

REPORT FROM: STRATEGIC DIRECTOR
TO: SPECIAL BUDGET EXECUTIVE
DATE: 9th FEBRUARY 2016

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**PERFORMANCE INDICATORS UPDATE:
1ST APRIL - 31ST DECEMBER 2015**

PURPOSE OF REPORT

1. The purpose of this report is to provide the Executive with performance monitoring information on the key performance indicators delivered by and on behalf of the Council.

RECOMMENDATIONS

2. It is recommended that the Executive:-
 - i) comment as appropriate on the performance information provided (as shown at [Appendix A](#));
 - ii) note the position regarding planning application determinations and appeals in relation to delegation limits;
 - iii) agree that a further report relating to planning application determinations and appeals be presented to the Executive should performance deteriorate further.

REASONS FOR RECOMMENDATION

3. To inform the Executive of performance monitoring information relating to the Council's key performance indicators.

ISSUE

4. A basket of 25 corporate key performance indicators (KPIs) has been devised to provide Members with a gauge of performance representing a range of services delivered by and on behalf of the Council. The performance information relating to these KPIs is attached at [Appendix A](#).
5. Please note that of the 14 KPIs that are not performing on target, performance has improved on 5 when compared with Quarter 1 & 2, 2015/16. The table below provides details of these:

PI	Good Performance is....	Target 2015/16	Quarter 1, 2015/16	Quarter 2, 2015/16	Quarter 3, 2015/16
TS 1b - % of telephone customers greeted within 40 seconds (cumulative)	Aim to Maximise	80%	63.79%	67.72%	72.90%
TS 2b - % of call abandonment (cumulative)	Aim to Minimise	4%	8.76%	7.69%	6.14%
DL 2 – Standard land charge searches completed in less than 5 days	Aim to Maximise	95%	79.06%	88.72%	91.15%
PBC 6 - % of 'Minor' planning applications determined within 8 weeks	Aim to Maximise	87%	76%	77.67%	79.63%
WM 8d - % of total household waste sent for composting or treatment by anaerobic digestion (Rolling Year %)	Aim to Maximise	14.50%	8.06%	9.01%	9.40%

6. The Executive is requested to review the performance information provided in Appendix A and comment as appropriate on any matters of concern and that may need further action to be taken.
7. One key area requiring Members' attention relates to delegation levels for planning application determinations and appeals needs to be brought to the attention of Executive Members.
8. Section 62A of the Town & Country Planning Act 1990 allows certain applications to be made directly to the Secretary of State where a local Planning Authority has been designated. This relates to the performance in dealing with major planning applications within the statutory 13 week period as well as the percentage of major applications that are overturned at appeal.
9. Recent changes have been made in respect of the standards that Councils need to achieve in dealing with major planning applications. Published national criteria for the designation of standards authorities for planning performance are now that 50% of major applications should be determined in the statutory period and that the threshold for major applications being overturned at appeal is to be lowered from 20% to 10%.
10. Performance on both determining applications and appeals is heading towards those thresholds despite 100% of major applications being taken to Committee in time. However only 71.43% of major applications have been dealt with in the 13 week period (this was only 60% for the period October – December). Further reduced performance will led the Council closer to the 50% threshold.
11. The calculation for all of the statistics is based on a two year rolling assessment. Currently should all outstanding major appeals be allowed we would reach 9.3%, just 0.7% below the proposed designation threshold. Whilst these figures will change as the appeals at Windermere will not be heard until August we need to be aware that we would potentially be close to the 10% threshold.
12. The Housing and Planning Bill also proposes to allow the Secretary of State to designate Authorities in relation to non-major applications.

13. The Executive is requested to note this issue at this stage. A further report will be brought before Members should performance deteriorate further.

IMPLICATIONS

Policy

14. There are no policy implications arising directly from the contents of this report.

Financial

15. There are no financial implications arising directly from the contents of this report.

Legal

16. There are no legal implications arising directly from the contents of this report.

Risk Management

17. There are no risk management implications arising directly from the contents of this report.

Health and Safety:

18. There are no health and safety implications arising directly from the contents of this report.

Climate Change:

19. There are no sustainability implications arising directly from the contents of this report.

Community Safety:

20. There are no community safety implications arising directly from the contents of this report.

Equality and Diversity:

21. There are no community safety implications arising directly from the contents of this report.

APPENDICES

Appendix A – Key Performance Indicators Update for the period ending 31st December 2015

LIST OF BACKGROUND PAPERS

- Performance data received from individual services
- Supporting commentary received from individual services
- Covalent Performance Management Software reports