



REPORT of CHIEF EXECUTIVE

to
PLANNING & LICENSING COMMITTEE
13 JUNE 2017

2016/17 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 2016/17 and to ensure that progress is being achieved towards the corporate goals and the objectives detailed in the Corporate Plan 2015-19 adopted by Council in February 2015 (Minute 828).
- 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 Overview & Scrutiny Committee and the position as at the year-end was reviewed at the meeting on 7 June. An annual performance report will also be submitted to Council on 13 July.
- 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. RECOMMENDATION

Members' views, comments and questions on the information as set out in this report and **APPENDIX 1** are sought.

3. SUMMARY OF KEY ISSUES

- 3.1 The format of the performance reports to this Committee are on an "exception" basis i.e. only those activities and indicators that are behind schedule, at risk or not on target will be 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.
- 3.2 **APPENDIX 1** to this report details for each of the corporate goals:

- The key corporate activities which are assessed as being “behind schedule” or “at risk of not being achieved”
- Indicators which have not achieved the end of year target.

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

3.3 Successes and achievements during the year include:

- Completion, in January 2017, of the second LDP Examination Hearings and the publication of the Post-Examination Modifications (March to April 2017), the responses to which have been sent to the Inspector. This followed the publication of Main Modifications in September 2016, and a year-long programme of reports and evidence updates in response to the Inspector’s queries, including a new travellers’ policy.
- Publication for consultation of the Maldon and Heybridge Central Area Master Plan which sets out how this key economic zone can be regenerated to improve its public realm and profile as a strategic business location; improve connectivity; and maintain its intrinsic heritage and tourism value.
- Completion for public consultation of the Maldon Design Guide, which will provide guidance on the layout and standards of new development throughout the District and will be adopted as a Supplementary Planning Document.
- An up to date 5-Year Housing Land Supply, which shows that the Council is maintaining supply in excess of 5 years. The original assessment in August 2016 concluded that supply was 6.04 years, and a review as part of the Post Examination modifications concluded that the supply was holding steady at 6.20 years.
- Burnham-on-Crouch Neighbourhood Plan completion its Examination stage (March 2017) and will now be subject to a local referendum. Two new Neighbourhood Plan areas were designation (Great Totham and Wickham Bishops).
- The Woodham Walter Conservation Area has successfully been designated.
- Planning permission granted or resolved to grant on all but 1 of the Garden Suburbs and Strategic Sites allocated in the Local Development Plan. For both Garden Suburbs, Design Codes have been prepared which will control the quality of the development as they progress through the next planning stages.
- Significant improvement in the performance of the Planning Services team in determining planning applications with all target being exceeded.
- The formal launch of the Sense of Place project took place in May with approximately 200 delegates attending and 45 exhibitors from across the District.
- A business engagement framework has been established and the Economic Development Team has been involved in the successful delivery of events to engage businesses such as Maldon District Council’s Chairman’s Business Awards, ECC Employment and Skills Care Board, an Apprenticeship Event for Employers and the Burnham-on-Crouch Chamber of Commerce relaunch.

3.4 Complaints and Compliments Received

Complaints and compliments about services that report to this Committee were received by the Council between 1 April 2016 and 31 March 2017:

Service Area	Total complaints 15/16	Total complaints 16/17	Total compliments 15/16	Total compliments 16/17
Environment Services	3	7	1	2
Housing	8	1	7	7
Planning	37	25	2	6
Total	48	33	10	15

All complaints received are investigated and action taken to improve service delivery where learnings are identified.

4. CONCLUSIONS

- 4.1 Good progress has been made on a number of activities and successes achieved which will contribute to the Council's corporate goals and objectives. However, there are key corporate activities at risk or behind schedule and performance indicators which failed to achieve the end of year target.

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) that they would take forward in 2016-17 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 Maldon District Council (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 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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