

REPORT TO:	Planning Committee - 30 November 2022
SUBJECT:	Key Performance Indicators 2022-2026 – Quarter 2 performance report for the period 1 April 2022 to 30 September 2022.
LEAD OFFICER:	Jackie Follis - Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Terence Chapman
WARDS:	N/A
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
The Key Performance Indicators support the Council's Vision and allows the Council to identify how well we are delivering across a full range of services.	
DIRECTORATE POLICY CONTEXT:	
This report is produced by the Group Head of Organisational Excellence to give an update on the Q2 Performance outturn of the Key Performance Indicators.	
FINANCIAL SUMMARY:	
Not required.	

1. PURPOSE OF REPORT

- 1.1. This report is to update the Committee on the Q2 Performance Outturn for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2022 to 30 September 2022. The process is described in section 4. of this report.

2. RECOMMENDATIONS

- 1.2. As this report is an information paper, there are no recommendations for the Committee to consider. This report is to be taken as read only with Members having the opportunity to ask questions at the meeting on service performance. Members can also submit questions or comments on the indicators relevant to their Committee and these will be considered by the Policy and Finance Committee on 13 December 2022.

2. EXECUTIVE SUMMARY

- 2.1. This report sets out the performance of the Key Performance indicators at Quarter 1 for the period 1 April 2022 to 30 September 2022.

3. DETAIL

- 3.1. The Council Vision 2022-2026 was approved at Full Council in March 2022. To support the Vision we need a comprehensive and meaningful set of performance measures which allow us to identify how well we are delivering across a full range of services. Two kinds of indicators were agreed at the Policy and

Finance Committee on 17 March 2022. The first of these are annual indicators and will primarily update the progress against strategic milestones. In addition to this 'key performance indicators' (KPIs) will be reported to committees every quarter. These KPIs are known as our Corporate Plan.

- 3.2. A short report and appendix will go to each of the other Committees in the cycle of meetings after each quarter has ended. This appendix will only contain the indicators which are relevant to each Committee.
- 3.3. A full report showing quarterly performance against all indicators (which are measured at that quarter) will go to the relevant Policy and Finance Committee meeting at the end of the cycle of the other Committee meetings. Members of the other Committees will be able to give comments or ask questions of officers about the KPI indicators that are relevant to their Committee and these can be referred to the Policy and Finance Committee for consideration if deemed necessary.
- 3.4. The Committee meetings that will receive Q2 KPI reports are as follows:

Committee meeting dates	Indicators to receive report on
Corporate Support Committee - 10 November 2022	9 (CP1, CP2, CP3, CP4, CP5, CP6, CP7, CP8, CP9)
Environment Committee - 17 November 2022	10 (CP12, CP13, CP37, CP38, CP39, CP40, CP22, CP23, CP24, CP25)
Economy Committee - 22 November 2022	2 (CP41, CP42)
Planning Policy Committee - 24 November 2022	1 (CP36)
Planning Committee – 30 November 2022	10 (CP26, CP27, CP28, CP29, CP30, CP31, CP32, CP33, CP34, CP35)
Housing & Wellbeing Committee - 6 December 2022	8 (CP11, CP15, CP16, CP17, CP18, CP19, CP20, CP21)
Licensing Committee – 9 December 2022	1 (CP14)
Policy & Finance Committee - 13 December 2022	41 indicators - not CP10 (only at Q4)

- 3.5. This is the second quarterly report covering performance from 1 April 2022 to 30 September 2022 and will cover only those indicators that are due to be measured at this point.
- 3.6. Thresholds are used to establish which category of performance each indicator is within.

Achieved target	100% or above target figure
Didn't achieve target but within 15% range	85%-99.9% below target figure
Didn't achieve target by more than 15%	85% or less target figure

- 3.7. There are 42 Key Performance indicators. 10 of these indicators are reportable to the Planning Committee.
- 3.8. This report gives the status of all indicators at Q2. Appendix A gives full commentary for each indicator. This appendix shows the figures and

commentary for both Q1 and Q2 and a column which shows the direction of travel of the status for each indicator.

Status	Number of Key Performance indicators in this category
Achieved target	1
Didn't achieve but within 15% range	2
Didn't achieve target by more than 15%	7
TOTAL	10

- 3.9. The table at 4.4 sets out the reporting structure for Q2 KPIs. Members will see that relevant indicators have been presented to the listed committees prior to this meeting. A separate appendix will be presented to the Policy and Finance Committee, should any items be forwarded on from the other Committees.

4. CONSULTATION

- 4.1. No consultation has taken place.

5. OPTIONS / ALTERNATIVES CONSIDERED

- 5.1. To review the report
 5.2. To request further information and/or remedial actions be undertaken

6. COMMENTS BY THE GROUP HEAD OF CORPORATE SUPPORT/SECTION 151 OFFICER

- 6.1. None required.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. None required

8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 8.1. None required

9. HUMAN RESOURCES IMPACT

- 9.1. Not applicable.

10. HEALTH & SAFETY IMPACT

- 10.1. Not applicable.

11. PROPERTY & ESTATES IMPACT

- 11.1. Not applicable.

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. Not applicable.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. Not applicable.

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. Not applicable.

15. HUMAN RIGHTS IMPACT

15.1. Not applicable.

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. Not applicable.








CONTACT OFFICER:



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BACKGROUND DOCUMENTS: *None*

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP26	Major applications determined in 13 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	80%	18% (71%)	Not achieving but within 15% range	0% (59%)	The figure in brackets () is the figure with extensions of time. None out of the 17 major applications (cumulative figure for Q2) were determined within time. Half of these need to be determined at Committee which will impact on determination times.	Not achieving	Down by 18% 
CP27	Minor applications determined in 8 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	90%	39% (64%)	Not achieving	58% (70%)	The figure in brackets () is the figure with extensions of time. This is a much needed improvement on Q1 data. Further progress needs to be maintained. The Q2 figure is the total figure for July, August and September.	Not achieving	Up by 19% 
CP28	% of other applications determined in 8 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	90%	90% (91%)	Achieving	89%	Only 1% off of target. The Q2 figure is the total figure for July, August and September.	Not achieving but within 15% range	Down by 1% 
CP29	Average number of days to determine householder application	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	55 days	55 days	Achieving	55 days	Target achieved.	Achieving	Same 
CP30	Average number of days to determine other applications	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	55 days	57 days	Not achieving but within 15% range	67 days	This is a poorer performance compared to Q1.	Not achieving	Down by 10 days 
CP31	Average number of days to determine applications - Trees	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	40 days	45 days	Not achieving but within 15% range	42 days	Many of these applications are dependent upon the comments from internal consultees. Having carried out some analysis, there is a need to work with other departments to explore more timely consultation responses.	Not achieving but within 15% range	Up by 3 days 
CP32	Average number of days to determine application - Discharge of Condition	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	40 days	52 days	Not achieving	53 days	Discussions continue to take place with other Group Heads around how we can improve the response times from some internal consultees.	Not achieving	Down by 1 day 

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP33	Average number of days to determine major planning applications	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	120 days	196 days	Not achieving	239 days	See CP26.	Not achieving	Down by 43 days 
CP34	Average number of days to determine minor planning applications	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	55 days	76 days	Not achieving	77 days	See CP27.	Not achieving	Down by 1 day 
CP35	% of planning applications registered within 5 days	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	70%	92%	Achieving	55%	Staff sickness absence is having a massive impact on the team. Further, there have been a number of new members of staff who have required a lot of training and time has been taken up with that.	Not achieving	Down by 37% 