



PART A:	MATTERS DEALT WITH UNDER DELEGATED POWERS
REPORT TO:	OVERVIEW AND SCRUTINY
DATE:	20 JANUARY 2022
REPORT OF THE:	STRATEGY & PERFORMANCE MANAGER LYNNE BAYES
TITLE OF REPORT:	'DELIVERING THE COUNCIL PLAN' – KEY PERFORMANCE INDICATORS FOR O & S REVIEW
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 Following the monitoring and production of the quarter two performance report (July - September 2021), to provide elected members with details of any key performance indicators showing a repeat of below target performance.

2.0 RECOMMENDATION(S)

2.1 It is recommended to Council that:

- (i) The progress report, including actions to improve performance, is noted.

3.0 REASON FOR RECOMMENDATION(S)

3.1 To identify any specific areas where progress for individual KPIs has not been achieved over two consecutive quarterly performance reports, together with a further explanation of planned actions to make improvements moving forward.

4.0 SIGNIFICANT RISKS

4.1 It should be noted that although Covid-19 restrictions have now been considerably eased, the effects of the pandemic and national lockdown arrangements are continuing to have a significant impact on performance.

4.2 The organisation is also now beginning to see the impact on performance of local government reorganisation, with timelines and an increased amount of additional work involved starting to move at pace, requiring substantial staff resource. The risk associated with this is likely to continue to increase moving forward and there is the added risk of potentially losing key staff and expertise along the way.

5.0 POLICY CONTEXT AND CONSULTATION

- 5.1 The areas requiring some improvement in performance fall in the following category of the Council's corporate priorities: Our Economy

REPORT

6.0 REPORT DETAILS

- 6.1 A motion was passed by Council in October 2018, stating that "on a repeat of 'unavailable', red or amber, a report is produced for the appropriate committee. An explanation to be given as to why the target is close or missed on more than one occasion. Members to agree / recommend to Full Council appropriate changes so that actions can be implemented."

- 6.2 Under this criteria, there are two performance indicators with an amber status both in quarter 1 (April – June) and quarter 2 (July to September) of the reporting cycle 2021/22.

- Minor planning applications processed within 8 weeks
- Other planning applications processed within 8 weeks

6.3 Minor and Other planning applications processed within 8 weeks

A large increase in applications being received has meant these indicators have still fallen just short of the target in quarter 2. Minor planning applications increased by 6% cumulative from April to October 2021 and other planning applications increased by 3% cumulative during the same period, the combination of which, resulted in delays in processing within target.

A gap in resources had been recognised and swift action taken to resolve this issue. New staff have already started in the team and two more are expected to start shortly, one in November and one in December. This prompt action has resulted in an improved level of performance, which is evidenced by the significant progress made in both areas as follows:

Against a target of 80%, the percentage of minor planning applications processed within 8 weeks - up from 74% in quarter 1 to 75.3% cumulative in quarter 2, with quarter 2 alone at 76%.

Against a target of 90%, the percentage of other planning applications processed within 8 weeks - up from 81% in quarter 1 to 85.6% cumulative in quarter 2, with quarter 2 alone at 89%. The additional staff appointed will assist in the processing times of applications particularly in the Minor and Other categories of applications, with further improvements anticipated for Quarters 3 and 4 of this financial year.

- 6.4 There is also one performance indicator with a red status both in quarter 1 (April – June) and quarter 2 (July to September) of the reporting cycle 2021/22.

- % Standard searches carried out in 10 working days

Standard searches

Substantial delays in searches have been experienced with NYCC and the sheer volume they have been receiving from all North Yorkshire Authorities - which have more or less doubled from the previous year. However, quarter 2 statistics show the problem there has now largely been resolved and the aim is to reach an amber status by the end of the fourth quarter.

This improvement is evidenced by the 100% target percentage of standard searches carried out in 10 working days improving significantly, up from 55.7% in quarter 1 to 74.4% cumulative in quarter 2, with quarter 2 alone at 94.6%.

7.0 IMPLICATIONS

7.1 The following implications have been identified:

a) Financial

Delivery of Council Plan priorities is reflected in the Medium Term Financial Strategy. The increased workloads has shown that search fee income is approximately £1k above budget and planning application fees for quarters 1 and 2 are approximately £309K, which is approximately £90K above the estimated budget for the first half of the year.

b) Legal

The organisation complies with all relevant statutory, legislative and constitutional matters when executing the delivery of its Council Plan and delivering against key performance indicators.

c) Resource

Performance reporting highlights where we can explore opportunities to adjust resources to support effective implementation of the Council Plan as part of our on-going business and budget planning. The additional capacity funding required to strengthen resources in planning to address the issues identified in this report has been agreed and accounted for in the budget. As a result, the latest trend of improvement in this area of performance is expected to continue moving forward.

d) Other

Equalities, staffing, health and safety, and policy matters such as environmental and climate change inform the content and execution of the Council Plan and performance priorities on an ongoing basis. Anyone requiring this information in an alternative format, may contact the report author to request this.

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