

Development Control Performance

Quarter October-December 2010

SUMMARY

- 1 This report gives details of our statistical performance reported to the department for Communities and Local Government (CLG) on decisions made during the period Oct-Dec 2010.

RECOMMENDATION

- 2 To note the report.

REASONS FOR RECOMMENDATION

- 3 The report is for information.

SUPPORTING INFORMATION

- 4.1 Our performance levels are shown on the tables in 4.2. Members should be aware that there are some categories of application that are not included in the CLG return but still represent work undertaken by the section. These include:
 - Applications for works to trees protected by a Tree Preservation Order or within a Conservation Area
 - Applications by Telecommunications operators for Prior Notification determination
 - Applications for Prior Notification of proposed demolition
 - Applications for Hazardous Substances Consent
 - Applications for Discharge of/Compliance with conditions of a previous permission
 - Applications for Non-material amendments
 - Applications called-in for determination by the Secretary of State
 - Application that are withdrawn, or finally disposed of.

4.2

	Government Target	Local Target	Oct - Dec 2010 Actual Performance (change from previous quarter)
Major	60% in 13 weeks	70%	70% (+28%)
Minor	65% in 8 weeks	80%	77.19% (-2.81%)
Other	80% in 8 weeks	85%	84.46% (-1.54%)
Total Number Determined	-		260
Total Number Received	-		297

Type	Number of applications determined by category
Major: Residential	3
Offices/Light industrial	4
General industrial/warehousing	0
Retail and distribution	0
Gypsy and Traveller pitches	0
Others	3
Total	10

Minor: Residential	24
Offices/Light industrial	1
General industrial/warehousing	1
Retail and distribution	11
Gypsy and Traveller pitches	0
Others	20
Total	57
Others: Minerals	0
Change of use	27
Householder	130
Advertisements	14
Listed Building Consent	3
Conservation Area Consent	0
Cert. of Lawful development	19
Notifications	0
Total	193
Total	277

- 4.3 Of the decisions made in this statistical return, 89% were made under delegated powers.
- 4.4 Major applications: the local target was achieved as we determined 7 out of 10 within time and given the numbers involved it only needed 1 of those over the target to be determined within time to exceed the target.

- 4.5 Minor applications: In this quarter we fell short of the local target by only 2.81% and given the numbers involved it only needed 2 of those over the target to be determined within time to exceed the target.
- 4.6 Other applications: We fell short of the local target by only 0.54% and given the numbers involved it only needed 1 of those over the target to be determined within time to exceed the target. The DC action plan is now in full effect and the benefits will come through in the next few weeks – the life of an application is up to 8 weeks and the performance improvements will be coming through as the new processes become established.
- 4.7 In terms of managing the section I am actively monitoring the income, workload and performance to seek to achieve an acceptable balance. I have also embarked on a structural review to enable more focus on prompt delivery and to exceed customer expectations. In this respect, Members will note that the bulk of our workload is dealing with Householder applications, and in this quarter, we dealt with 88% of this type of application within the 8 week target figure. Members should note that the percentage performance figure for Major applications does fluctuate because of the much lower number of actual applications, and because of their complexity.
- 4.8 In terms of monitoring the customer reaction to the service received I send a simple questionnaire out with every decision notice issued. The responses allow a performance 'mark out of ten' and option to comment on ways that we could improve the service we offer.
- 4.9 During this quarter 87% of those returned scored the service at 8 or more out of 10.
- 4.10 The following is an example of the type of comments the team receives:

"Excellent efficient Service"

"All the contact we had with Derby City Council was good and informative, very helpful"

"Your service was excellent from beginning to end. You gave invaluable advice and assistance"

"...extremely professional and dealt with my questions very well and completed the application to the timescale originally stated, I am extremely satisfied"

"As a result of officer input, the plans we have finally had approved are better than the ones we originally intended to submit. The decision was made by the date stated so we had excellent service from Development Control"

"Overall we have been most impressed by the quality of advice and help we have received from the planning department. We found that any communication we had has been of great assistance, being polite and very professional"

OTHER OPTIONS CONSIDERED

5. None

This report has been approved by the following officers:

Legal officer	-
Financial officer	-
Human Resources officer	-
Service Director(s)	14 January 2011
Other(s)	-

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Background papers:	Communities and Local Government Statistical Release – Planning
List of appendices:	Appendix 1 – Implications

Appendix 1

IMPLICATIONS

Financial and Value for Money

1 None.

Legal

2 None.

Personnel

3 None.

Equalities Impact

4 None.

Health and Safety

5 None.

Environmental Sustainability

6 None

Asset Management

7 None

Risk Management

8 None

Corporate objectives and priorities for change

9 Our performance levels in dealing with planning applications have implications for delivering excellent services, performances and value for money (priority).