applications:
Days taken from receipt of a valid application to date of decision issued**

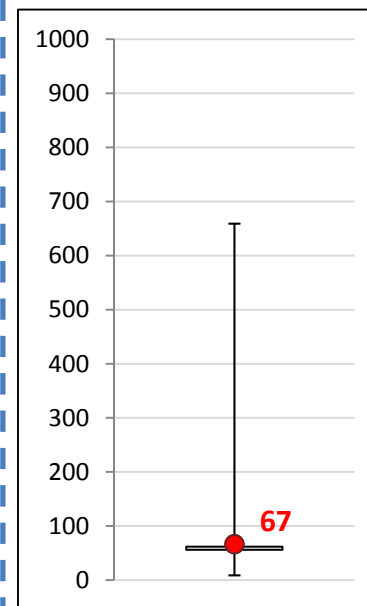
Others performance Apr-Mar 2015-2016
- 1707 Others decided -



- Average days: 68
- Most days taken: 873
- Least days taken: 0
- Most frequent day number: 56
- Most decisions made on 56 days

209 of the 1707 decisions (12%) were decided within an extension of time

Others performance 2014-2015
- 1858 Others decided -



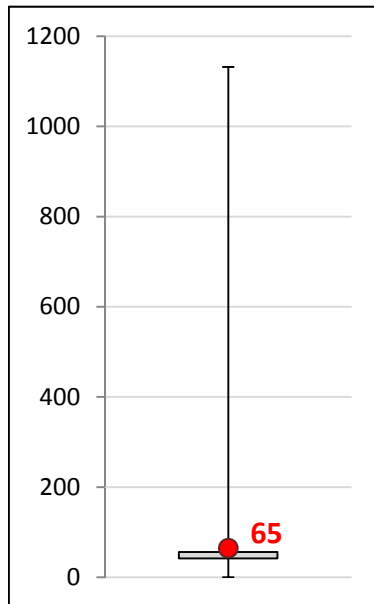
- Average days: 67
- Most days taken: 659
- Least days taken: 9
- Most frequent day number: 56
- Most decisions between 56 and 62 days

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

**PSO Planning Applications:
Days taken from receipt of a valid application to date of decision issued**



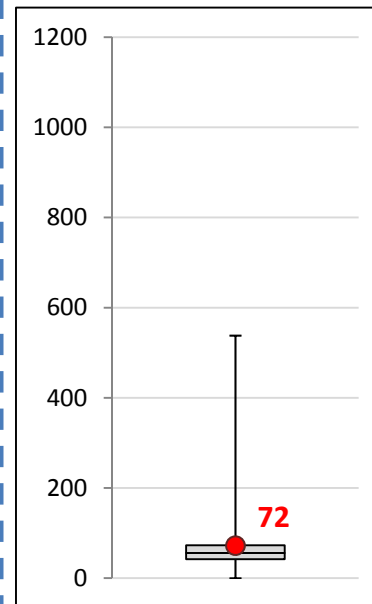
PSO performance Apr-Mar 2015-2016
- 1515 PSOs decided -



- Average days: 65
- Most days taken: 1132
- Least days taken: 0
- Most frequent day number: 56
- Most decisions between 42 and 56 days

41 of the 1515 decisions (3%) were decided within an extension of time

PSO performance 2014-2015
- 979 PSOs decided -



- 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.

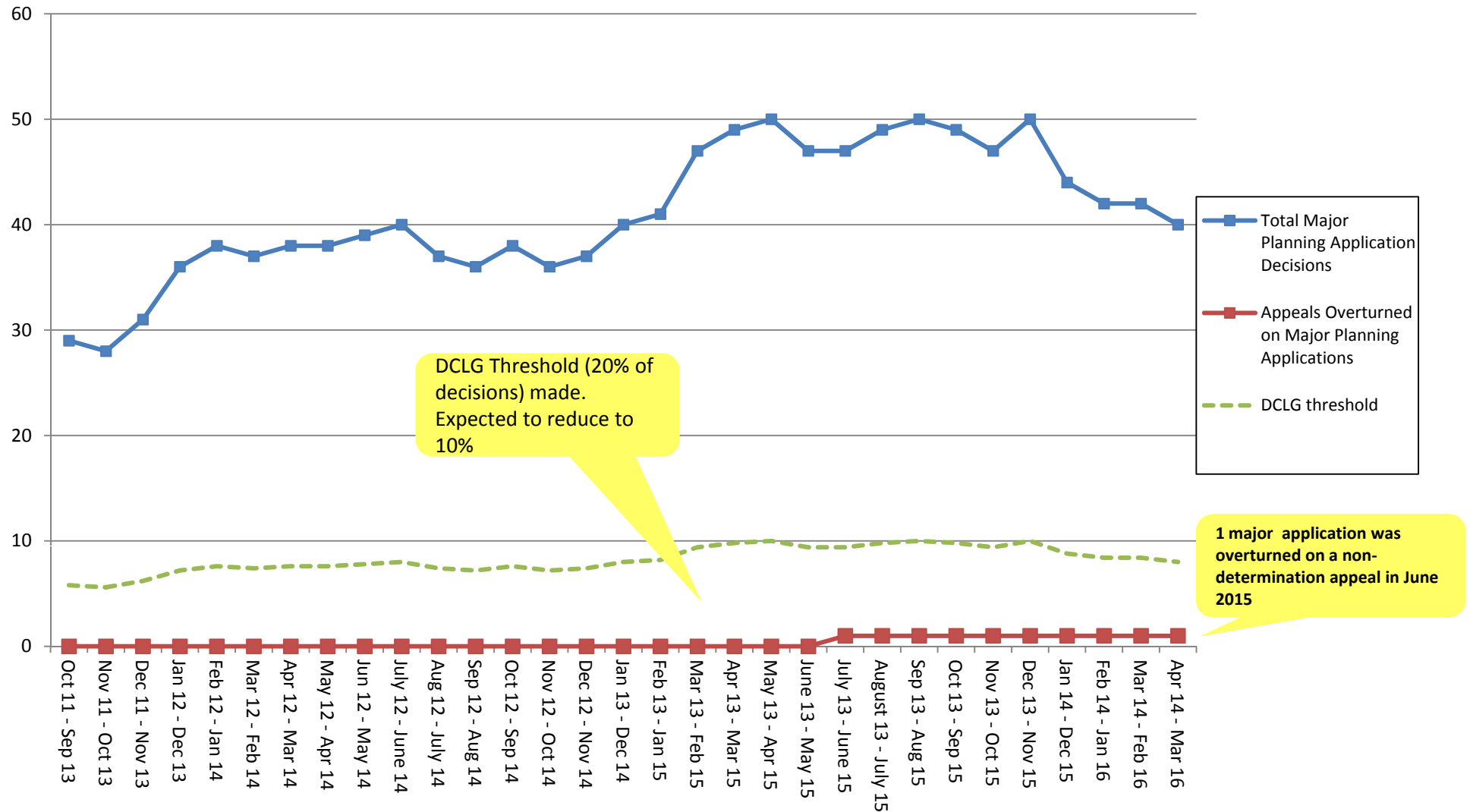
Quality

- 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

Quality of decisions – DCLG Measurement: Major applications overturned at appeal over a 2 year period



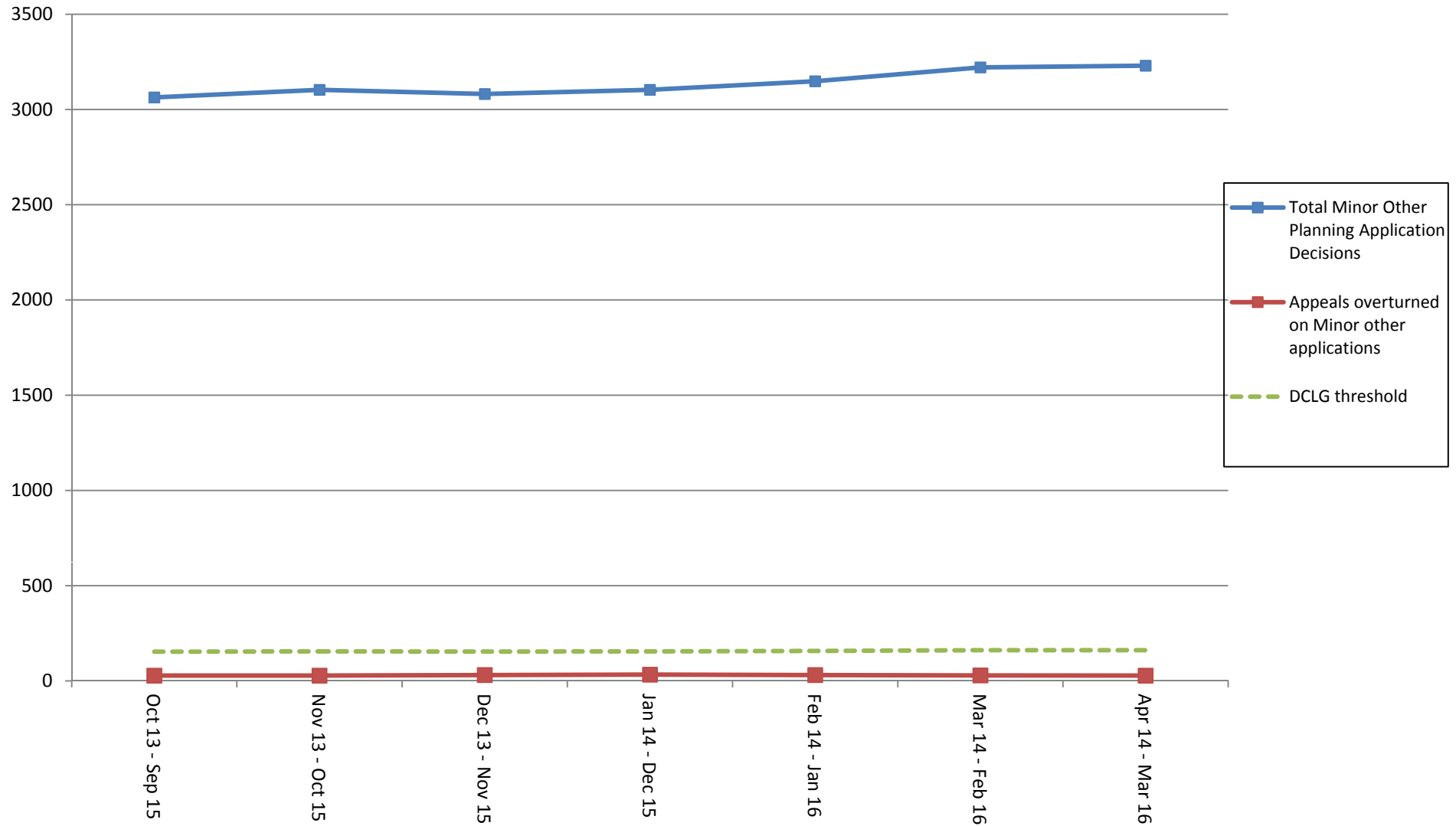
Threshold: 20% Current performance: 2%



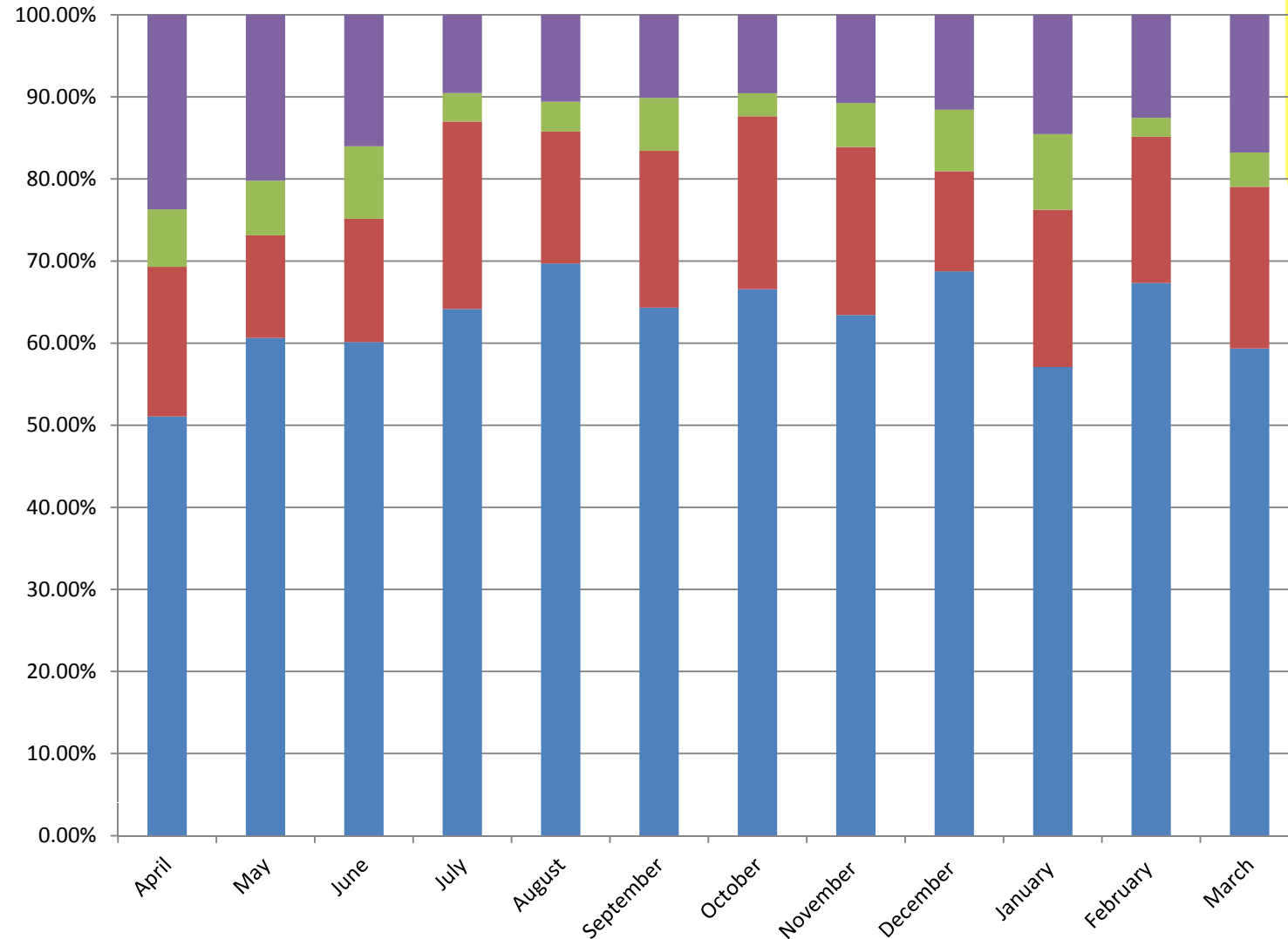
Quality of decisions – DCLG Measurement: Minor / Other applications overturned at appeal over a 2 year period



Threshold: 5% of all minor other decisions



Percentage of planning applications which are valid on receipt

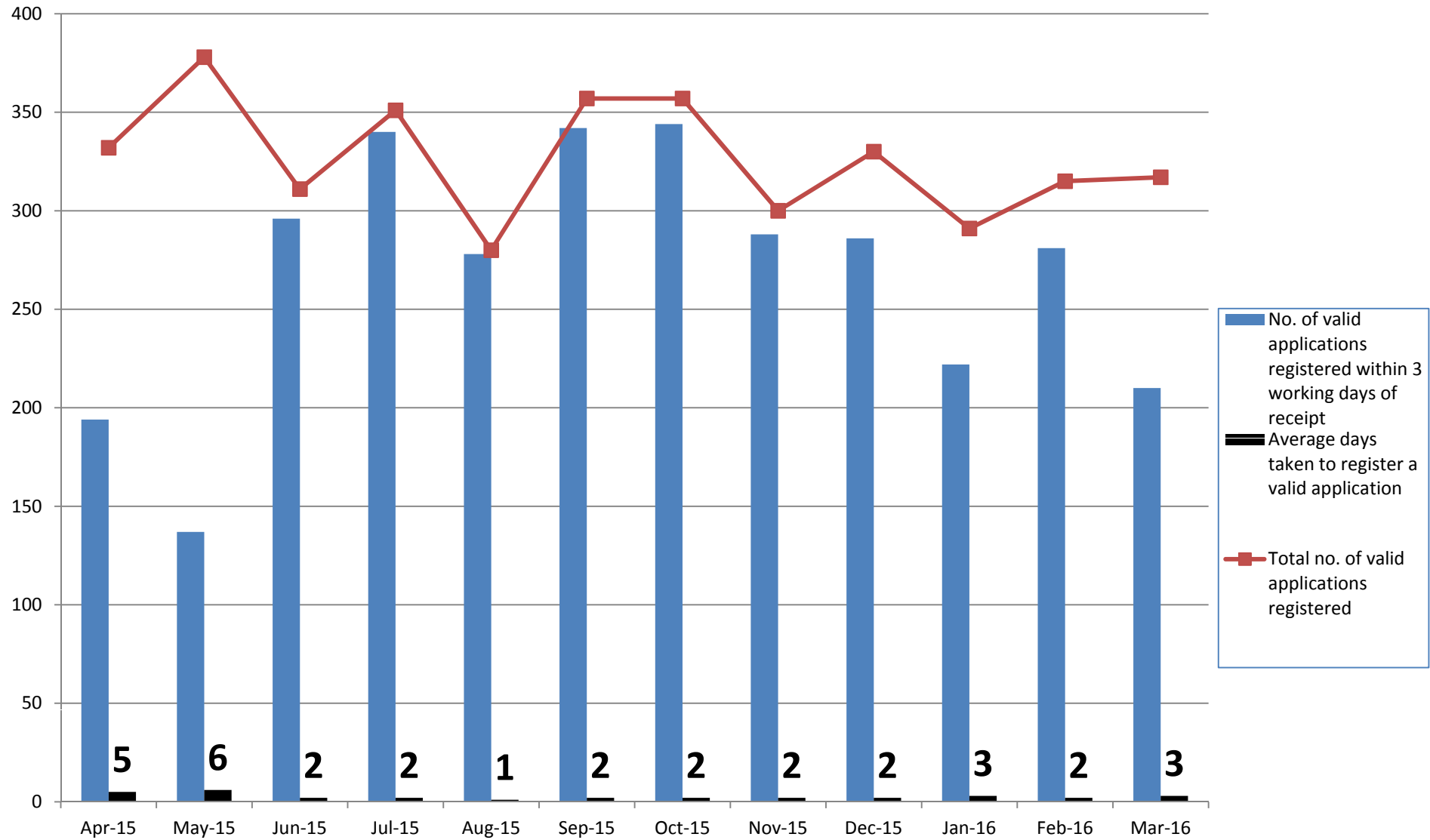


Top 3 reasons for invalidity:

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

■ % valid after 5 working days
■ % valid within 4-5 working days
■ % valid within 1-3 working days
■ % valid on receipt

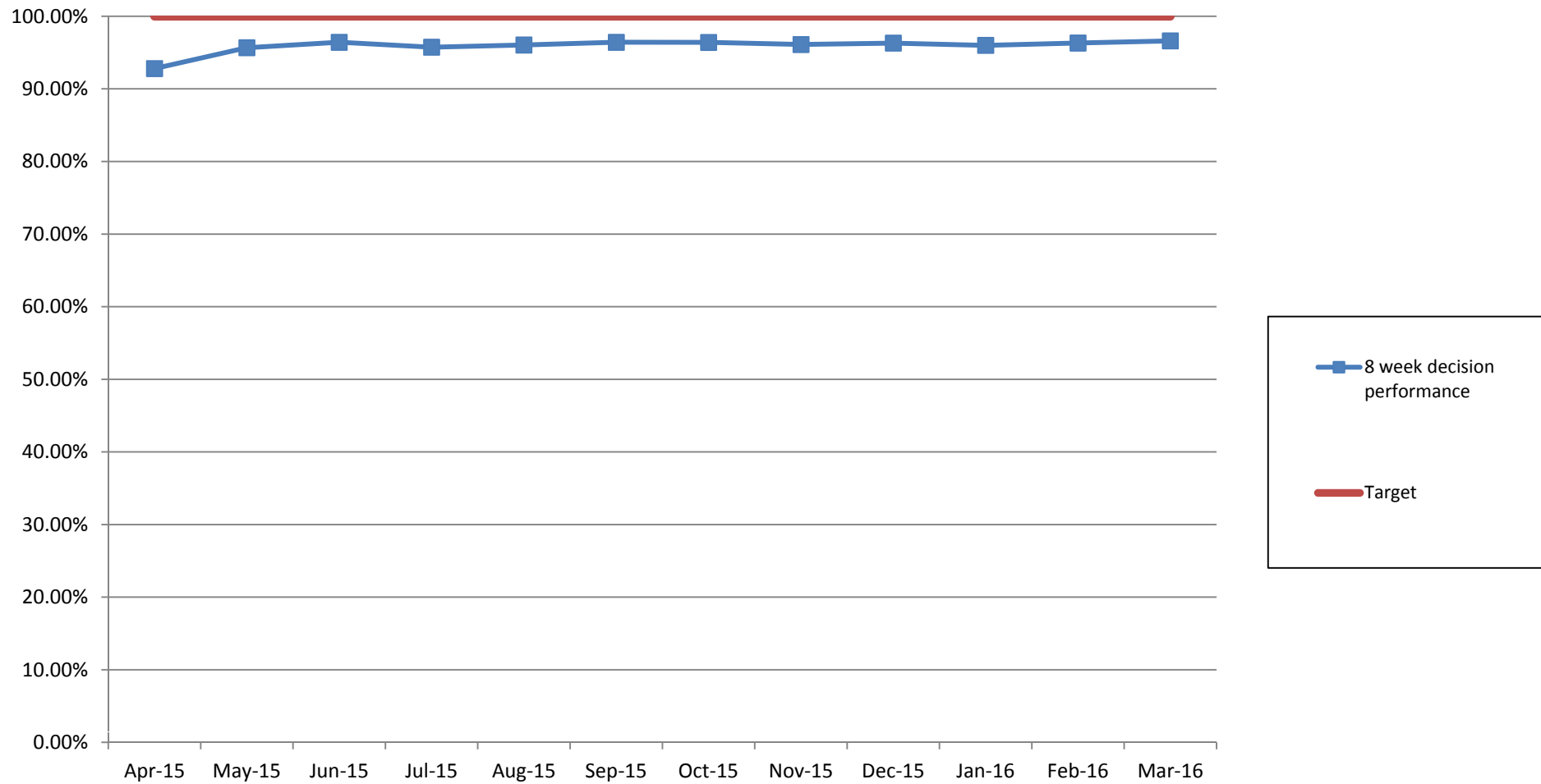
Average time taken to register a valid planning application



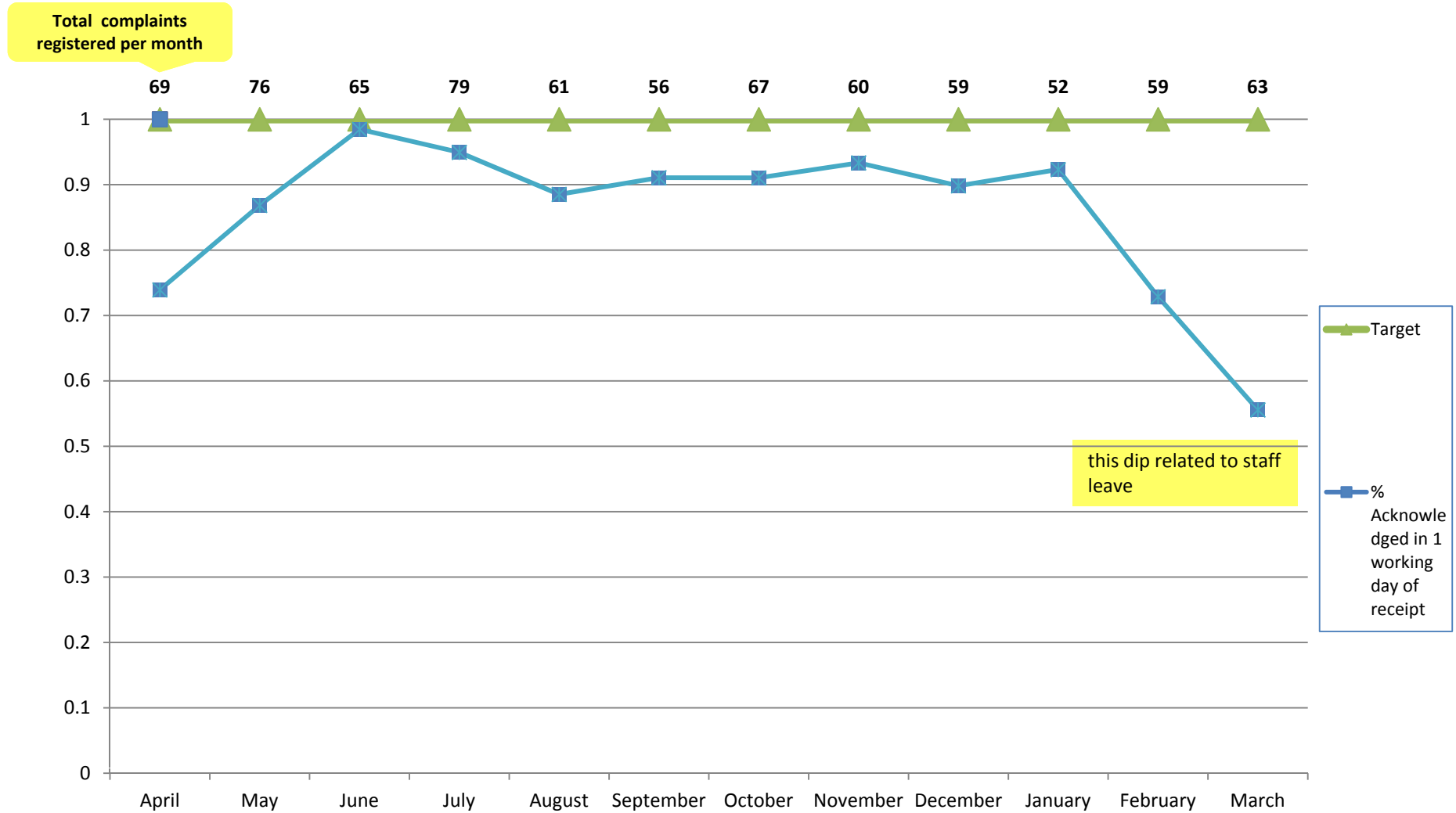
Percentage of Planning Enforcement Complaints on which a decision is taken within 8 weeks



Target: 90% Current performance: 97% (cumulative)



Number of Planning Enforcement Complaints acknowledged within 1 working day

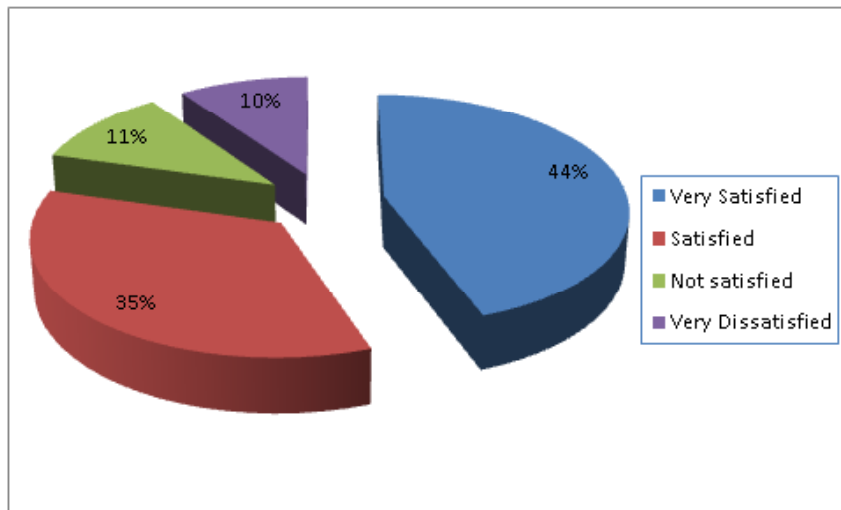


Customer satisfactions surveys for April – March 2016 showed that agents are overall 79% satisfied with the Planning Service



3376 surveys were e-mailed to agents which had received a planning decision between the 1st of April 2015 and the 31st of March 2016 : 230 surveys were completed (7%)

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



Overall satisfaction rating of 79% from agents

Highest scoring question from agents was in relation to clarity of decision – 86%

Lowest scoring question from agents was in relation to use of peoples time – 26%

Some mixed comments received including:

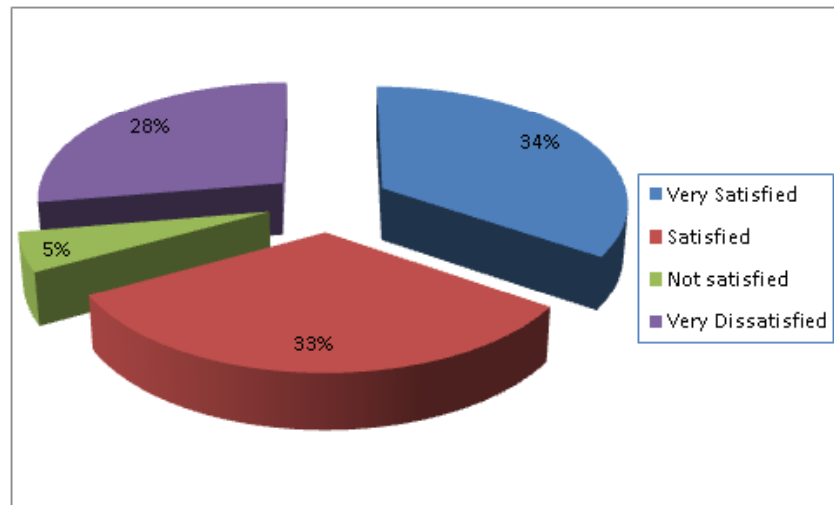
- We deal with lots of local authority planning departments and have to say that Haringey have so far been amongst the best.
- We have had a really positive experience that is not really frequent by dealing with other councils
- It would have been helpful to have returned my telephone call to keep me informed, or a least an email note with update and/or comments.
- One general comment on the time scale for the application, the council usually take 6-8 weeks for decision but really look at the application in the last week only. It would be better if they make the decision after the consultation period.

Customer satisfactions surveys for April – March 2016 showed that applicants are overall 67% satisfied with the Planning Service



895 surveys were sent to applicants who had received a planning decision between the 1st of April 2015 and the 31st of March 2016 : 88 surveys were completed (10%)

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



Overall satisfaction rating of 67% from applicants

Highest scoring question from applicants was in relation to clarity of decision – 82%

Lowest scoring question from applicants was in relation to use of peoples time – 63%

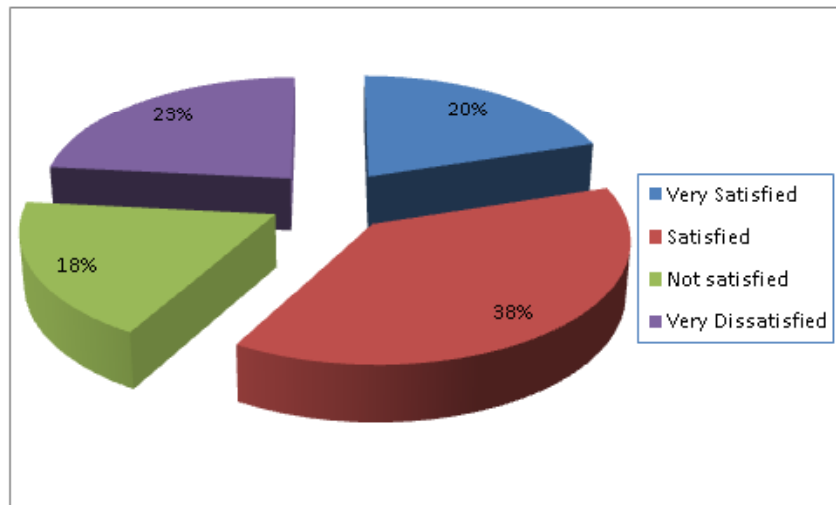
Some mixed comments received including:

- We have been very happy with the planners handling of this project. Very responsive and clear communication.
- It would help if some communication occurred prior to the decision. Certainly, I would have been happy to amend our plans if we had some guidance on what was more acceptable than our original plans. Perhaps it would have saved council another application
- We have been very happy with the planners handling of this project. Very responsive and clear communication.
- The pre planning meeting was actually incredibly helpful to stop me trying to apply for something that would be turned down and inform me about prior approval which i hadn't heard of before

Customer satisfactions surveys for April – March 2016 showed that neighbours are overall 58% satisfied with the Planning Service



3227 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 March 2016 : 387 surveys were completed (12%)
4 questions were asked in regards to helpfulness, use of time, use of information and clarity of decision



Overall satisfaction rating of 58% from neighbours

Highest scoring question from neighbours was in relation to use of information – 66%

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

Some mixed comments received including:

- I have been impressed by my dealings with Haringey Council planning department, as a member of the planning committee of the Highgate Society. This application was a very simple and straightforward one.
- I would love it if Haringey Planning offered a service where local people could register an interest and receive automatic emails alerting them to new and progressing planning cases.
- It was very disheartening to only learn of this application from a notice on a lamp-post, which itself wasn't particularly visible due to the elements and slipping below eyelevel.
- Make it much easier for a layman to understand the council and planning process. I would very much like to be further involved, but I feel the process is not transparent enough for us to contribute.

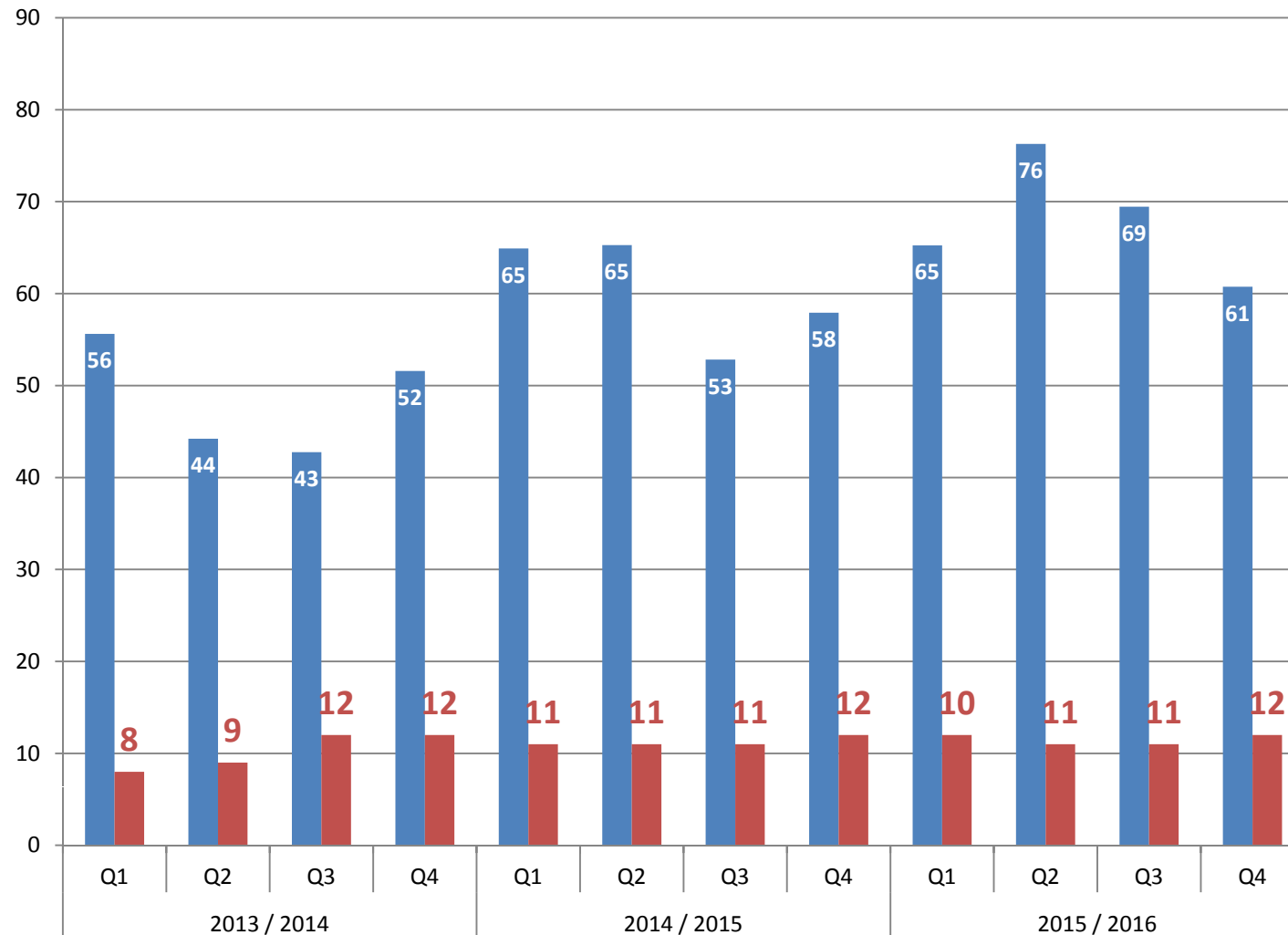
Corporate Delivery Unit

Workforce / Caseloads

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

Planning application caseloads on hand per officer by quarter

Target: **Not set** Current performance: **average of 61 cases for each of the 12 member of staff**



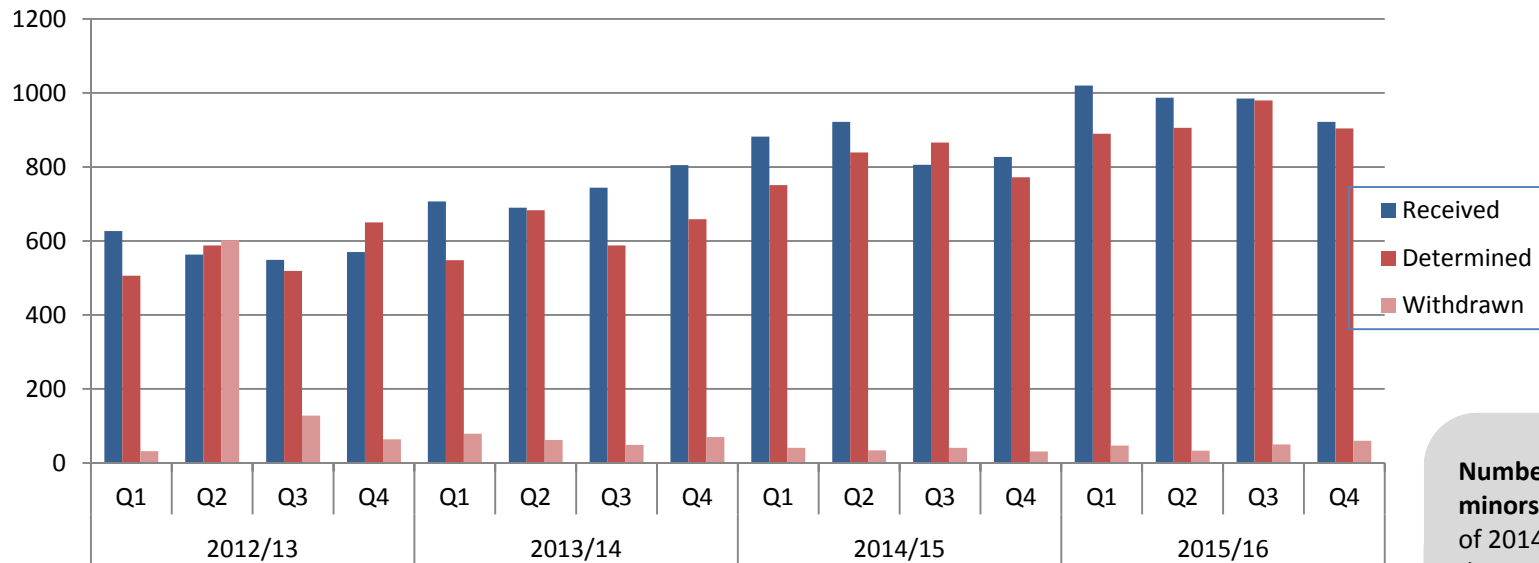
This is a crude measure of caseloads, calculated as follow:
 On hand (PSOs, Majors, Minors, Others) / FTE Case officers, this does not include the pre-application caseload, enquiries and appeals

Caseloads are still high, but are reducing

Applications received, determined and withdrawn per quarter, Including applications on hand at the end of each quarter

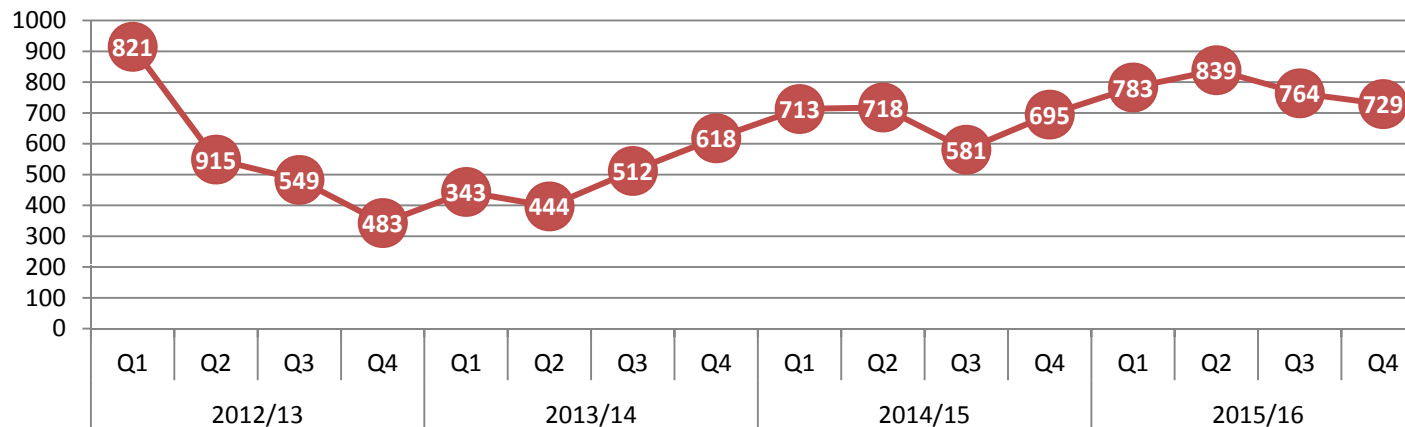


Applications received, determined and withdrawn per quarter



'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 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.