

**ECONOMIC AND COMMUNITY REGENERATION
CABINET BOARD**

**REPORT OF THE HEAD OF ENGINEERING AND TRANSPORT –
D.W. GRIFFITHS**

26th February 2015

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

**ECONOMIC & COMMUNITY REGENERATION PERFORMANCE INDICATORS
FOR QUARTER 3 OF 2014/15**

Purpose of Report

The purpose of this report is to advise Members of results for the 3rd Quarter 2014/15 Performance Indicators. This report will highlight performance levels over the 3rd Quarter of 2014/15 and will demonstrate whether indicators have improved from the 3rd quarter of the previous year.

Appendices

Quarterly Performance Management Data 2014-2015 – Quarter 3 Performance (1st April 2014– 31st December 2014) – APPENDIX 1

List of Background Papers

File Ref. TA14/3

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Quarterly Performance Management Data 2014-2015 – Quarter 3 Performance (1st April 2014– 31st December 2014)

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Section 1: Key points and summary of performance.

Section 2 : Quarterly Performance Management Data and performance key

Section 1: Key points and summary of performance.

In line with performance results available at the end of the 3rd quarter 2014-2015:-

38.5% of indicators improved compared to 56% for the same quarter 3 period last year (see table below). The reason for the change is mainly due to two of the economic development indicators having seeing a drop in performance. There were 4 additional comparable indicators this year which has slightly affected overall performance. It should be noted that as there are only 13 comparable indicators for quarter 3 (9 last year), a drop in performance across a small number of indicators can have a significant effect on overall performance.

| Service Area | Improved or Maximum Performance | Maintained Performance | Marginally declined - within 5% | Performance declined by 5% or more | No Comparable data | Number of Performance Indicators |
|--|---------------------------------|------------------------|---------------------------------|------------------------------------|--------------------|----------------------------------|
| 1. Planning & Regulatory Services – Planning | 3 (1) | 0 (0) | 2(2) | 3 (1) | 1 (5) | 9 |
| 2. Planning & Regulatory Services – Building Control | 1 (1) | 0 (0) | 1 (1) | 0 (0) | 0 (0) | 2 |
| 3. Economic Development | 1 (3) | 0 (0) | 0 (0) | 2 (0) | 0 (0) | 3 |
| 4. Asset Management | 0 (0) | 0 (0) | 0 (0) | 0 (0) | 7 (7) | 7 |
| Total Number of Performance Indicators | 5 (5) | 0 (0) | 3 (3) | 5 (1) | 8 (12) | 21 |
| Overall performance Percentage (of comparable measures) | 38.5% (56%) | 0% (0%) | 23% (33%) | 38.5% (11%) | | |

NB - Quarter 3, 2013-2014 position in brackets.

* = No scope for improvement, maximum performance achieved. **No ‘*’ shown.**

Planning

Planning has seen mixed performance during the period with improvements in determining all other planning applications during the year within 8 weeks and average time taken from receipt of application to date decision is issued. Three measures have seen a drop in performance by 5% or more which relate to minor planning and householder planning applications determined within 8 weeks and applications where the quality of the development has been improved following negotiation by the case officer, explanations for these are found under indicators 6,7 & 8.

Overall, efforts will continue to ensure that Officers and applicants 'front-load' negotiations as part of our continuing commitment to delivering 'Quality Development Quickly', and thus reducing delays later in the process.

Building Control

100% of building control 'full plan' applications were checked within 15 working days .This has been achieved at the same time that there has been a reduction in the number of experienced staff employed within the Building Control Section as a result of contributions to the Councils Forward Financial Plan. The number of full plan applications approved first time dropped marginally but continues with a high performance level of 96.6%.

Economic Development

Two of the three Economic Development indicators have seen a drop in outputs compared to the quarter 3 period last year (comments provided below indicator numbers 13 & 14). It is anticipated that the service will meet its year end forecast output for these measures.

In relation to the third measure, the Business Development Team receives enquiries from existing businesses for support on a range of issues such as property, rates relief, local contract opportunities, tendering, events, etc. In comparison with 2013/14 outputs have increased and the target set for this indicator for 2014/15 has already been achieved.

Corporate Health & Asset Management

Local authority buildings conditions and maintenance are annual indicators and will be reported during the quarter 4 period of 2014/15

Section 2: Quarterly Performance Management Data and Performance key

2014-2015 – Quarter 3 Performance (1st April 2014 – 31st December 2014)

Note: The following references are included in the table. Explanations for these are as follows:

(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

(SID) Service Improvement Data - can be used by local authority services and their regulators as they plan, deliver and improve services. The make-up of this data set will be defined by local authorities according to need and value, collated centrally and shared within the local government community to support service improvement. The Data Unit will maintain centrally defined data definitions and associated guidance.

All Wales The data shown in this column is the figure calculated using the base data supplied by all authorities for 2013/2014 i.e. an overall performance indicator value for Wales.

(L) Local Performance Indicator set by the Council.

| | |
|--|------------------------|
| | Performance Key |
|--|------------------------|

| | |
|---|---|
| 😊 | Maximum Performance |
| ↑ | Performance has improved |
| ↔ | Performance has been maintained |
| v | Performance is within 5% of previous years performance |
| ↓ | Performance has declined by 5% or more on previous years performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator. |
| — | No comparable data (data not suitable for comparison / no data available for comparison) |
| ⋯ | No All Wales data available for comparison. |

| No | PI Reference | PI Description | 2012/13 Actual | 2013/14 Actual | All Wales 2013/14 | Quarter 3 2013/14 | Quarter 3 2014/15 | Direction of Improvement |
|---|--|---|----------------|----------------|-------------------|-------------------|-------------------|--------------------------|
| 1. Planning and Regulatory Services – Planning | | | | | | | | |
| 1 | PLA/002 (SID) | The percentage of applications for development determined during the year that were approved. | 96.6% | 95.5% | | 94.9% | 96.5% | ↑ |
| 2 | PLA/004d (SID) | The percentage of all other planning applications determined during the year within 8 weeks. | 83.5% | 73.9% | 70.3% | 74.2% | 79.2% | ↑ |
| 3 | PLA/M002 (Local) | Average time taken from receipt of application to date decision is issued - days | N/a New | 87.6 days | | 86.9 days | 81.4 days | ↑ |
| 4 | PLA/M001 (Local) | Average time taken from receipt of application to validation of application -days | N/a New | 30.1 days | | 30.07 days | 30.52 days | v |
| 5 | PLAM/004 (Local) | The percentage of major planning applications determined during the year within 8 weeks. | N/a New | 23.1% | | 25% | 23.8% | v |
| 6 | PLA/004b (SID) | The percentage of minor planning applications determined during the year within 8 weeks. | 75.5% | 71.3% | 63.3% | 74.2% | 61.9% | ↓ |
| | The percentage of minor planning applications determined during the year within 8 weeks dropped from 74.2% to 61.9%, which remains a consequence of the complexity of the type of application determined and pressures on staff resources, but is partly balanced by the increase in performance for ‘all other’ planning application - PLA/004 d) – which increased from 74.2% to 79.25%. | | | | | | | |

| No | PI Reference | PI Description | 2012/13 Actual | 2013/14 Actual | All Wales 2013/14 | Quarter 3 2013/14 | Quarter 3 2014/15 | Direction of Improvement |
|---|--|--|----------------|----------------|-------------------|-------------------|-------------------|--------------------------|
| 1. Planning and Regulatory Services – Planning Cont'd | | | | | | | | |
| 7 | PLA/004c (SID) | The percentage of householder planning applications determined during the year within 8 weeks. | 98.0% | 94% | 86.3% | 93.2% | 88.1% | ↓ |
| | The percentage of householder planning applications determined during the year within 8 weeks - remains high at close to 88% but falls short of the high standards set in recent years. The relatively poor Q1 performance has affected these cumulative figures, although the performance in Q3 (October – December) taken by itself (89%) demonstrates improvement in challenging times. | | | | | | | |
| 8 | PLA/M003 (Local) | Percentage of applications where the quality of the development has been improved (following negotiation by the case officer either at pre-application stage or during the course of the application). | N/a New | 36% | | 35.4% | 29% | ↓ |
| | The percentage of applications where the quality of the development has been improved - has dropped in comparison with the same quarter last year. Nevertheless, this figure is largely dependent on the nature of applications that are received during any quarter and, as a consequence, is subject to minor fluctuations throughout the year. The cumulative figure was 29% of applications requiring the intervention of Officers to improve proposals to make them more acceptable. This reduction in the overall number of applications requiring improvement can be attributed to the fact that the Department received a greater number of applications which were acceptable upon submission, and as such did not require negotiation. | | | | | | | |
| 9 | PLA/006(b) (NSI) * 5 th see note | The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year. | 27% | 69% | 37% | Reported Annually | | — |
| 2. Planning and Regulatory Services – Building Control | | | | | | | | |
| 10 | BCT/004 (SID) | Percentage of Building Control 'full plan' applications checked within 15 working days during the year. | 96.1% | 98.1% | 93.6% | 98.8% | 100% | 😊 |
| 11 | BCT/007 (SID) | The percentage of 'full plan' applications approved first time. | 97% | 99% | 97% | 98.8% | 96.2% | v |

* note – National Strategic Indicator (NSI) 2013/14 –NPT position 5th of 22 Authorities across Wales.

| No | PI Reference | PI Description | 2012/13 Actual | 2013/14 Actual | All Wales 2013/14 | Quarter 3 2013/14 | Quarter 3 2014/15 | Direction of Improvement |
|--------------------------------|---|---|----------------|----------------|-------------------|-------------------|-------------------|--------------------------|
| 3. Economic Development | | | | | | | | |
| 12 | L(ED) 3 (Local) | Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services. | 651 | 682 | | 496 | 554 | ↑ |
| 13 | L(ED) 1 (Local) | Number of jobs created as a result of financial support by the Local Authority. | 137 | 255 | | 176 | 133.5 | ↓ |
| | Performance output for this indicator was affected by the fact that the Loan Fund was not available for the first six months of 2014/15. This was due to changes in consumer credit regulations which required the Fund to be registered with the Financial Conduct Authority. This has now been done and the Council has received confirmation that applications for loan funding can resume. This should impact on the figures reported by the end of the year. In addition, there are a number of approved applications that are still being processed and we anticipate that these outputs will reflect in the figure reported at the end of the year. It is anticipated that the target set for this indicator for 2014/15 will be achieved. | | | | | | | |
| 14 | L(ED) 2 (Local) | Number of new business start-up enquiries assisted through Business Services | 349 | 429 | | 318 | 264 | ↓ |
| | Business advisors now attend Job Centre Plus and this has resulted in referrals to the monthly Enterprise Club being significantly reduced. However, as enquiries from other sources are developed, it is anticipated that the target set for this indicator for 2014/15 will be achieved. | | | | | | | |

| No | PI Reference | PI Description | 2012/13 Actual | 2013/14 Actual | All Wales 2013/14 | Quarter 3 2013/14 | Quarter 3 2014/15 | Direction of Improvement |
|---|-------------------|--|----------------|----------------|-------------------|--------------------------|-------------------|--------------------------|
| 4. Corporate Health – Asset Management | | | | | | | | |
| 15 | CAM/001ai (SID) | The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good | 7.1% | 7.2% | 16.4% | Reported Annually | | — |
| 16 | CAM/001aii (SID) | The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory | 35.0% | 41.2% | 57.3% | | | — |
| 17 | CAM/001aiii (SID) | The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor | 46.2% | 42.2% | 22.8% | | | — |
| 18 | CAM/001aiv (SID) | The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad | 11.7% | 9.45% | 3.6% | | | — |
| 19 | CAM/001bi (SID) | The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work | 19.4% | 15.2% | 8.4% | | | — |
| 20 | CAM/001bii (SID) | The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 – Essential work | 59.9% | 60.6% | 52.0% | | | — |
| 21 | CAM/001biii (SID) | The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work | 20.7% | 24.2% | 39.5% | | | — |