

Development Management Quarter I

Average Planner Caseload

38
TARGET 50

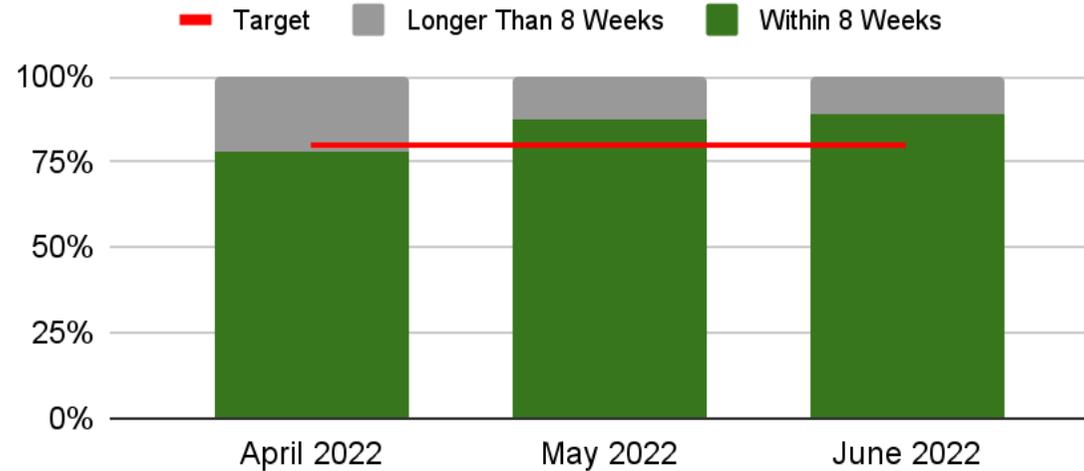
Average Senior Planner Caseload

21
TARGET 35

Average Principal Planner Caseload

12
TARGET 20

Planning Decisions (PS1/PS2) made within 8 weeks or agreed time (Excludes applications for discharge of conditions, pre application advice and general enquiries)



Average Cases closed per Planner in Quarter

51
TARGET 50

Average Cases closed per Senior Planner in Quarter

14
TARGET 40

Average Cases closed per Principal Planner in Quarter

18
TARGET 25

Average days from receipt to validation

7
TARGET 7

Customer Satisfaction



n/a

The central bar chart shows planning determination performance is improving and exceeded its target in May and June 2022. The team reached full capacity at the end of 2021/22 with all vacant posts filled which has meant that caseloads have become manageable. There are currently two planning enforcement post vacancies; this work is being covered by the planning case officers as additional work. After being fully staffed for one quarter, two case officers will be leaving the organisation shortly. Staff retention is expected to remain a challenge due to the national shortage of qualified planners and more employment choice.

The average caseload targets were set in the context of increasing numbers of applications coming into the service in line with the national trend. These targets need to be reviewed as the number of applications has begun to slow, although still higher than the pre-Covid (2019-20) year. The proposal is that the caseload targets should be replaced with a range (recommended minimum and maximum) which would reflect current workloads which flex over time. The service will undertake benchmarking with other similar authorities to inform the recommended range.

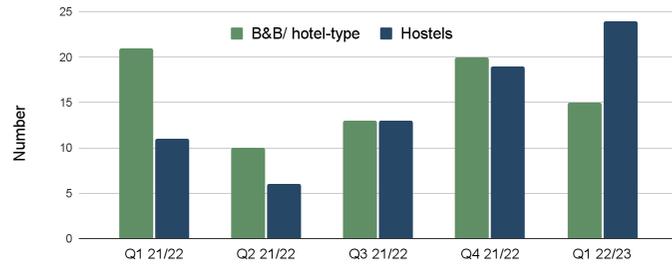
No customer satisfaction surveys were completed this quarter due to customer service advisors prioritising customer queries



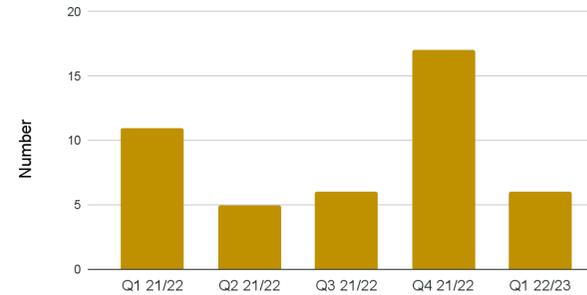
Housing Quarter I

The Number of households in Emergency Accommodation (B&B/hotel type; and hostels owned and managed by the Council) at the end of each quarter

** 22 bed spaces available in hostels

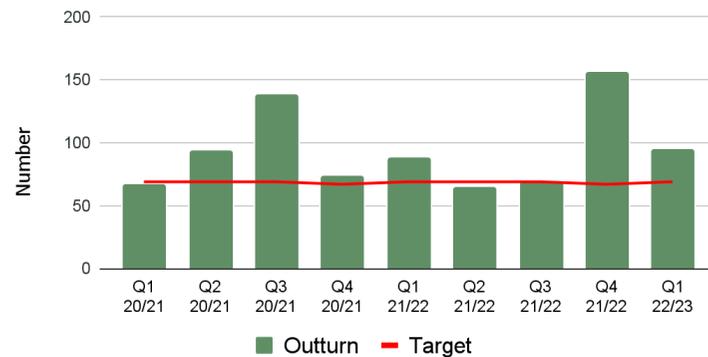


The number of successful 'move ons' from Emergency Accommodation to long term accommodation



The number of affordable homes reaching practical completion

*practical completion is when the property is ready for occupation; Target is from Local Plan



Numbers approaching the Council as homeless continue to remain high as the effects of the pandemic continue to be felt, and the cost of living crisis contributing to difficulties in sustaining tenancies.

The Housing Team has refocused more resources on the Prevention approach with the recruitment of specialist Complex Needs officers. In addition, Specialist Temporary Accommodation officers are able to offer dedicated support for helping clients move on successfully from emergency accommodation.

The availability of social housing stock remains low, partially due to prevention measures in place to assist those affected by the financial implications of Covid and the increasing cost of living. Private Rented Sector is less accessible due to affordability.

Households approaching for assistance with their housing due to affordability and debt continue to rise as well as domestic abuse cases coming through for re-housing. Particular attention is drawn to the Homes for Ukraine scheme and providing advice and assistance to Ukrainian families who will need to source their own accommodation as the scheme moves through the initial 6 month period. Ninety-five affordable homes (67 affordable rent, 17 social rent and 11 shared ownership) reached practical completion, well ahead of the target of 69. The annual target is based on the current 2018 local plan, which was informed by the 2014 Strategic Housing Market Assessment and more recent evidence. It identifies a need for 274 affordable homes per year. Delivery in recent years has been strong, however it has fluctuated in previous years and is anticipated to do so in the future.

In addition, a range of proactive work is being undertaken to reduce the number of LTE properties in the District. During Q1, 216 properties were removed from the LTE list, although 263 were added. A three month rolling action plan is in place to reduce the number of LTE properties. The current focus is on contacting householders whose properties are about to slip into LTE status or a higher levy

The number of Long Term Empty Properties (6 months plus) in the District

