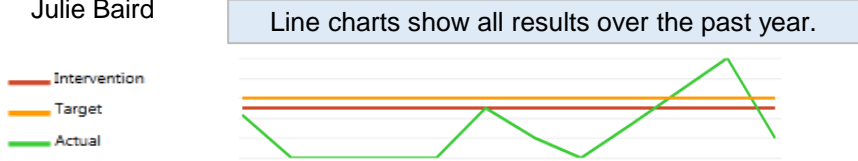





## Appendix B1 - Key Performance Information

Financial Year	16-17
Quarter	1
Directorate	Planning & New Communities
PI type	Key PI

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comments
<b>Dev. Management</b>				
<b>PN501 % major applications determined in 13 weeks or agreed timeline</b>				
Julie Baird	Line charts show all results over the past year.			
	Apr	60	50	Apr - none determined; May - 1/1 within target; June - 1/5 within target. June's underperforming applications were largely historic, requiring legal agreements and detailed negotiation. We are actively managing all major applications by agreeing extensions of time where these situations arise, combined with work with the legal team to streamline the conclusion of legal agreements now the Principal Planning Lawyer has been appointed to the Shared Service.
	May	100	50	
	Jun	20	50	
<b>PN502 % minor applications determined in 8 weeks or agreed timeline</b>				
Julie Baird				
	Apr	59	55	29 of 49 minor applications were determined within target timescale during April, 31 of 48 in May and 41 of 61 during June. There has been a steady improvement in minor application determination times over the past 12 months.
	May	65	55	
	Jun	67	55	
<b>PN503 % other applications determined in 8 weeks or agreed timeline</b>				
Julie Baird				
	Apr	75	70	110 of 147 other (householder) applications were determined within target timescale during April, 85 of 105 in May and 82 of 106 in June. There has been a general improvement in other (householder) application determination times since December 2015.
	May	81	70	
	Jun	77	70	
<b>PN506 % of appeals against planning permissions refusal allowed</b>				
Julie Baird				
	Jun	41	45	18 of 43 appeal decisions received were allowed. This is a marginal improvement on quarter 4 of 2015/16 - part of a wider trend of improvement since June 2015
<b>PN507 % of Development Delivery Agreements on track</b>				
Julie Baird	No line chart available - new KPI.			
	Jun			A new PI to provide focus on DDAs (see para. 11 of main report). At present a singular standardised process and approach to DDAs is being worked towards with Cambridge Ahead. As such Q1 data is unavailable.

## Appendix B1 - Key Performance Information

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comments
<b>PNC (directorate wide)</b>				
<b>PN505 % customers satisfied with Planning and New Communities</b>				
Julie Baird				
Apr	72	70	60	13 responses were received in April, 20 in May and 21 in June.
May	73	70	60	
Jun	62	70	60	
<b>Land Charges</b>				
<b>SX025 Average Land Charges search response days</b>				
Julie Baird				
Apr	11.1	8	10	Increase since April due to retirement of two key members of staff in close succession combined with change to the search questionnaire which required additional resource and process change at a peak business. Promoted to KPI to allow closer monitoring. Two additional Land Charges officers have been taken on to deal with the current backlog. The whole team has been trained to process Land Charges as one seamless process which will lead to greater efficiency.
May	15.89	8	10	
Jun	24.37	8	10	