



**REPORT of
DIRECTOR OF SERVICE DELIVERY**

**to
PERFORMANCE, GOVERNANCE AND AUDIT COMMITTEE
9 JUNE 2022**

NOTICE OF MOTION - REFERRED BY STATUTORY ANNUAL COUNCIL

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to enable the Committee to consider the motion put forward by Councillor A S Fluker at Statutory Annual Council on 12 May 2022, which was referred to the Performance, Governance and Audit Committee for review.
- 1.2 The Presentation on Planning Services provides an overview of customer satisfaction and performance management in respect of the issues raised.

2. RECOMMENDATIONS

- (i) That Members consider the information as set out in the Presentation;
- (ii) That Members are assured through this Presentation that corporate performance in this area is being managed effectively or seek further information or assurances to be presented to the next meeting of this committee.

3. SUMMARY OF KEY ISSUES

- 3.1 At the Statutory Annual meeting of the Council on 12 May 2022 a Motion was put forward by Councillor A S Fluker that with regards to public interest, customer service and satisfaction and performance management the Director of Service Delivery updates the next meeting of Council regarding the performance of Council in the following areas:
 - 1. Planning Applications - Communications with Customers and Interested Parties
 - 2. Planning enforcement - Outstanding Cases.
- 3.2 The Council agreed that this motion be referred to the Performance, Governance and Audit Committee for review.
- 3.3 The presentation at today's committee on Planning Services is in response to those issues raised in the motion.

4. CONCLUSION

- 4.1 Officers will continue to monitor progress and performance and take appropriate action as required.

5. IMPACT ON STRATEGIC THEMES

- 5.1 It is important that performance is monitored and managed effectively, to ensure that Maldon District Council progresses towards and/ or achieves its stated outcomes.

6. IMPLICATIONS

- (i) **Impact on Customers** – Performance management covers the monitoring of corporate outcomes. The Corporate Plan includes delivery for our customers.
- (ii) **Impact on Equalities** – None.
- (iii) **Impact on Risk** – If performance is not managed effectively by the Council, it puts the Council's corporate outcomes' delivery at risk and increases unnecessary exposure to potential, operational, reputational, or regulatory consequences.
- (iv) **Impact on Resources (financial)** – All performance management is undertaken within existing planned budgets.
- (v) **Impact on Resources (human)** – All performance management is undertaken within existing planned budgets.
- (vi) **Impact on the Environment** – None.
- (vii) **Impact on Strengthening Communities** – None.

Background Papers: None.

Enquiries to: Richard Holmes, Director of Service Delivery.