

# DM Board (Speed, Quality & Cost stats)

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

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*April 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 is still high but has stabilised. Some inroads have been made into the backlog.

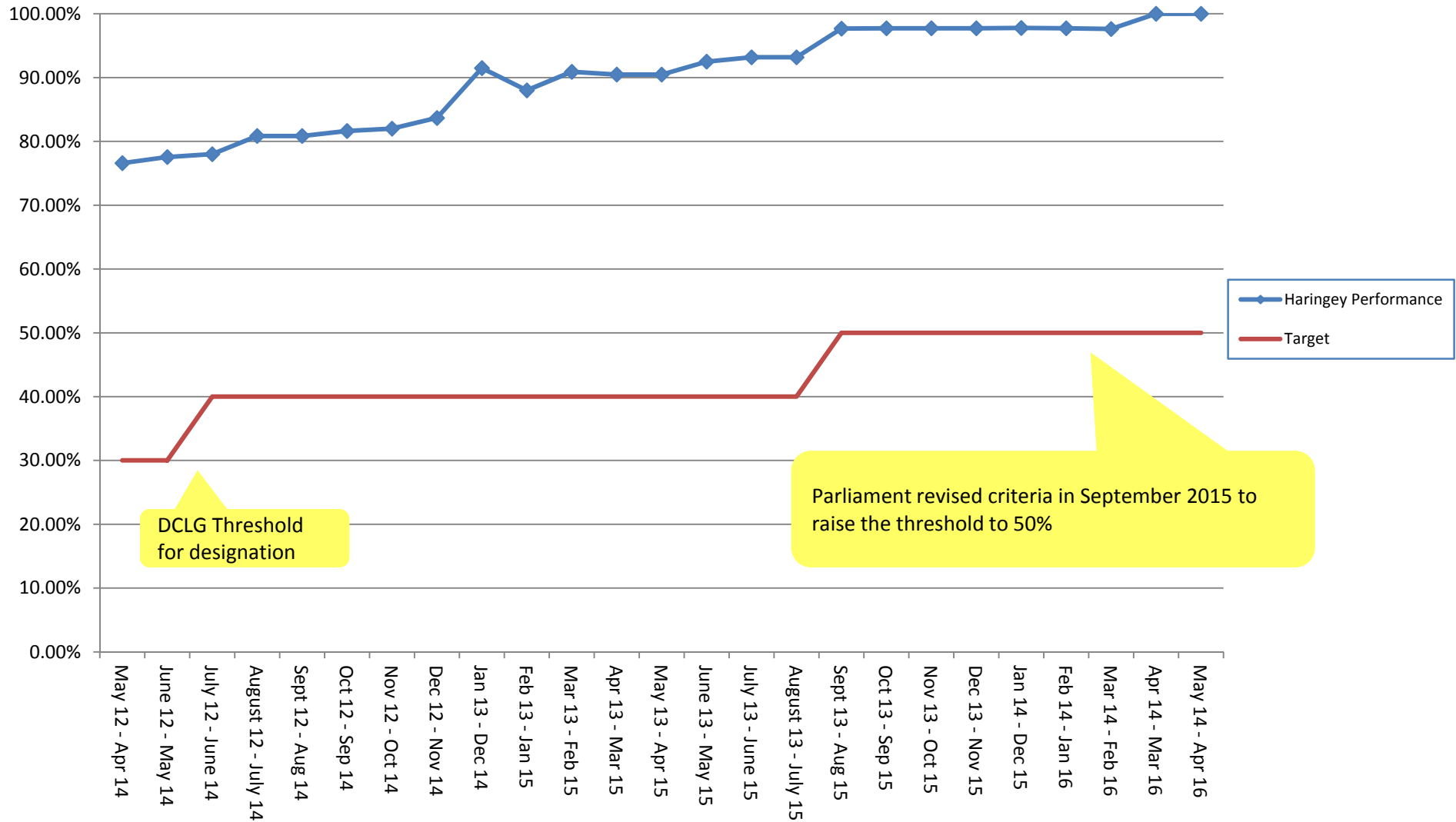
## Speed Indicators

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- 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



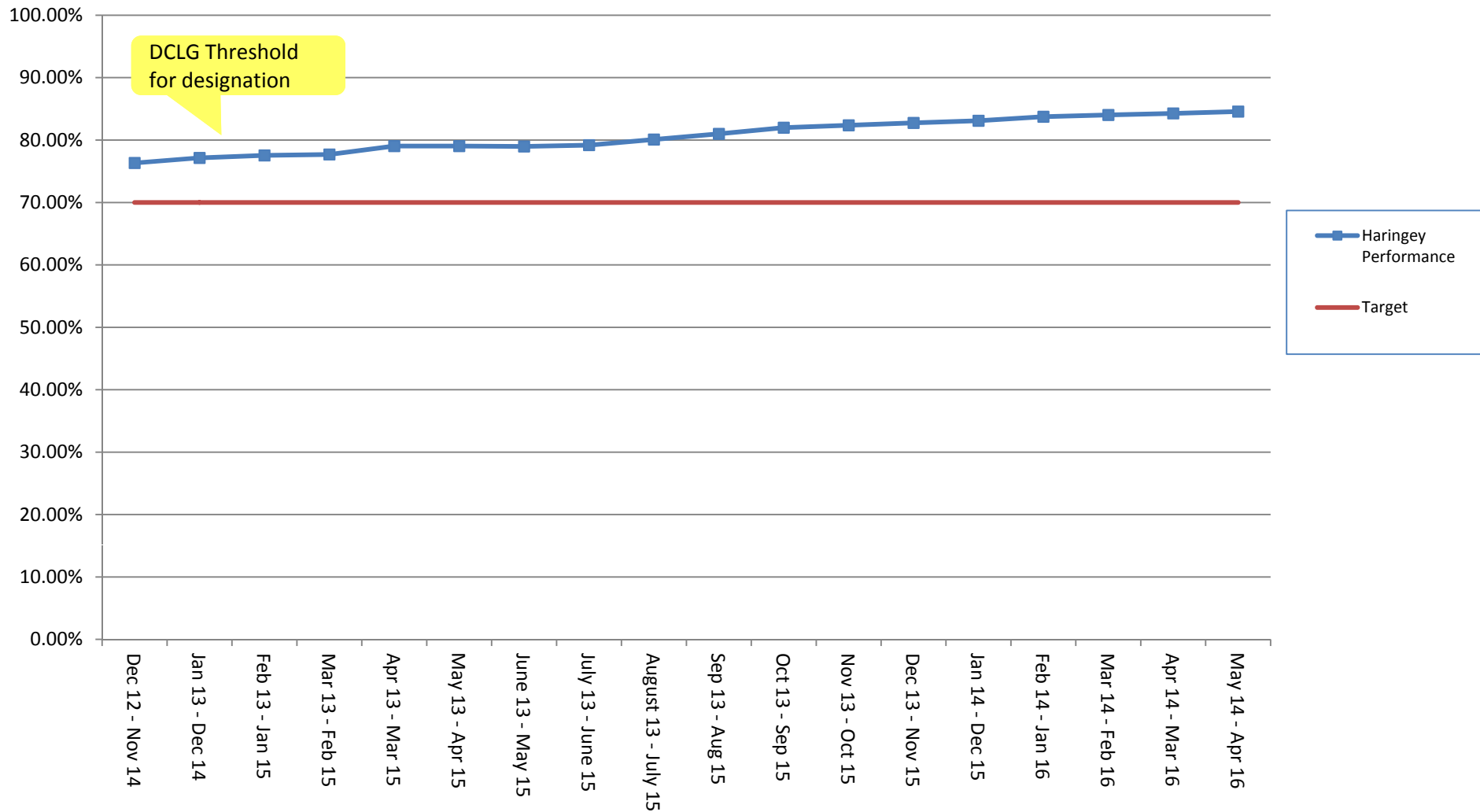
Threshold: 50% Current performance: 100%



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



Threshold: 70% Current performance: 85%



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

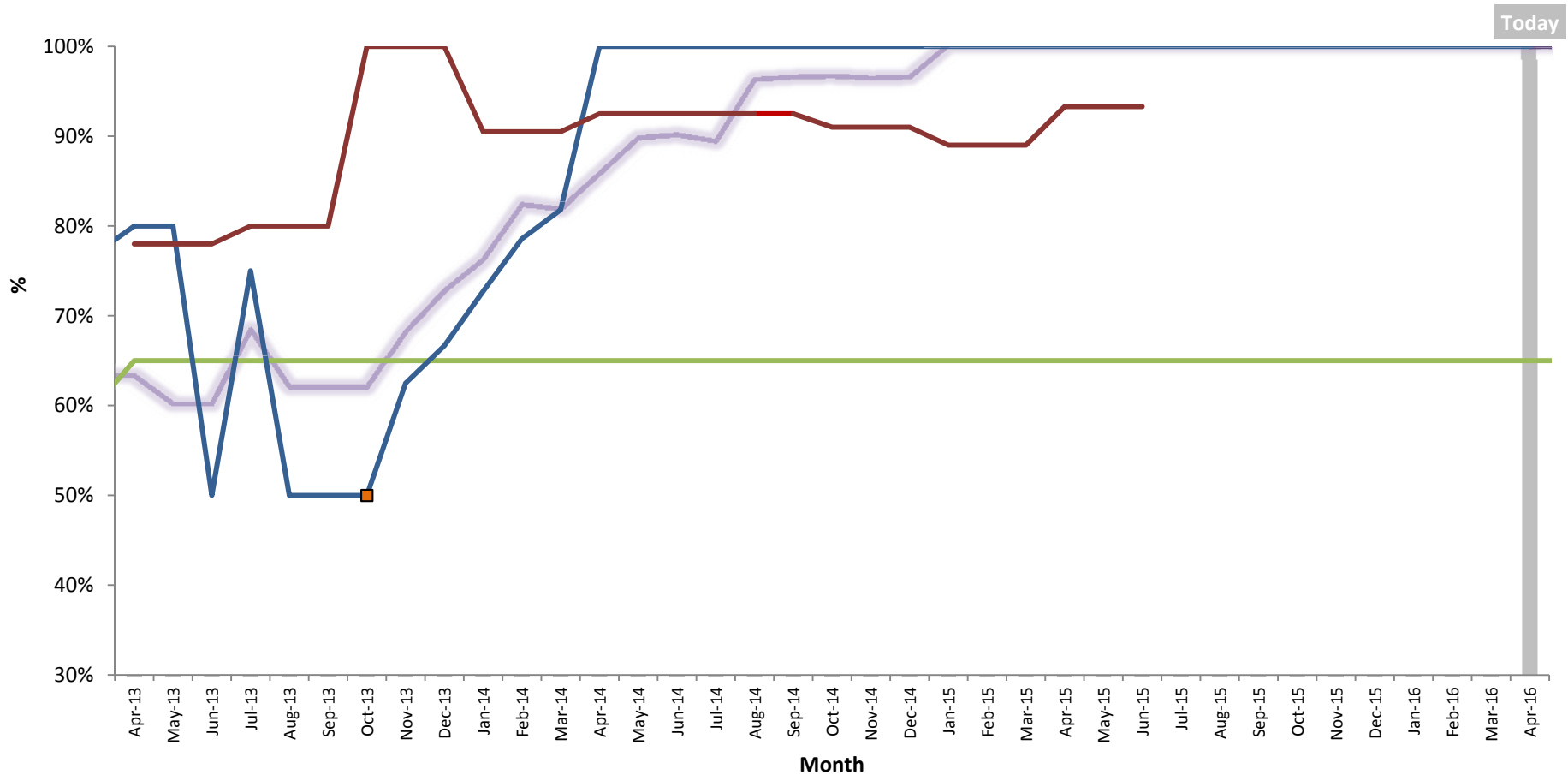


Percentage of Major applications determined within 13 weeks

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



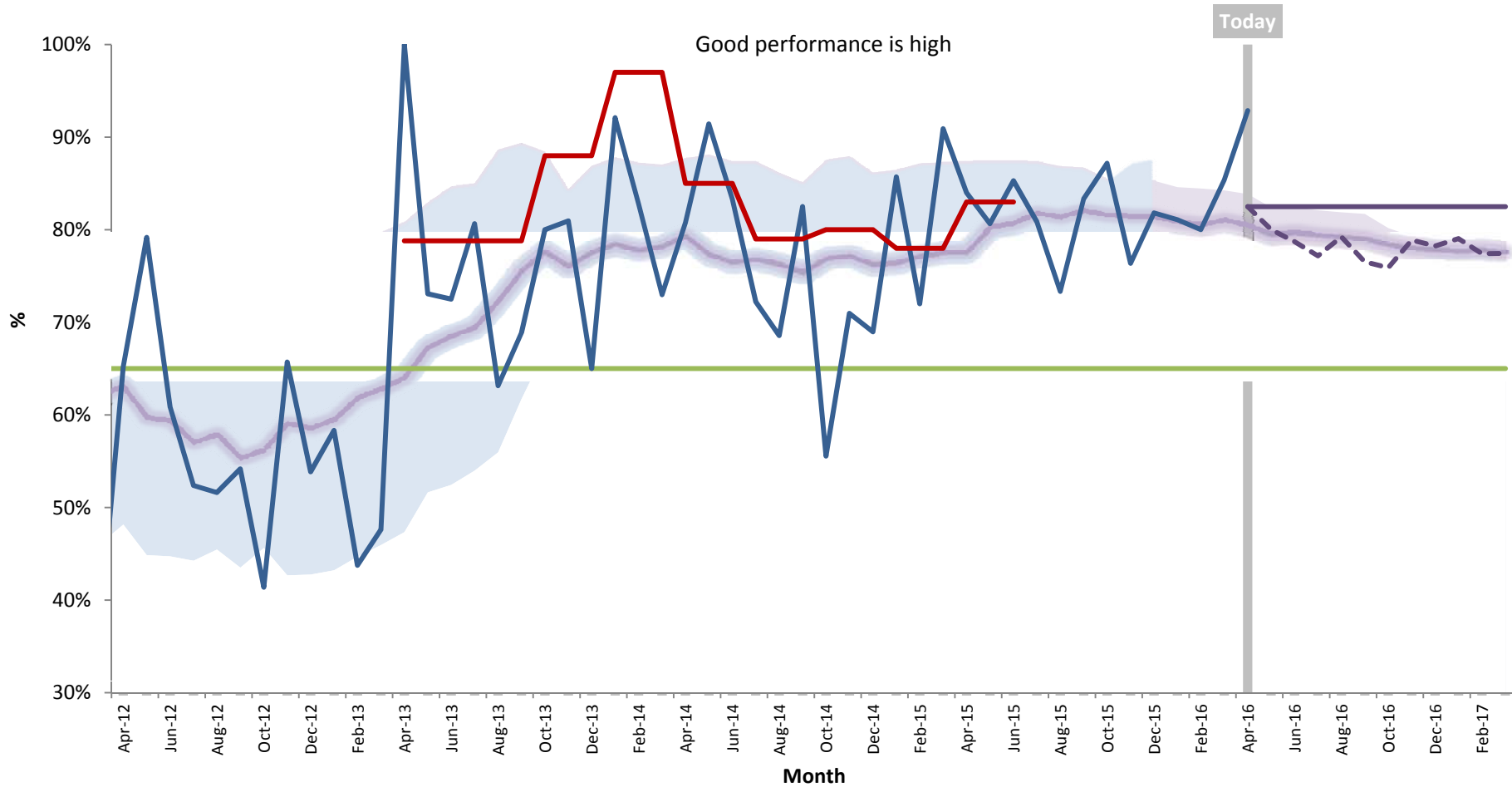
# Performance on 'Minor' applications determined within 8 weeks, or within an agreed extension of time



Percentage of Minor applications determined within 8 weeks  
 Target: 65% Current performance: 93% (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)



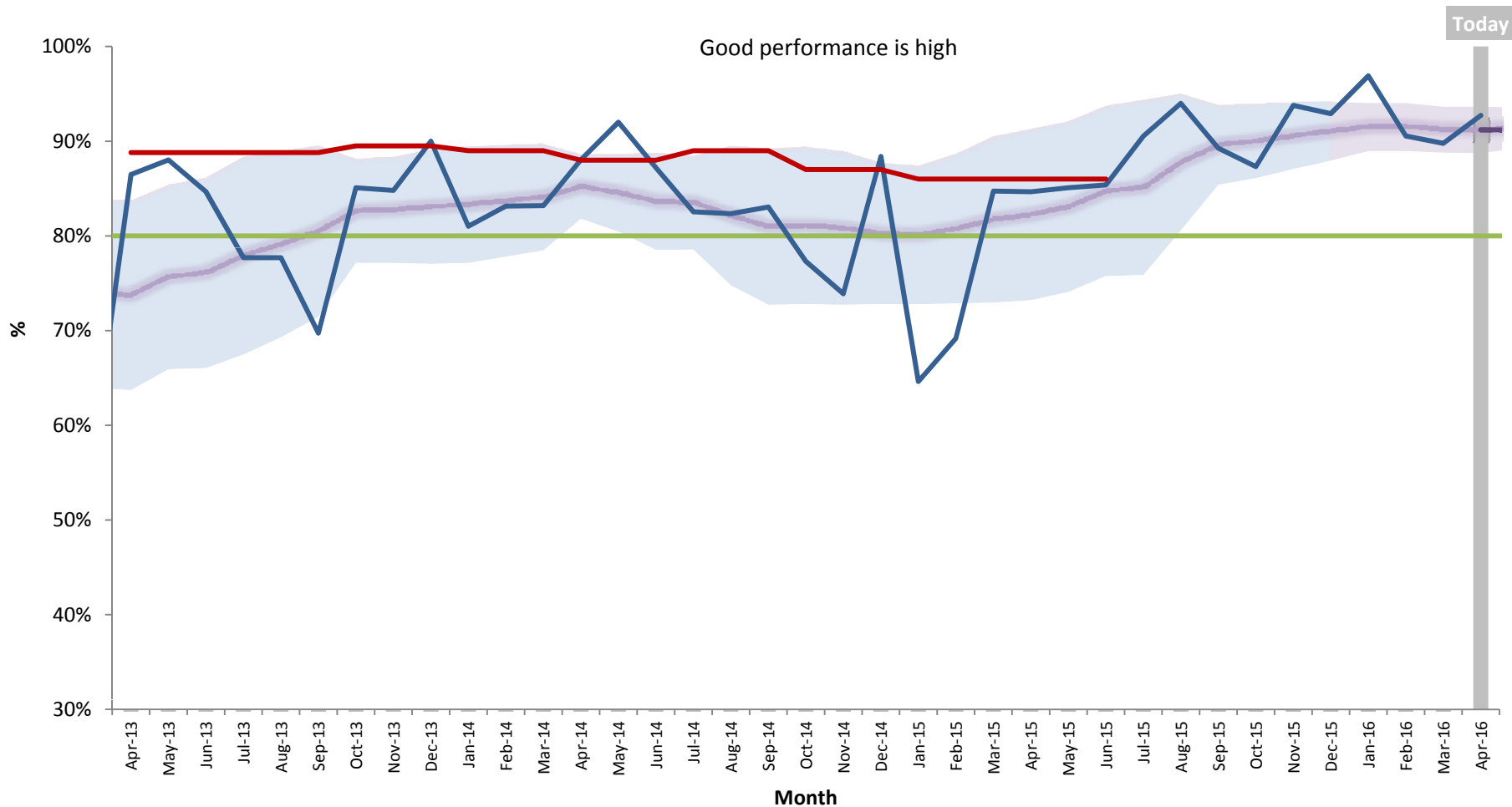
# Performance on 'other' applications determined within 8 weeks, or within an agreed extension of time



Percentage of others applications determined within 8 weeks  
 Target: 80% Current performance: 93% (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)

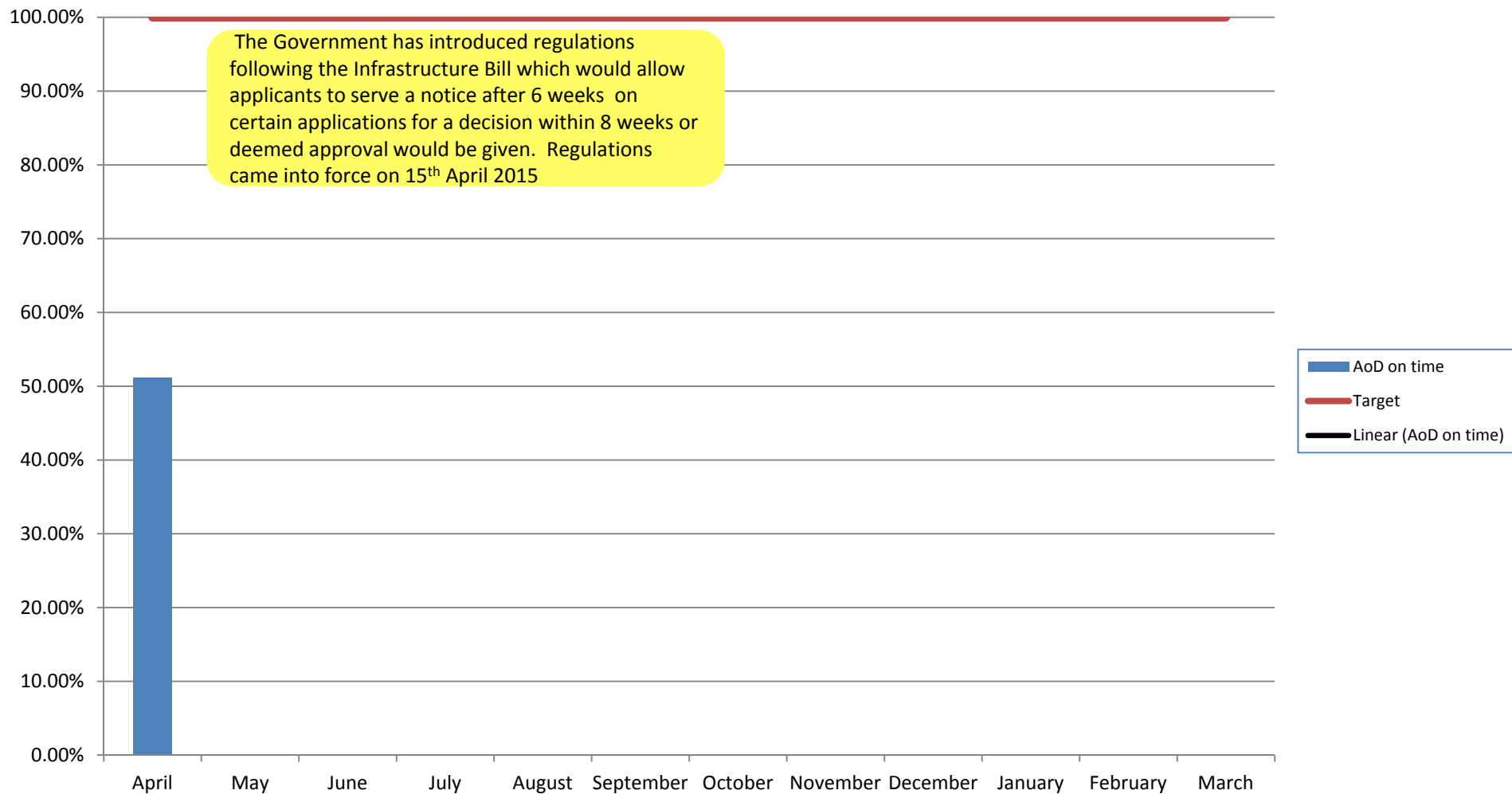




# Percentage of Approval of Details planning applications determined within time

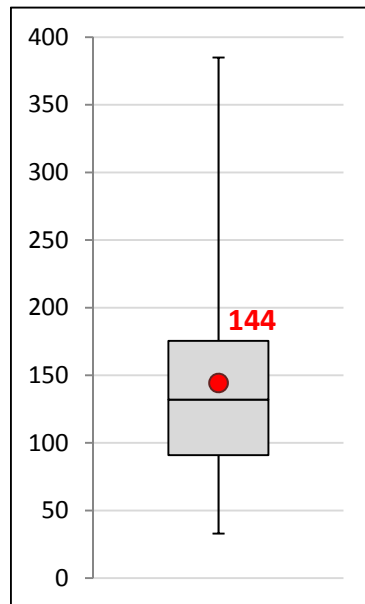


Target: 100% Current performance: 51% (cumulative for current financial year)



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

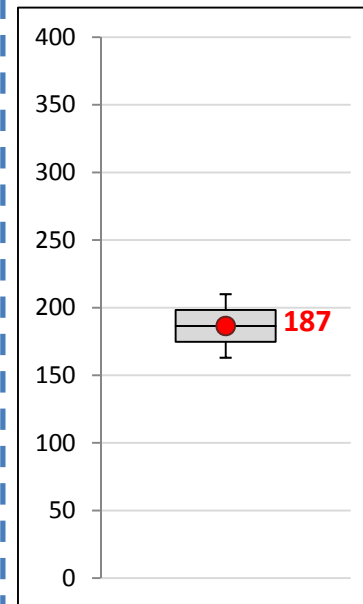
**Majors performance Apr-Mar 2015-2016**  
- 19 Majors decided -



- 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 / extension of time agreement

**Majors performance April 2016**  
- 2 Majors decided -



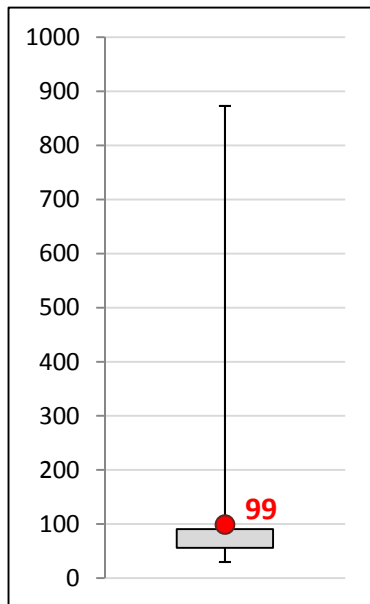
- Average days: 187
- Most days taken: 210
- Least days taken: 163
- Most frequent day number: 186
- Most decisions between 175 and 198 days

2 of the 2 decisions (100%) were decided within a PPA / extension of time agreement

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



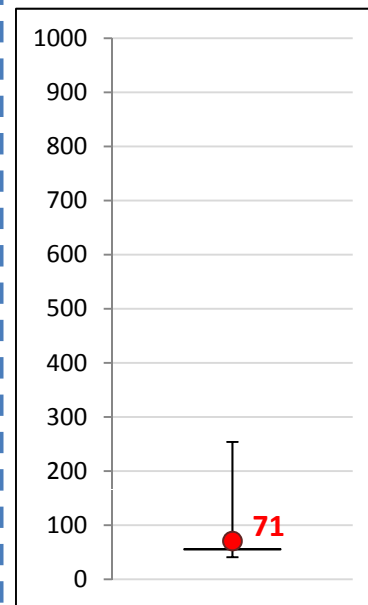
**Minors performance Apr-Mar 2015-2016**  
- 438 Minors decided -



- 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 April 2016**  
- 42 Minors decided -

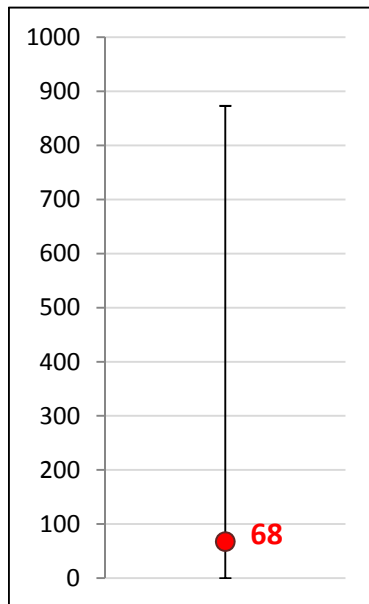


- Average days: 71
- Most days taken: 254
- Least days taken: 41
- Most frequent day number: 56
- Most decisions between 55 and 56 days

7 of the 42 decisions (17%) were decided within an extension of time

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

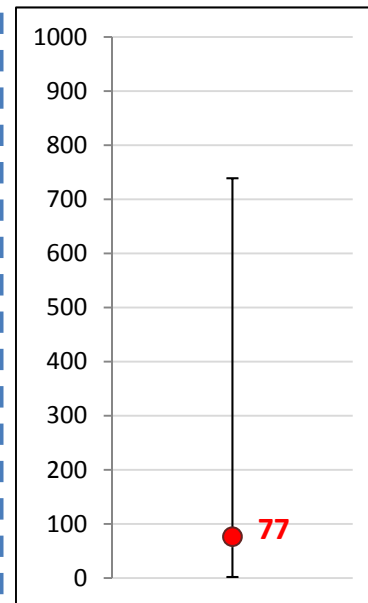
Others performance Apr-Mar 2015-2016  
- 1707 Others decided -



- 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 April 2016  
- 110 Others decided -



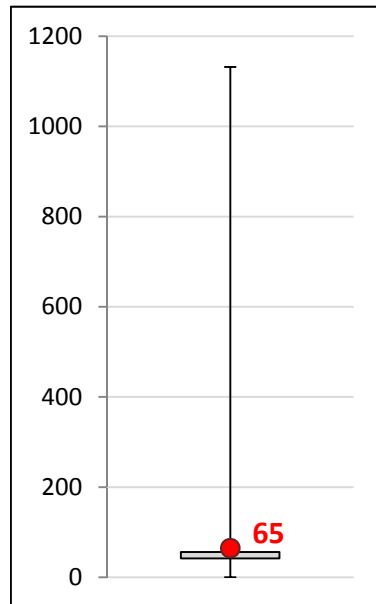
- Average days: 77
- Most days taken: 739
- Least days taken: 2
- Most frequent day number: 56
- Most decisions made on 56 days

15 of the 110 decisions (14%) were decided within an extension of time

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



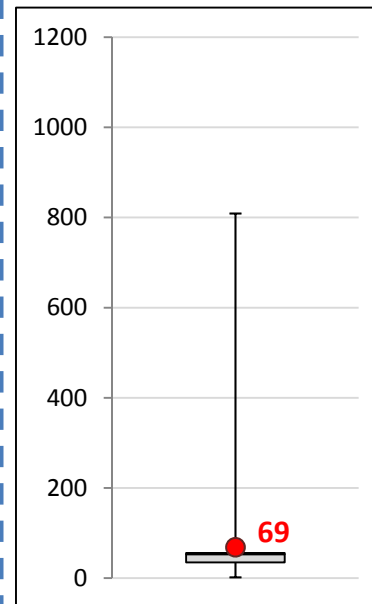
PSO performance Apr-Mar 2015-2016  
- 1515 PSOs decided -



- 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 April 2016  
- 149 PSOs decided -



- Average days: 69
- Most days taken: 809
- Least days taken: 2
- Most frequent day number: 53
- Most decisions between 35 and 56 days

4 of the 149 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

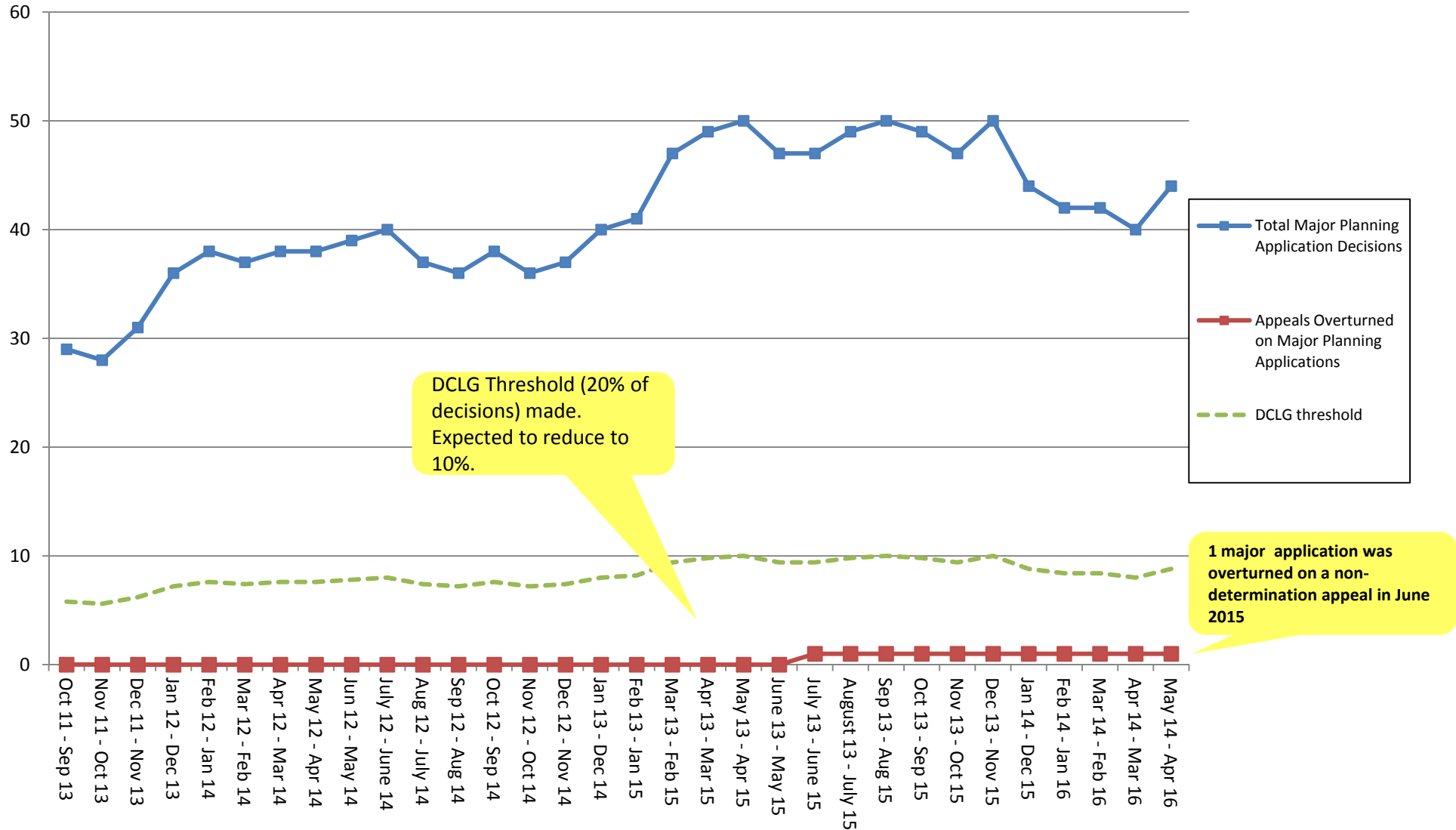
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- The extent to which major applications are overturned at appeal over a two year period
- Days to make valid
- Days from declared Valid to Decision issued
- Percentage of Planning Enforcement Complaints on which a decision is taken within 8 weeks
- 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



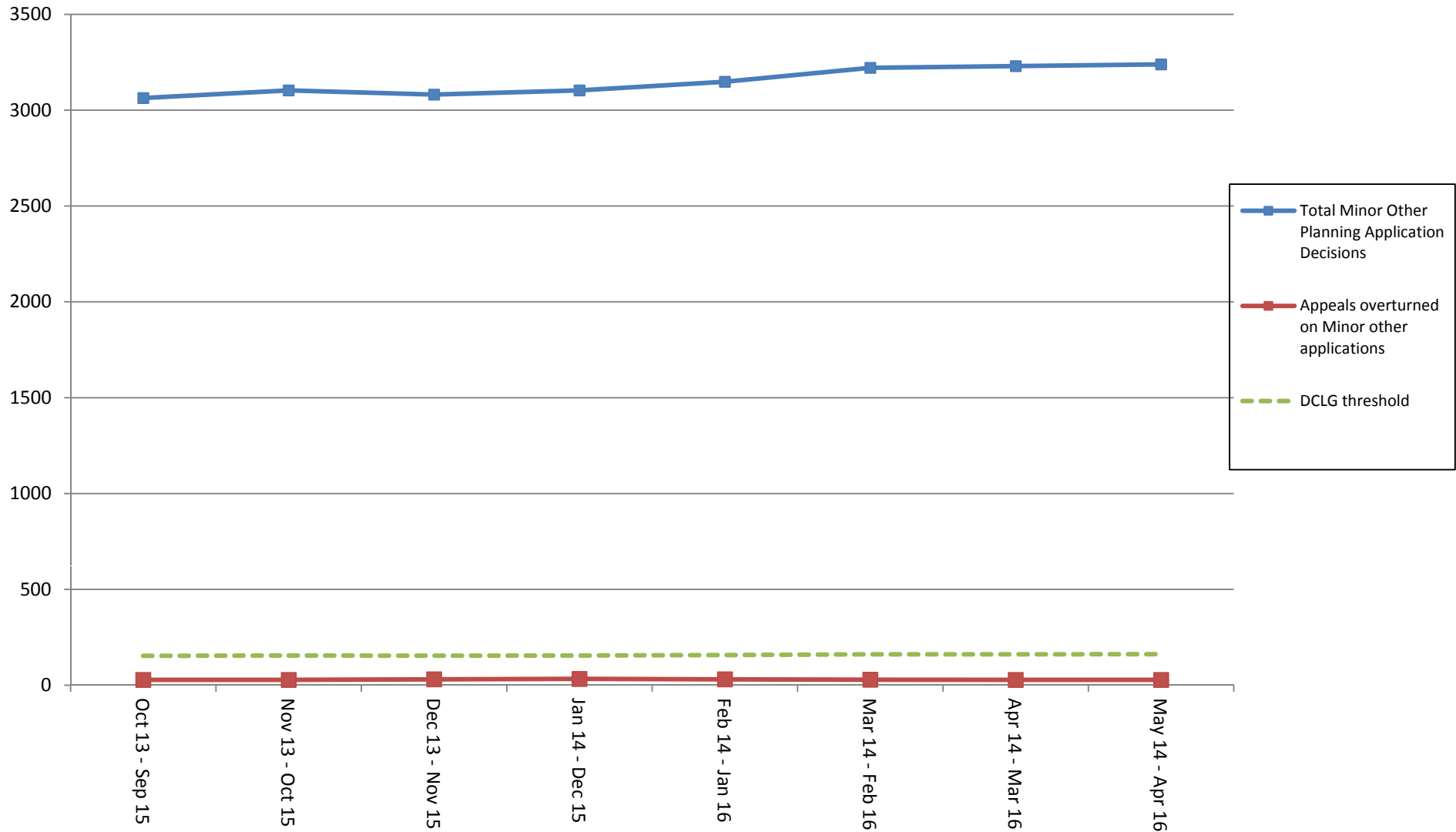
Threshold: 20% Current performance: 2%



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

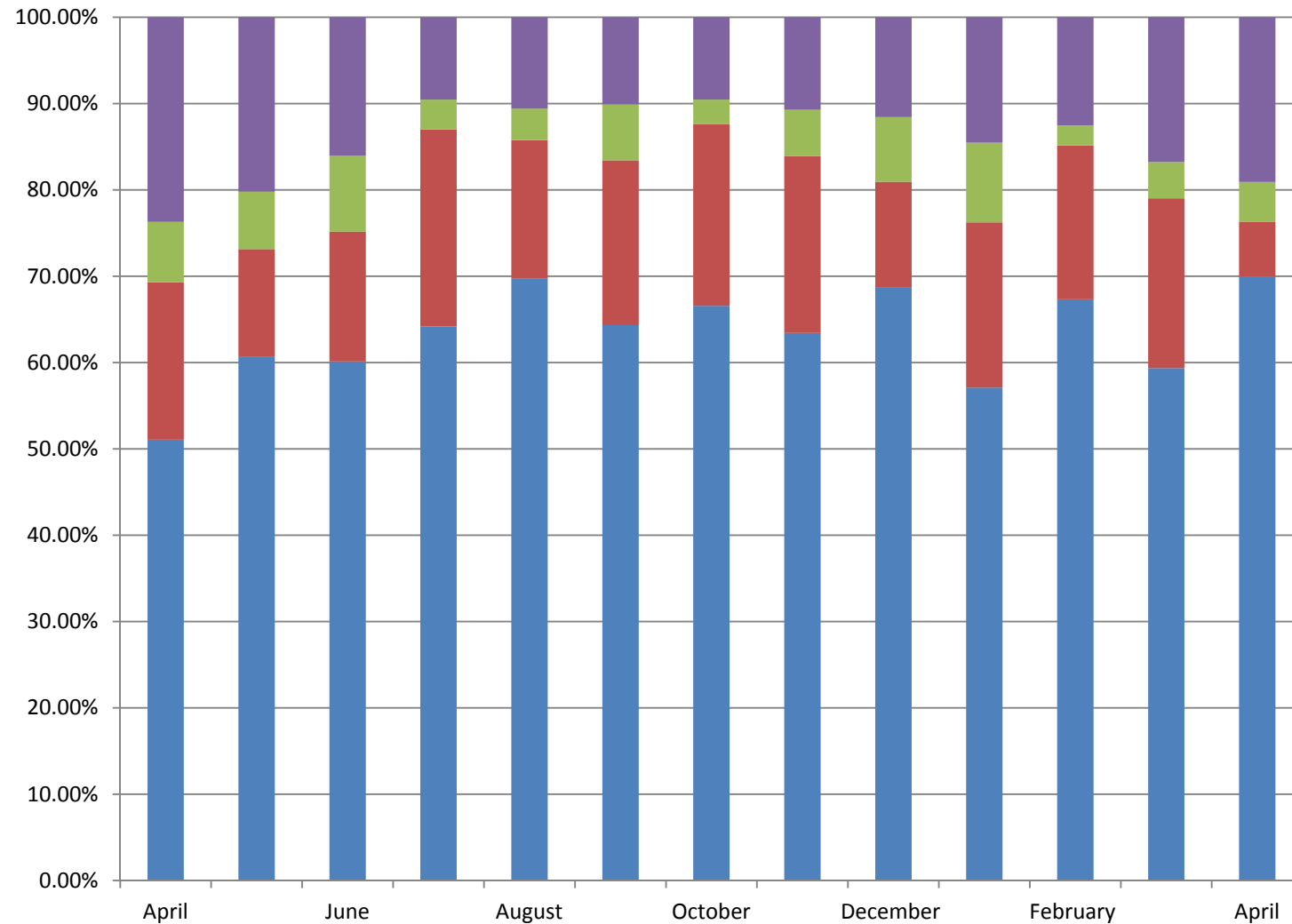


Threshold: 5% of all minor other decisions





# Percentage of planning applications which are valid on receipt

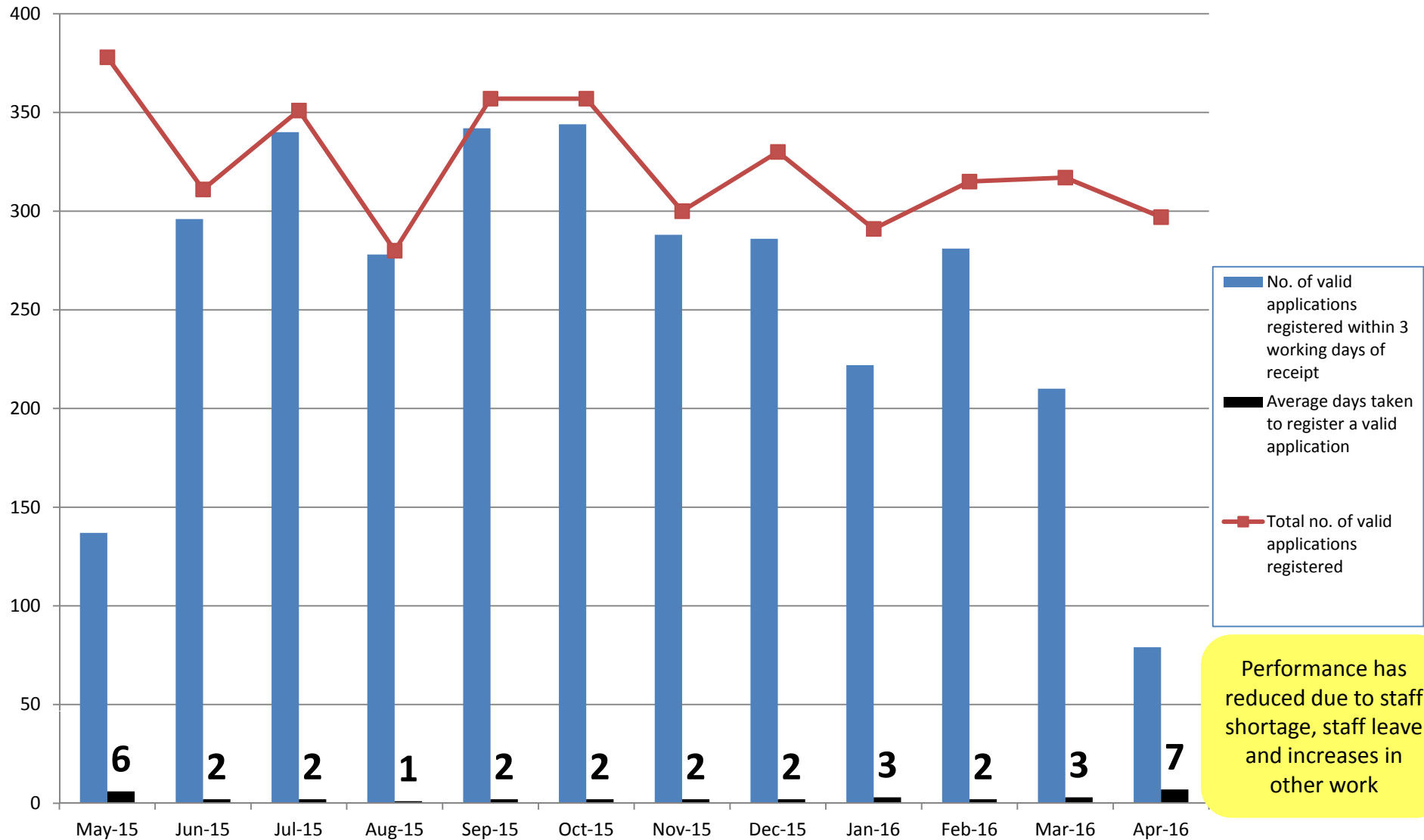


**Top 3 reasons for invalidity:**

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

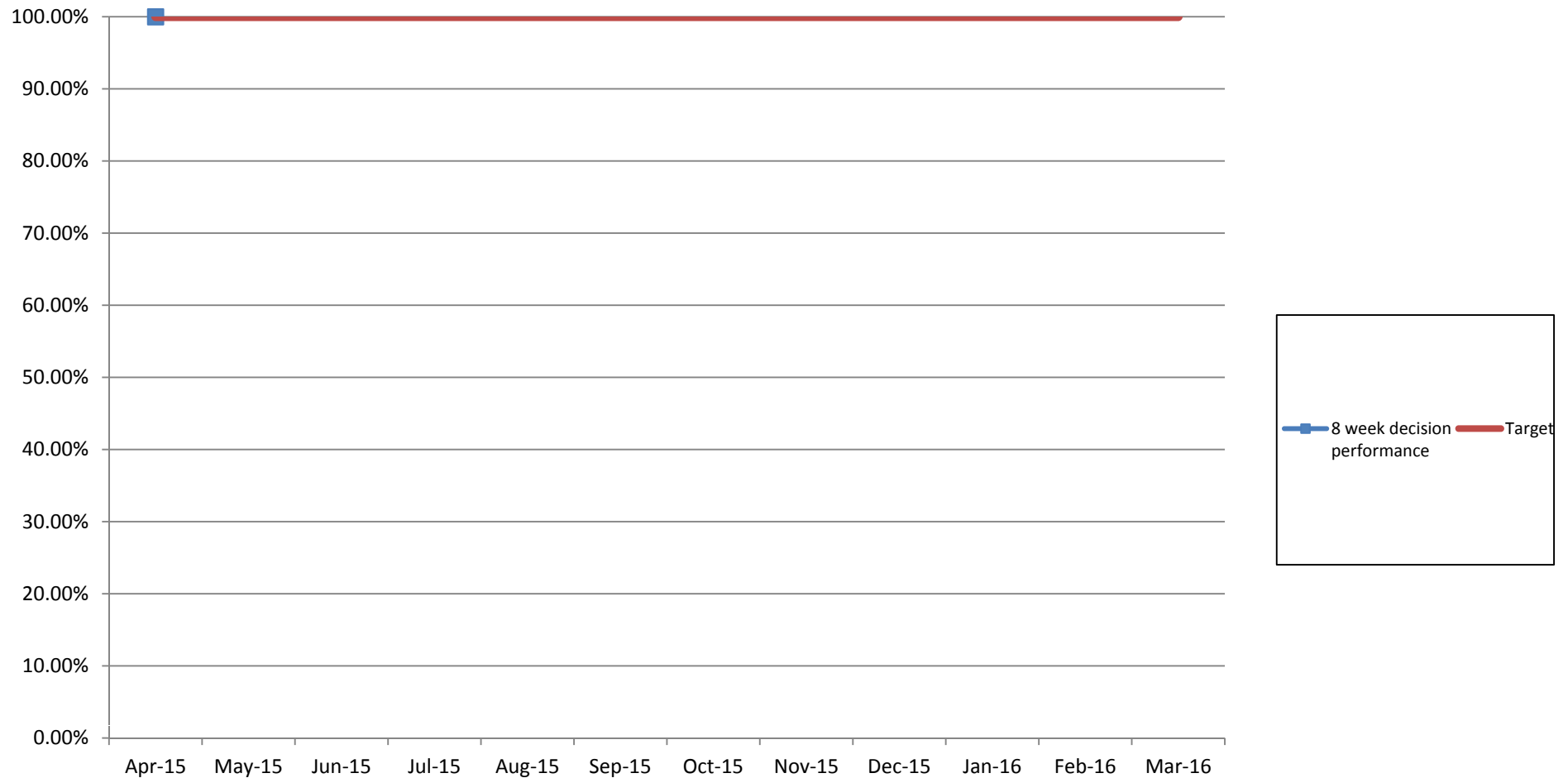


Performance has reduced due to staff shortage, staff leave and increases in other work

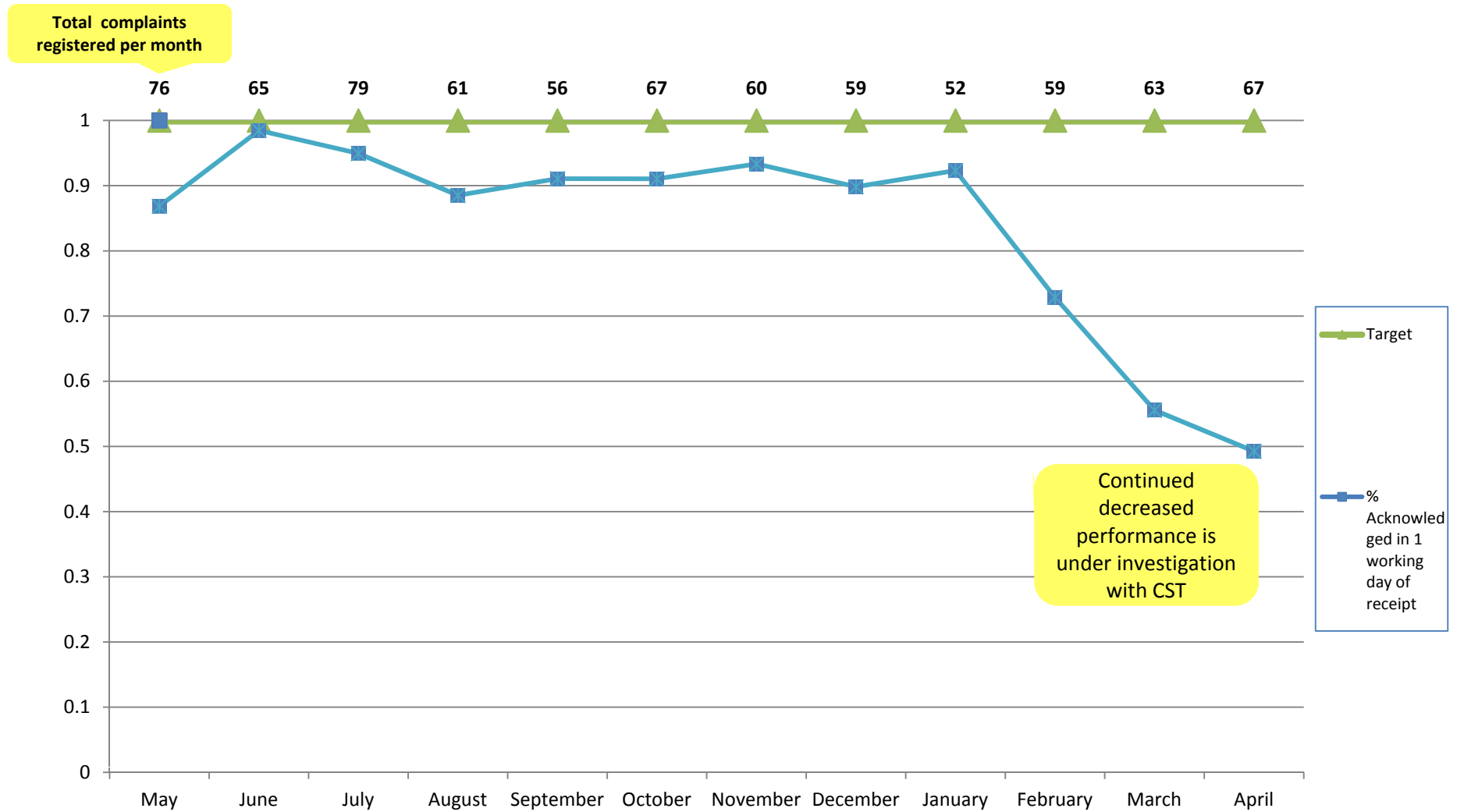
# Percentage of Planning Enforcement Complaints on which a decision is taken within 8 weeks



Target: 90% Current performance: 100% (cumulative)



# Number of Planning Enforcement Complaints acknowledged within 1 working day



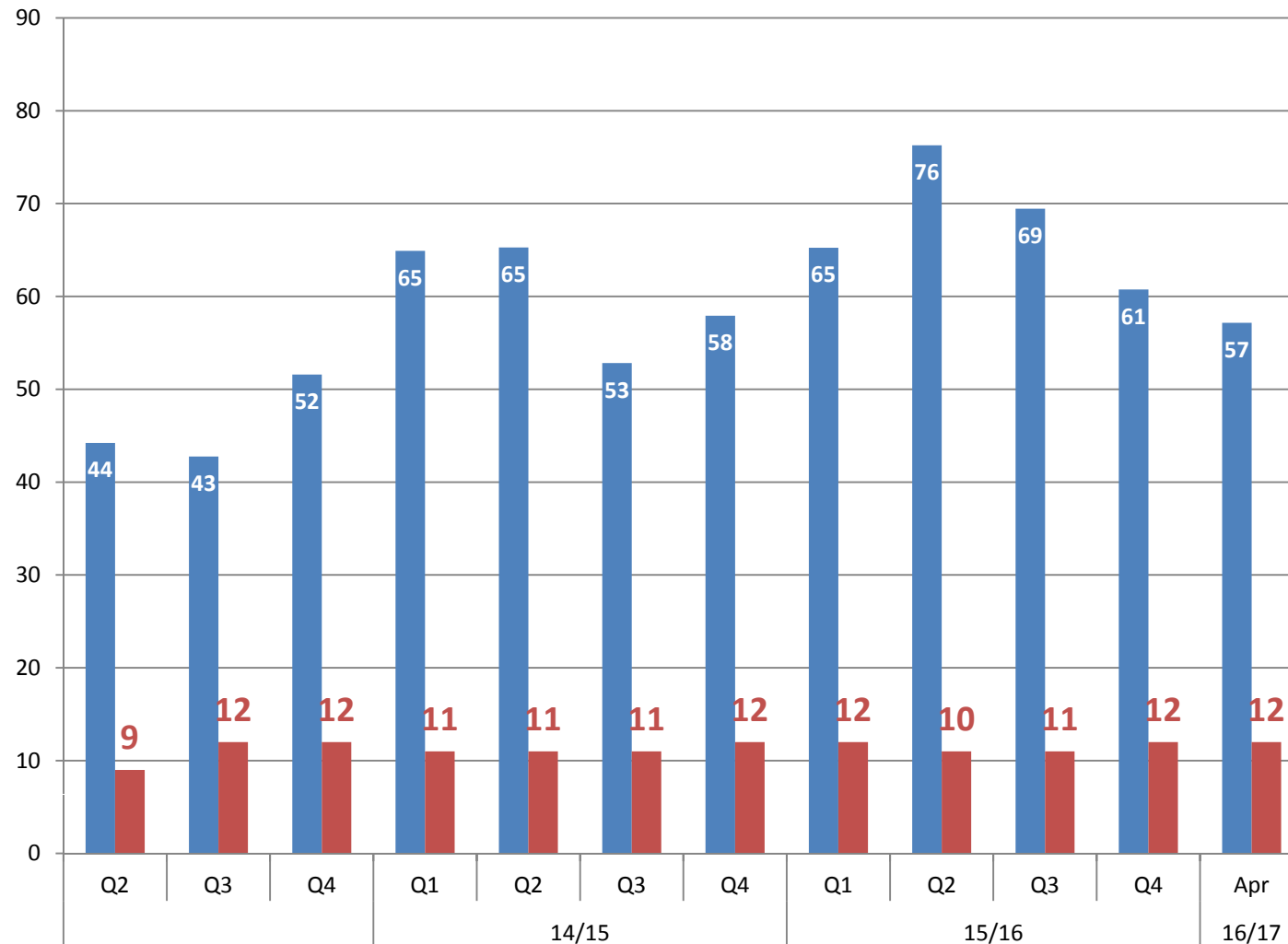
Workforce / Caseloads

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- 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 57 cases for each of the 12 member of staff**



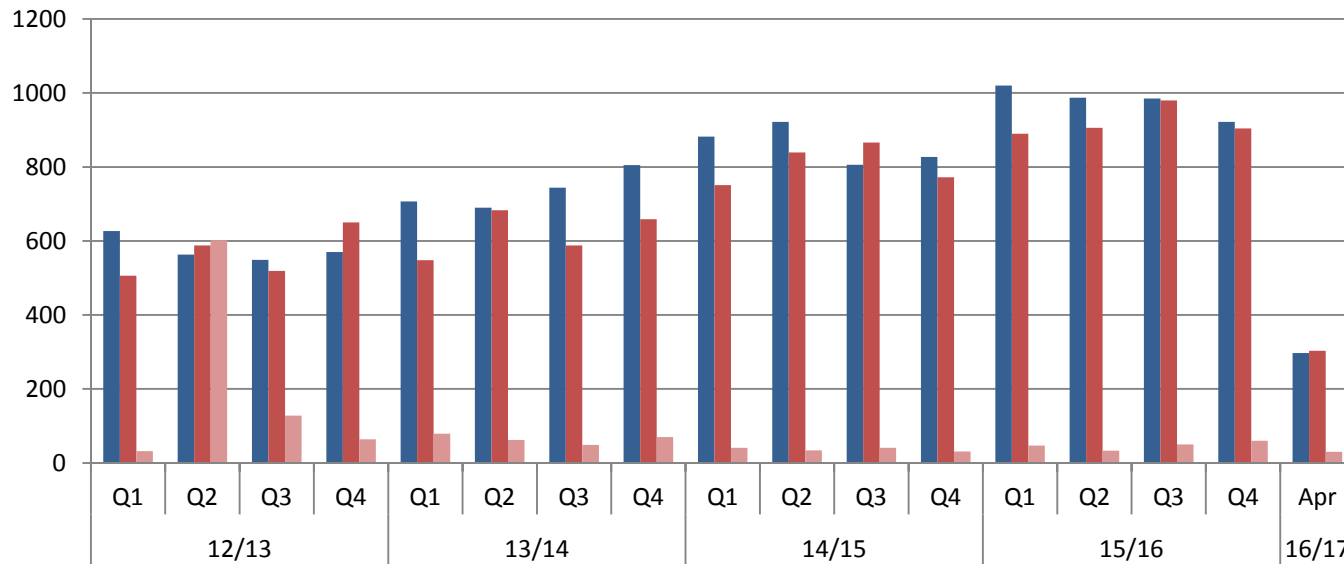
This is a crude measure of caseloads, calculated as follow:  
 On hand (PSOs, Majors, Minors, Others) / FTE Case officers, this does not include the pre-application caseload, enquiries and appeals

Caseloads are still high but are reducing.

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



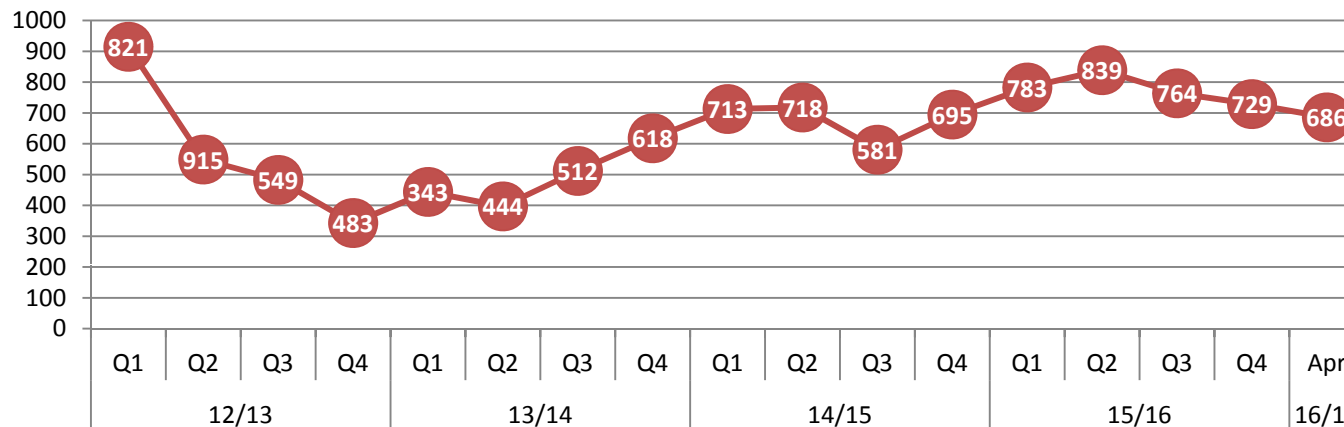
Applications received, determined and withdrawn per quarter



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

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

Applications on hand at end of quarter

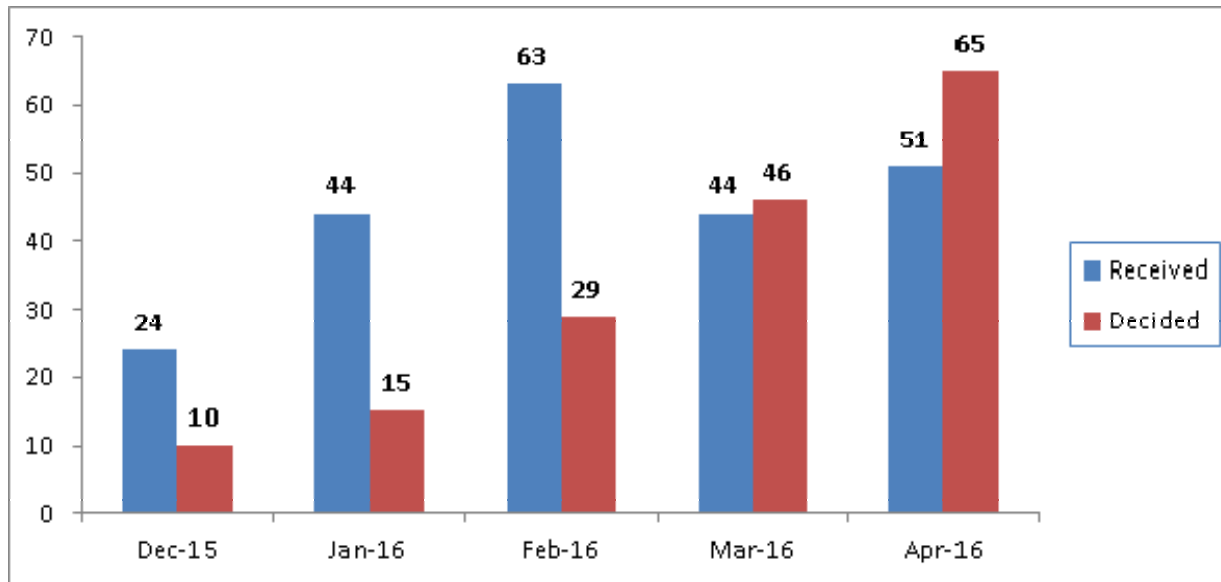


A healthy ratio would be the number on hand at the end of the quarter being about half of the applications received.

**Planning Solutions Team:  
Length of time taken from date deemed valid to date decision made**



**The Planning Solutions Team are making decisions on applications significantly quicker than planning officers in the rest of the service**



**In the past 5 months, PST received 213 applications, of which 165 have been decided.**

**In April the average length of time taken from date received to the date the decision was sent was 41.**

**New applications from 6 wards are now being processed by the PST.**

	Received	Decided	Average days to decision	Least days	Most days
Dec-15	24	10	6	0	9
Jan-16	44	15	29	8	37
Feb-16	63	29	33	10	63
Mar-16	44	46	42	13	65
Apr-16	51	65	41	2	84
<b>Total</b>	<b>213</b>	<b>165</b>	<b>36</b>	<b>0</b>	<b>84</b>

**Wards incorporated: Wood Side / Noel Park / St Ann's / Haringay / Bounds Green / West Green**

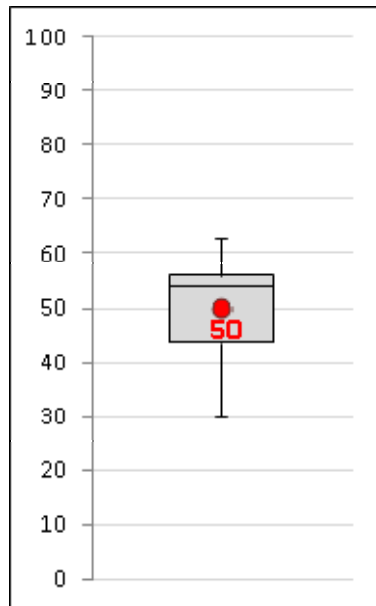


**Planning Solutions Team:  
Range of days taken to send the applicant a decision**



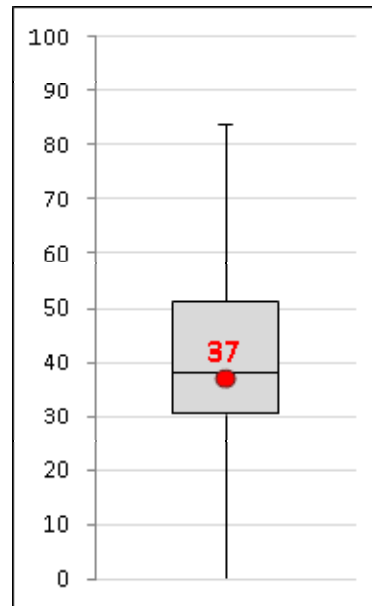
**The range of days taken by the PST to send the application a decision is considerably smaller than planning officers in the rest of the service**

**Minors**



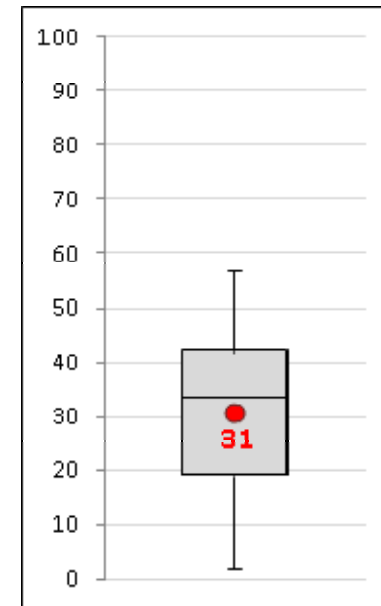
**From December to April PST took an average of 50 days to send a decision on the 28 decisions made.  
This compared to 93 days on 160 decisions for officers in the rest of the service in the same period**

**Others**



**From December to April PST took an average of 37 days to send a decision on the 63 decisions made.  
This compared to 70 days on 595 decisions for officers in the rest of the service in the same period**

**PSO**



**From December to April PST took an average of 31 days to send a decision on the 74 decisions made.  
This compared to 70 days on 582 decisions for officers in the rest of the service in the same period**