



REPORT of DIRECTOR OF STRATEGY, PERFORMANCE AND GOVERNANCE

**to
PLANNING AND LICENSING COMMITTEE
24 JANUARY 2019**

HALF YEARLY REVIEW OF PERFORMANCE

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to supply Members with details of performance against targets set for 2018 / 19 and to ensure that progress is being achieved towards the corporate goals and the objectives detailed in the Corporate Plan 2015 - 19 adopted by the Council in February 2015 (Minute No. 828 refers) with the most recent annual update approved by the Council in February 2018.
- 1.2 Members should challenge performance or allocation of resources where the Committee feels that the Council's corporate goals have not or may not be achieved.
- 1.3 Where performance or progress is behind schedule or at risk, the reasons why need to be fully understood and decisions taken on what, if any, action is required to bring performance back on track.
- 1.4 Quarterly reviews of performance are undertaken by the Corporate Leadership Team and the Overview and Scrutiny Committee.
- 1.5 All of the performance information contained within this report is recorded on the Council's Performance and Risk Management system (TEN) to which all Members have access.

2. RECOMMENDATIONS

- (i) that Members review the information as set out in this report and **APPENDIX 1** and their views and comments are sought;
- (ii) that Members' approval is sought to replacing the current performance measures relating to acknowledging applications as proposed to bring in line with Government guidance.

3. SUMMARY OF KEY ISSUES

- 3.1 As reported to and agreed by the Council in February 2018:

- (i) For 2018 / 19 Corporate Leadership Team (CLT), in liaison with the service managers, identified and proposed the Key Corporate Activities (KCAs) that

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will contribute to the achievement of the corporate goals and objectives. These KCAs are the “flagship” activities under each goal that the Council is committed to progressing or achieving in the year ahead and will provide a focus for the Council in delivering its priorities.

- (ii) For 2018 / 19, activities that are either central to our corporate goals, but delivery of which is more dependent on partnership working or have particular organisational significance for this coming year, are being differentiated from the KCAs. These will be designated as “service priorities”.

3.2 The format of the half yearly performance reports to this Committee is on an “exception” basis i.e. only those activities and indicators that are behind schedule, at risk or where targets have not been achieved are included. This will ensure the focus is on those areas requiring attention and assisting Members to challenge performance or allocation of resources where the Council’s corporate goals may not be achieved.

3.3 **APPENDIX 1** to this report details for each of the corporate goals:

- The KCAs and Service Priorities which are assessed as being “behind schedule” or “at risk of not being achieved”;
- Indicators which will not, or are at risk of, not achieving the end of year target.

3.3.1 The activities / indicators aligned with this Committee have been marked ➡ to provide easy identification by Members.

3.4 **Performance indicators re acknowledging applications** – in 2016 / 17 performance indicators were introduced regarding the time taken to acknowledge planning applications; this was at a time when there were issues within Planning and concerns raised by Members.

3.4.1 Since then there has been a significant improvement in performance as follows:

	2016 / 17	Target 2018 / 19	2018 / 19 (year to date)
% of major planning applications acknowledged within ten working days	89.47%	95%	96.3%
% of minor planning applications acknowledged within five working days	54.57%	95%	79.66%
% of other planning applications acknowledged within five working days	55.75%	95%	86.33%

3.4.2 However, performance for minor and other applications is still below the Maldon District Council (MDC) target set of 95%. Government guidance (Development Management – Good Practice Guide) in relation to validation suggests targets of:

- 85% of applications validated within six working days and
- 95% of applications validated within ten working days of receipt of the application.

- 3.4.3 It is therefore being proposed that these indicators and targets are amended to align with the Government guidance.

3.5 Complaints Received

- 3.5.1 Eight complaints and eight compliments about services that report to this Committee were received by the Council between 1 April and 30 September 2018.

Service Area	Total no. of compliments for service	Total no. of complaints for service
Environmental Services	2	0
Housing	2	4
Planning	4	4

- 3.5.2 Complaints received are investigated and action taken to improve service delivery where learnings are identified.

4. CONCLUSION

- 4.1 Good progress has been made on a number of activities which will contribute to the Council's corporate goals and objectives. However, there are activities at risk or behind schedule and performance indicators which may not achieve the end of year target. The reasons why need to be fully understood and decisions taken on what, if any, action is required to bring performance back on track.

5. IMPACT ON CORPORATE GOALS

- 5.1 The Council stated its corporate goals and objectives in the Corporate Plan for 2015-19.
- 5.2 In turn, the services agreed actions (Key Corporate Activities and Service Priorities) that they would take forward in 2018 / 19 to contribute to the achievement of these objectives. Performance indicators and measures were established to monitor the impact of these actions and to provide evidence of achievements.
- 5.3 To ensure that MDC progresses towards or achieves the goals stated in the Corporate Plan, it is important that performance is monitored and managed against targets and milestones.
- 5.4 It is also important as the Council is accountable to the community that it is able to demonstrate it is monitoring and managing performance effectively.

6. IMPLICATIONS

- (i) **Impact on Customers** – Performance Management is about agreeing and achieving objectives and priorities, monitoring our performance against agreed

targets and timescales, identifying opportunities for improvement, making necessary changes and ultimately delivering quality public services.

- (ii) **Impact on Equalities** – For the Council “Equalities” means understanding our staff and customers and making sure that our policies and services are designed to meet their needs and implemented appropriately.

MDC is committed to providing equal opportunity of access to services, and level of service provided, and to work towards developing communities that are free from discrimination.

- (iii) **Impact on Risk** – If performance is not managed effectively by the Council at both Committee and management level, there is a risk that the Council will not achieve its stated priorities and outcomes.

- (iv) **Impact on Resources (financial and human)** – If action is needed to bring key activities or indicators back on track to meet the targets set, a reallocation of resources may be required to ensure that objectives and priorities are achieved.

- (v) **Impact on the Environment** – None.

Background Papers: None.

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