

Annex A: Planning Performance KPIs & core de-designation justification

for 30 July Economy & Skills Committee 2024



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Delivered as Planned

Capacity:

- Vacancies filled but turn over of staff continued, so net capacity gain less and slower than had anticipated in November.
- Over-time scheme & freed up officers (improved comms, structure...)
- Secured & fully utilised super-squad and Planning Skills Development Fund

Substantially increased productivity including by:

- Started improved service for new applications on 06/12/2023
- Expanded template utilisation, shorter reports, speedier consultee responses & started case officer is 'sovereign' approach
- Regular 'backlog days' & clearing old cases (taking the hit in stats)
- Pivoted to EoT focus following designation

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Key delivery indicators over time

Position as of 16/09/24:

	Apr. 22 actual	Apr. 23 actual	Jun 23 Actual	Aug 23 actual	Jan. 24 actual	Mar 24 actual	Jun 24 actual	Jul 24 actual	Aug 24 actual	Sep 24 To date 16/9/24	Dec 24 forecast
Unallocated applications	Ca400*	1250	1608	1705	725	560	c90	c90	c80	c50	c50
Decs made (excl trees/preapp)	191	127	150	151	536	499	373	464	363	195	c450
Applications 26+ wks old	117	500	624	807	783	861	684	382	495	483	150
FTE in DM (excl temp resource)	31	25.2	22.2	23.7	26.4	26.9	30.9	31.9	33.9	32.9+2	33.9+2
FTE in DM (incl temp resource)	33	26.2	23.2	26.3	36	36.5	34.8	35.8	36.5	34.4+2	33.9 +2

Only 5 of permanent staff longer than 15 months in current role

13 staff new to BCC over last 15 months (+2 still to start)

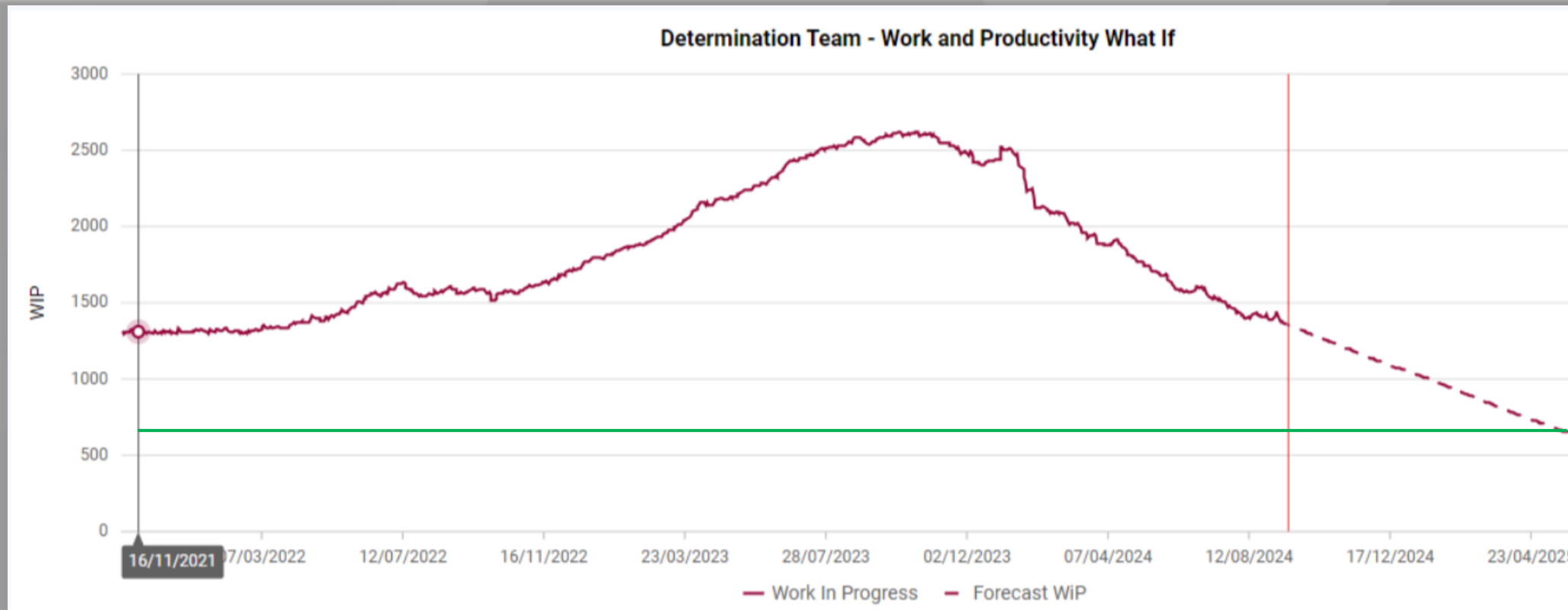
16 recruitment campaigns (excl. specialist staff), plus participation in Public Practice & National Pathways to Planning recruitment

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Total Work in Hand

(As at 16/09/2024)



Visualised & modelled using Mondrem Software

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Improving delivery times (as at mid-Sept)

Introduced 'improving service' on 06/12/2023 and gradually improved this:

Time period	No. of decisions	Non-majors			No. of decisions	Majors			No. of decisions	(of which) Conditions			
		Avg days to alloc.	Avg days valid to decision	% within time/EoT		Avg days to alloc.	Avg days valid to decision	% within time/EoT		Avg days to alloc.	Avg days valid to decision	% within time/EoT	
Jan – Nov '23	2172	125	223	47%	408	20	370	91%	574	23	170	100%	
Dec '23 – March '24	All apps decided	1699	81	240	41%	137	31	385	79%	239	28	208	100%
	All apps received & decided		29	60	82%		19	NA	NA		14	39	100%
Apr '24 – June '24	All apps decided	1143	46	172	65%	112	18	409	94%	198	5	99	100%
	All apps received & decided		13	48	97%		9	NA	NA		4	29	100%
Jul-YTD 16/9/24	All apps decided	881	34	170	82%	92	25	349	94%	139	6	138	50%
	All apps received & decided		14	46	100%		13	NA	NA		3	28	100%

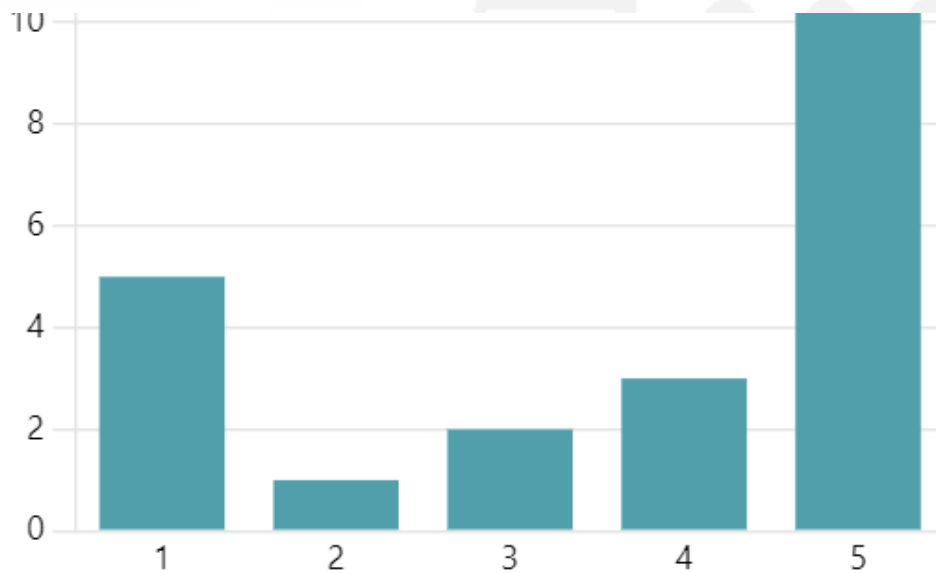
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Improving customer experience

Introduced 'feedback link' on decision notice from 01/07/24: 21 responses to date

Setting aside whether you received the outcome you wished, how satisfied were you with the delivery of service you received? (5* rating)



Average rating: 3.6

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Comments received include:

Being able to work with a organisation that is positive and proactive is pleasing. This approach gave me satisfaction and we both accomplished what we set out to achieve.

Timely response that enables us to proceed with work whilst weather is favourable

Delays at my end and requests for extensions were always handled courteously and professionally, with it being clearly set out what had been agreed in each case.

Positive interaction with Planning Office in terms of checking progress of application and meeting original determination deadline.

Application has taken nearly a year to decide which is too long. When emailed to ask on progress no response was received occasionally received a generic email which is useless as the question is not answered. These delays cause problems with the designers cash flow and work load and increases applicants costs

Communication from Planning Officers is still very poor as are determination deadlines.

Planned for remainder of year

- Continue with all applications allocated within days of validation and predictably progressing to determination to agreed timetable;
- Tighten approach to negotiations: without pre-app unlikely to give extensions of time. Expand & consistently apply 'time-budget' approach (ie resource proportionate to fee-envelope only);
- Introduce and expand usage of external templates & continuously improve website as resource for driving good applications;
- Expand learning from appeals and including sharing key lessons externally to discourage 'chancing applications';
- Complete switch over to permanent resource
- Continue digital and process improvements.

Proposed list of measures for de-designation

- consistently meeting statutory performance targets for at least 1 quarter
- From 1 July allocating applications within 2 weeks of validation
- From 1 September allocating applications within 1 week of validation
- Maintain good progress towards achieving 'total work in hand' between 500-700 applications; aim to achieve & maintain this from Q4 of 24/25
- From 1 July issue customer feedback request with every decision, looking to achieve at least 60% customer satisfaction (to then continuously improve)
- Continuously improve time taken for decisions and establish consistency (officers to identify realistic measures following further analysis)
- Maintain productivity at sustainable & realistic level (confirm level following analysis)
- Website and local list updated
- Pre-apps being delivered to timeframes agreed with developers

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